

Drug and Alcohol Treatment System Charter – Update 2015

Purpose of the charter

The Charter promotes a set of shared goals, principles and values that underpin/guide all treatment and support in Nottingham City.

The charter sets out the commitment of all those involved in the delivery of treatment to work in a certain way to an agreed set of principles.

The charter has been developed in partnership with service users, carers, commissioners, providers and wider community stakeholders and is therefore owned by all.

Mission statement

Our aim is to reduce drug and alcohol use and the harm caused to individuals, families and communities across Nottingham, through the provision of effective and high quality treatment and support.

Charter

1. We will be ambitious for everyone in need of support. We will be recovery focused; offering all service users the ultimate goal of abstinence, while recognising that this may not always be the service users' choice and that harm reduction and improved health are essential parts of recovery. We will remain committed to improving and rebuilding the lives of service users as members of our local community. We will assist individuals to structure their lives to achieve the goals they have set, at a pace they feel comfortable with.
2. We will deliver person centered services and ensure that the service user is at the centre of the recovery journey. Interventions will be tailored to the needs of individual service users: delivered through a full and holistic assessment of mental and physical health and the development of a comprehensive care plan that responds to these individual needs and in which the service user is fully involved.
3. We will ensure service users are fully informed about all appropriate support options and have informed involvement in making decisions regarding treatment. This will include information about self-help groups like NA, AA and SMART Recovery, user advocacy groups and opportunities to be involved at all levels.
4. We will treat all service users with respect, dignity, compassion and care, working with service users in a constructive, supportive and positive manner through empathic relationships between workers and clients. Collectively we will work to challenge stigma and discrimination.

5. Service user and carer involvement will be embedded within treatment and support. We will ensure that service users are listened to, involved and consulted in decisions about their treatment. We will ensure that service users and carers are involved in the planning, development and delivery of services. These commitments are in line with guidance and regulations and give regard to The NHS Constitution.

6. We will aim to support the needs of the whole family including carers of drug users, children of substance using parents, and kin carers caring for the children of substance-misusing parents. Where there is agreement from the service user we will utilise family and couples based therapies to support their treatment goals. We will address the needs of drug using parents and their children through holistic care planning and treatment, including referral to other forms of support and joint work with other agencies where there is service user consent. We will address the needs of carers providing them with advice and information and access to carers specific support services.

7. All service users will be treated without discrimination. Comprehensive services will be available to all, irrespective of age, disability, race, gender or gender reassignment, sexual orientation, pregnancy and maternity, religion or belief, marital or civil partnership status or any other aspect of a service user's personal identity or background. We will review substance misuse treatment continually to ensure promotion of equality and commitment to reducing health inequalities, including parity of esteem for mental health.

8. We will provide services that are accessible for all, that are promoted in an inclusive way through information that reaches all those that need it. We will aim to see all clients within the shortest time possible and no client will wait longer than 2 weeks for treatment to start. Services will be flexible, provided in appropriate locations and open at appropriate times.

9. We will aspire to the highest standards of excellence and professionalism, and deliver treatment that is of the highest quality, to a professional standard and inline with a clear evidence base. We will monitor provision and make continuous efforts to improve the quality of the services we commission and provide.

10. We will respect privacy and confidentiality and keep clients information safe and secure in line with the Data Protection Act. We will not share confidential service user information unless we have express client consent or we are required by law to do so.

11. All service users have the right to complain about any aspect of service provision. We will ensure that all service users know how to make a complaint and that all complaints are responded to. Service Improvement is dependent on feedback. Treatment and relationships with providers will not be adversely affected as a result of making a complaint. We will acknowledge mistakes, learn lessons from complaints and use them to improve services.

Service User Responsibilities

Service users have responsibilities as well as rights. These responsibilities are set out comprehensively in individual service charters and include:

- Respect for staff and other clients (Abuse and violence will not be tolerated)
- Not taking drugs or alcohol on the premises
- Attend appointments on time wherever possible.
- Telephone to cancel unwanted appointments
- Respect confidentiality of other clients
- Specific responsibilities within the framework of a care plan
- Observe house rules in services

** These commitments do not replace your rights under the NHS Constitution, The Equality Act 2010, the European Convention on Human Rights, or any other relevant legislation.