



DRUG AND ALCOHOL PROVISION IN ROSSENDALE TASK AND FINISH GROUP

A Scrutiny Review on the provision of drug and alcohol services for the people of Rossendale

1. INTRODUCTION

- 1.1 A task and finish group was established due to concerns raised by Councillors following their attendance at an Inspire relaunch event in Accrington when they became aware of a change to the service delivery which they felt might have an impact on the provision in Rossendale.

To do this we:

- a) Invited the Team Manager from Inspire to explain the new model and the impact this could have for Rossendale people.
- b) Invited the Team Leader and Young People's Worker from Young Addaction.
- c) We sought information from an Officer from the Housing Options Team within the Council on the number of homelessness who may be suffering from drug or alcohol abuse which has led to them becoming homeless.
- d) We invited the Manager from Citizen's Advice to seek her views on any concerns/issues the CAB has received from Rossendale clients.

2. OUR AIM

- 2.1 To ensure that Rossendale residents are clear as to what drug and alcohol provision is available in Rossendale
- 2.2 The effectiveness of inter-agency working and identify if there are any gaps in services/processes used.
- 2.3 Ensure that primary care services and other organisations also know how to refer clients to the service.

3. INFORMATION GATHERED

At the first meeting members heard from Mark Spedding the Team Manager, Community Wellbeing, Prevention & Early Help, Inspire East Lancashire.

Change, Grow, Live (CGL), was commissioned to continue the service, although the brand name for East Lancashire was still Inspire. CGL is a national charity and undertake business nationally and Commissioners were keen to have a community delivery model for East Lancashire.

They have seen additional costs added into the contract and were required, as part of the tendering process, to evidence savings over the life of the contract. It was therefore agreed that they would lose buildings rather than

staff, with only 2 compulsory redundancies and 2 voluntary redundancies following a lengthy consultation process with staff.

In East Lancashire, buildings were lost in Rossendale, Pendle and the Ribble Valley. Within the new model there are 2 health and wellbeing hubs based in Burnley and Hyndburn. Staff from Rossendale, Pendle and the Ribble Valley were moved into these two buildings.

3.1 Provision for Rossendale

The Team Manager from Inspire indicated that whilst Rossendale lost the building in Bacup Road, services were still available at a number of locations throughout Rossendale and they were continuing to look for additional space to hold further sessions. The sessions are at:

- Longholme Methodist Church - Mondays/Weds/Thurs/Fridays 1-5pm
- Bacup Family Centre - Tuesdays, 9am-5pm
- Irwell Medical Centre, Bacup – Monday 9am-5pm
- Rossendale Health Centre – Tues 9am-1pm and Friday 9am-5pm
- Whitworth Medical Centre – Tues 9am-1pm
- Veterans in Communities, Haslingden – Tues 1pm-5pm
- Rawtenstall Job Centre -1/2 day on a monthly basis, booking in system for assessment appointments
- Rawtenstall Library for assessment and 1-1 appointments (as needed)

There are costs involved in outreach work, as some buildings, such as churches charging for use.

Inspire is also exploring opportunities for a small community access hub in Rawtenstall in partnership with the CAB and others (Kay Street).

If a person rings either Burnley or Hyndburn, staff will go out to do an initial assessment at an identified place suitable to the client. Referrals also come through from partner agencies such as GPs and the Wellbeing Service

It was suggested by the Portfolio Holder for Customer Services and Health that there may be an opportunity to use a room within the one-stop-shop and agreed to make further enquiries.

3.2 Inspire and Partner Agencies

Inspire also work closely with criminal justice partners with those on orders through the courts. They also offer everyone healthcare screening and Blood Borne Virus vaccinations, working closely with the local hospitals.

Mark explained that Young Addaction treat young people up to 25 years of age. They also work with schools with an 'early into' initiative. When Addaction transfer people into Inspire the paperwork transfers with them.

In relation to heroin use, it was confirmed that there are no new young people using heroin, with changes to the pattern and nature of drug use, with the majority of these in-service.

The Inspire service was not seeing many people presenting with NPS (novel psychoactive substances), but the North West Ambulance Service (NWAS) see lots of people and blue light them direct to A & E resus department. Also, as part of a new pilot NWAS now, with the patient's consent, refer all drug and alcohol users to Inspire for support.

With regard to people with mental health issues who need signposting into the mental health service, these people can in some cases, face barriers due to their drug/alcohol related problems. Partnership working with mental health services has improved over recent years and a partnership protocol is in place.

Inspire employs a Consultant Psychiatrist within the service as well as a nursing team and a mental health link worker. There are also a range of medics who prescribe specific medications when required.

Inspire are working with the SHE project, which is a small housing provider and in Burnley they have 6 supported accommodations, which will be replicated across East Lancashire.

They also work with the Red Rose Recovery, which is an organisation set up by people in recovery that support others with their recovery.

In relation to the referral pathway into the service, Inspire are working on improved promotion and need to get their contact details out into the community.

