

SWATCHat

October 2006

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Welcome to the first issue of **SWATCHat!** Find out more about our service and how it has been changing over the last 6 months...

The team is expanding and new workers joining the team will be working with alcohol issues, **So...** from 1 September 06, **Social Work Addictions Team (SWAT)** replaces Social Work Drug Team as the name of the service.

SWAT has moved from Strathbrock Partnership Centre in Broxburn and is now located in **Lomond House** beside other drug services which is helping improve integrated care for clients.

Good luck and thank you to **Paul Nicolson** who left in August after 4½ years with the team. We wish him well!

Annual Report 2005-06

Last year's Annual Report has just been published. It gives lots of information about the work of the team in 2005-06. Find it on our website or **request a copy.**

Let us know if you need a large print version of the newsletter of other special format.

New Service Standards

Over the last few months, we have been asking clients and colleagues about the service we provide and which aspects are important to them. Using your feedback, we have developed new (even better) Service Standards which we have been publicising widely. You can see copies of this in your local Health Centre, Social Work Centre and CIS Offices as well as on the Internet.

Feedback

We have been asking what you think about the service and you have been telling us, sending back the prepaid envelopes we provided you with.

You said...."people use false urine samples in the clinics and lie about using heroin and it's not fair on people who really want to get help"

We are... using OMT drug tests (mouth swabs) more to make sure results can be trusted. If we do ask for a urine sample, we make sure it's fresh and hot!

The last 6 months

SWAT now works in clinics in Broxburn, Howden, Bathgate and Whitburn as part of the Drug Care Partnership (DCP), which used to be called the Locality Clinic. This is jointly staffed by SWAT, WLDAS and CDPS. More workers have meant more clinics and so more people have been able to get into treatment with shorter waiting times.

Since 1st April

SWAT has

- had 459 client contacts in the DCP.
- received 78 referrals, 54% were self referrals
- seen 58% of referrals within 7 days
- seen 78% of referrals within 14 days
- offered 904 appointments
- had 80% attendance at appointments

Residential Services

SWAT carry out assessments for rehabilitation and support clients before and after their stays in residential services. There is a new leaflet which answers **frequently asked questions** about residential services. This is available on request or on our internet site. So far there have been 8 admissions to residential services for detox, stabilisation or rehabilitation this year and 8 still being assessed.

Client View on the Links Project..

"It was a lot better than I thought it would be- had heard horror stories about drug use and stuff but wasn't like that. Would tell others to go!"

We ask clients for feedback on their stays in residential. In the last year, 70% achieved their goals and found their stays in residential services very helpful.

Developments

Find more information about **SWAT** on our new internet site. Look out for our interactive feedback form which will be on line soon. Fill it in and tell us what you think!

SWAT is expanding.

- ◆ A specialist alcohol worker has joined the team to work with people with chronic or severe alcohol problems.
- ◆ A Communities Development Worker is in post to work in communities affected by substance use.
- ◆ New leaflets are now available. Some clients have been helping us develop these new leaflets by giving their views. They are also available online.

Complaints

SWAT have had 2 complaints in the last 6 months. Both were dealt with promptly and the problems resolved within the timescale set in the Service Standards.

Your views are important to us. Please tell us what you think about SWAT, what changes you would like to see and how we can improve.

Contact us on:

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Webpage

www.westlothian.gov.uk/content/social_care/substance/swat/

If you have any suggestions for items you would like to see in our next newsletter, please contact SWAT on 01506 773681 or e-mail us at drugteam@westlothian.gov.uk

Next issue due in April 2007 but meantime go to website for latest info.