Whilst the number of people accessing the service is increasing it was agreed by the task group that further work needs to be undertaken.

Inspire also work closely with Anti-Social Behaviour Risk Assessment Conference (ASBRAC), which identifies and supports victims of anti-social behaviour that are most vulnerable to harm, working alongside police, councillors and housing associations.

With regard to domestic abuse and drug and alcohol abuse, Inspire work closely with STAR. Their assessment form covers questions relating to personal history, mental health, emotional and financial abuse.

3.4 Visit to the Inspire facility at Hyndburn

Members were invited to look around the Inspire building and were impressed with the sessions being held, and the work that goes on within the building to support people with drug and alcohol problems.

There is open access with staff permanently available. Primarily they see clients using heroin, amphetamine and steroids. The aim is to reduce harm by checking they receive clean equipment and return this for safe disposal. Medical check-ups are conducted and dry blood spot testing and blood borne virus screening. If the service user requires further help in relation to specific health complications they are referred onto their GP.

Service users age range varies, with the service seeing heroin users mid 30s onwards, although there are some younger with steroid users usually 18-late 40s.

Some young people who are attending a gym resort to using steroids to pump up their bodies. Whilst this tends to primarily be men who access the service, some female clients do access but this is often via male partners. There are also injectable tanning products that are bought on the internet and are extremely dangerous if taken orally.

The service is open 9am-5pm Mon, Tues, Weds and Friday, but 9am-8pm Thursdays, with Burnley open similar, but late night is a Wednesday.

All service users are offered a healthcare assessment by the healthcare assistant or the nurse and a consultant psychiatrist oversees the medical team. All service users being prescribed have regular reviews with the service doctors and all prescriptions are sent directly to the chemist by courier. This enables the workers to focus on supporting clients at their appointment and not focus on their prescription.

Needle exchange is also available within Inspire Health and Wellbeing hubs at Burnley and Accrington. In other areas this is delivered via pharmacies, who Inspire manage the contracts with.

In relation to alcohol, the service is seeing an increase number of older people accessing for support around alcohol misuse. Between April- June 2016 they saw 60 people over the age of 60 access the service for support in relation to alcohol use. All referrals for alcohol are assessed for their dependency and are seen by a Healthcare worker. If levels indicate dependency, they are referred to a nurse for a detox assessment. The alcohol detox can either be done in the community or via inpatient facilities which Inspire refer to and support people with preparation for detox.

Inspire is now well established is a range of community venues across East Lancashire and therefore more people are accessing this service. Working out of libraries and community centres may be encouraging people to access support who previously may not have wanted to be seen entering a drug and alcohol service.



Councillors on their visit to Inspire

Members indicated that they thoroughly enjoyed the visit and were impressed with the enthusiasm of the staff and services they provide, both in the building and in the community.

4. The Service in Rossendale

Members met with the line manager of the Rossendale team and he indicated there were currently around 300 active service users with Inspire, with a range of drug and alcohol issues.

At present Inspire use Longholme Methodist Church for sessions in the community but are hoping to move to alternative premises once identified.

Inspire deliver their clinical services out of a number of health centres throughout Rossendale including, Rawtenstall HC, Whitworth Medical Centre, Haslingden HC and Irwell Practice. Whilst there are only a small number of clients from Whitworth they have open access and 1-1 sessions at Whitworth Medical Centre.

Inspire has done some work with Safe Space (formerly Clare House), supporting young people with substance problems. The Team Leader for Rossendale indicated that priority is to continue to source additional venues within Rossendale and are still looking at a small multi-use Hub in Rawtenstall with partner agencies including CAB.

Attending rates at Inspire are increasing, historically people didn't want to travel but recently they have seen an increase in footfall. Funding is available for service users to access inpatient detox, with the majority from Burnley and Pendle but over recent months more people from Rossendale have been accessing the service.

4.1 YOUNG ADDACTION - Services for Young People

Darren Yates, Young Persons Worker for Rossendale explained that he was TUPE over from Early Break who lost the contract to Young Addaction in March 2016.

Early Break saw clients up to 21 yrs, but Young Addaction take up to 25 year olds, although there are more clients between 23-24 years old.

The office is based in Yorkshire Street, Burnley and there are 8 workers covering specific areas of East Lancashire.

Darren goes out and around the Valley and goes into local school, working closely with SS and the young people services. The schools also have referral forms and send them to Darren to take forward. Training and awareness is provided in schools and there is no lower limit as they also go into year 6 primary school to target the group prior to moving to secondary education.

Darren has 30 Rossendale clients on his caseload, all having a care plan and goal setting achievements. He will make home visits if necessary.

Young Addaction has a 3 strand service model as follows:

- Early Intervention and Prevention – offering one to one support/group work, including smoking cessation, hidden harm, sexual health, outreach and diversionary activities. Clients are offered 4 sessions or more if they need longer support but by session 2 they can have been assessed as to their need. Once they accept there is no further risk they can close a case.
- Therapeutic and Medical Provision – as above but also Psychosocial approaches, pharmacological interventions and mutual aid, focusing on looked-after children, housing, education, NEET, clinical justice, CSE.
- Participation and Community Engagement - family focus, community engagement, supporting volunteers, peer educators and students, training and awareness.

Linking to the above is Family Working, while this only covers Preston they are happy to branch this out across East Lancashire.

Young Addaction also work alongside substance misuse practitioners and mental health services.

The Amy Winehouse Foundation is made up of volunteers going into schools to talk about their problems, with some of the volunteers having been through the system themselves, but some volunteers have had no problems with substance misuse.

They also work with the Children's Society on Child Sexual Exploitation (CSE), covering Preston, North and Central Lancashire.

4.2. HOMELESSNESS

The Housing Options Officer within the Council explained the barriers she faces with members of the public presenting as homeless who have drug and alcohol issues. The issue of homelessness can well be a symptom of other main unaddressed problems such as drug or alcohol misuse.

The Housing Options Team (HOT) have approximately 800-1,000 new cases each year and a number of these contacts are from people who have unaddressed drug and alcohol issues as well as applicants with many other complex needs.

When Inspire was based in Rawtenstall it appeared easier for clients to access the Inspire service. HOT have recently made contact with Inspire to enquire how to make a referral to the service and the advice given was that they must ring Inspire at either Burnley or Accrington to make a referral for a service user and then an appointment would be made to see them at a location that is available to them within the borough. However, there may be a wait of up to a couple of weeks for the appointment.

This is not appropriate for when someone decides they require support with substance or alcohol misuse it is likely that they are at crisis point. Therefore, to ask them to wait a number of days for an appointment when they could lead chaotic lives is not ideal and could result in a high rate of Inspire appointments that the client fails to attend. Equally, this will result in people not engaging with a service and not accessing much needed support to address their problems and other related issues.

A problem that the HOT are seeing is with the younger generation taking what was previously known as 'legal highs' along with weed and coke. The legal highs appear to bring with them a whole host of mental health problems including severe mental health.

It can be difficult placing a young person with substance misuse issues in accommodation when they are homeless. If they are placed in supported accommodation and they do not engage with support or are disruptive then they are asked to leave.

4.3. CITIZEN'S ADVICE

The Task and Finish Group felt that it would be beneficial to hear from Citizen's Advice as they sometimes see people who they feel need to be referred into the drug and alcohol service.

Members heard from the Welfare Reform/Preventative Services Case Worker from the CAB who explained that although they do get some referrals from Inspire they don't get many despite having a partnership referral form for them to use. It may be because Inspire do not realise what help and advice CA do

provide and therefore miss the opportunity to refer clients that CA could possible help.

Most of the substance misuse/alcohol dependent clients that CA see are self-referrals. Some CA clients have said that they are aware of Inspire but find accessing the service difficult and whilst they are aware of the outreach service, they believe that these are for pre-booked appointments only.

Clients say that not having a physical place to just 'drop-in' when they needed it had caused barriers to seeking help and sustaining recovery.

CA don't have a drop-in service because of resources and capacity although if someone turned up at Stubbylee who has no phone or other way of being in contact, staff would try to deal with their problems there and then, either to give immediate help or book them for a return appointment. The main way for clients to contact CA is via their advice line which is the initial point of call, appointments are then made for clients who require them.

CA has a 'Help through Crisis' line for partners/agencies to contact them when they have a client who is in genuine crisis and Addaction where given these details as they were not aware of this service.

5 CONCLUSION

51 On establishing this task and finish group, it was expected to hear that services within Rossendale had all but disappeared following the closure of the Bacup Road facility, but Members were pleased to learn that many sessions are being held throughout the Borough, with more still to come.

5.2 Of concern was the fact that there does seem to be communication problems with actually getting into the service, although once referrals had happened, the service the client receives appear to be good.

5.3 Suggestions were made for better promotional work to ensure that all health professional/organisations are aware that services for people with drug and alcohol problems are available in Rossendale.

6 RECOMMENDATIONS

6.1 That the Council looks into providing a room within the One Stop Shop for Inspire to hold weekly outreach sessions, this would support the need for additional services to be provided in the community to save Rossendale clients from travelling to either Burnley or Accrington.

6.2 That both Inspire and Young Addaction provide more promotional literature to organisations such as the Citizen's Advice and the Council to distribute to

people coming into their service with drug and/or alcohol issues, to include the Council's One Stop Shop, Libraries and the Youth Zone.

- 6.3 That both Inspire and Young Addaction ensure they have a closer partnership working with the Citizen's Advice.
- 6.4 That the Council's website signposts people with drug and/or alcohol problems to these agencies; Inspire, Young Addaction and the Citizen's Advice.
- 6.5 That this report is sent to the Overview and Scrutiny Committee for final approval followed by Young Addaction, Inspire and the CAB for comments. A copy also to be sent to the Health and Wellbeing Partnership, Police, Pubwatch and North West Ambulance Service (including the community paramedic).