



SCOTTISH EXECUTIVE

Justice Department
Safer Communities Division

St Andrew's House
Regent Road
Edinburgh EH1 3DG

Telephone: 0131-244 2209
Fax: 0131-244 2689
Phil.Hogben@scotland.gsi.gov.uk
<http://www.scotland.gov.uk>

Dear Colleague

CONSULTATION ON DRAFT NATIONAL QUALITY STANDARDS FOR SUBSTANCE MISUSE SERVICES

The Action Plan in October 2004 which followed the Executive's Review of Drug Treatment and Rehabilitation Services recommended development of national standards with an emphasis on outcomes for service users, together with systems for monitoring and evaluation. This recommendation addresses the lack of an overarching agreed framework which describes the quality of provision and delivery required in services for drug misusers and people with alcohol problems.

To begin this process representatives of drug and alcohol services, service commissioners and regulatory bodies such as the Care Commission and the Social Work Inspection Agency have met with the Executive to plan a workable framework of quality standards which focus particularly on practical aspects of the quality and integration of services for people with substance misuse problems.

The Steering Group arrived at a consensus about the principles which should underpin the development of quality standards and a framework in which these standards are set.

- There should be a set of common standards across Scotland, published by Scottish Ministers but with local ownership.
- There should be no added burden on services (in the form of another layer of inspections) without being of clear benefit.
- Any evaluation of the use of quality standards should be supportive and address those aspects of practice not covered in existing inspections.
- The standards will cover both drug and alcohol services.
- The implementation of the standards will seek to improve services.
- Development should build on existing good practice.
- There should be substantial service user and community input to any evaluation of the implementation of the standards.

The Steering Group has also drafted 11 overarching standards, each with its set of underpinning statements and we are now seeking your opinion on these. The consultation document is included with this letter.



In accordance with Scottish Executive commitments the consultation will last for a period of 12 weeks and you are invited to respond in writing by **28 April 2006**. Information on the consultation process and how to respond to it are included in the consultation document.

The Respondent Information Form (**Annex A**) and Substance Misuse Quality Standards Consultation Response Form (**Annex B**) are attached. Please feel free to photocopy these if required. Both Annex A and B should be returned to Phil Hogben, Quality Standards Advisor, Scottish Executive, Safer Communities Division, Drug Treatment and Rehabilitation Team, 1W(South), St Andrew's House, Edinburgh EH1 3DG.

We are also planning a series of six workshops across Scotland during the consultation. These will take place in:-

Inverness	28 February
Castle Douglas	7 March
Aberdeen	14 March
Edinburgh	28 March
Galasheils	30 March
Glasgow	4 April

The workshops will

- Introduce and discuss the standards;
- Look at the ways they can contribute to improving service provision and services outcomes; and
- Consider next steps in developing an evaluation framework.

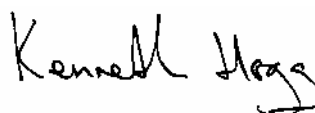
You are invited to attend any of these workshops and contribute to the consultation in this manner. Should you wish to do so please return the workshop booking form at **Annex C**. The booking form should be returned to Gordon Hastie at the address on the form. Please note that spaces at each of these events are limited and, whilst we cannot guarantee you a place, every effort will be made to accommodate your wishes.

If you have any other queries regarding the consultation or the development of the quality standards framework, please get in touch with Carole Ross on 0131 244 2208 or Phil Hogben on 0131-244-2209 or Philip.Hogben@scotland.gsi.gov.uk.

Yours sincerely



PATRICIA SCOTLAND
Head of Safer Communities Division



KENNETH HOGG
Head of Public Health and Substance Misuse

RESPONDENT INFORMATION FORM

Quality Standards for Substance Misuse Services in Scotland

Please complete the details below and return it with your response. This will help ensure we handle your response appropriately. Thank you for your help.

Name: _____

Postal Address: _____

1. Are you responding: (please tick one box)
- (a) As an individual - go to Q2a/b and then Q4
- (b) **On behalf of** a group/organisation? go to Q3 and then Q4

INDIVIDUALS

2a. Do you agree to your response being made available to the public (in Scottish Executive library and/or on the Scottish Executive website)?

Yes (go to 2b below)

No, not at all. We will treat your response as confidential

2b. *Where confidentiality is not requested*, we will make your response available to the public on the following basis (**please tick one** of the following boxes)

Yes, make my response, name and address all available

Yes, make my response available, but not my name or address

Yes, make my response and name available, but not my address

ON BEHALF OF GROUPS OR ORGANISATIONS:

3. The name and address of your organisation *will be* made available to the public (in the Scottish Executive library and/or on the Scottish Executive website). Are you also content for your **response** to be made available?

Yes

No. We will treat your response as confidential

SHARING RESPONSES/FUTURE ENGAGEMENT

4. We will share your response internally with other Scottish Executive policy teams who may be addressing the issues you discuss. They may wish to contact you again in the future, but we require your permission to do so. Are you content for the Scottish Executive to contact you again in the future in relation to this consultation response?

Yes

No

Substance Misuse Quality Standards Consultation Response Form

1. Are the standards and underpinning statements applicable to all types of services for substance misuse? *Please select appropriate*

Yes No

If **no**, what could be done to make them more relevant.?

2 Do all the Standards and underpinning statements apply to both drug services and alcohol services?

Yes No

If no please identify which, and indicate why you think this..

3. Are they sufficiently comprehensive? Please select appropriate

Yes

No

If no, what else would you like to see included?

4 How completely do you think working to the standards will achieve the aim of improving service quality and delivery? Please select appropriate

Fully

Mostly

Partly

Not at all

Have you any suggestions for how they could be improved?

5. Is there sufficient emphasis in the Draft Standards on the responsibilities of the service user?

6. How easy do you think services will find them to implement in the immediate future?
Please select appropriate

Very Easy	Easy	Difficult	Very Difficult
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you identify what difficulties they are likely to face with implementation?

7. How easy do you think services will find them to implement in the long term? *Please select appropriate*

Very Easy

Easy

Difficult

Very Difficult

Can you identify what difficulties they are likely to face with implementation?

8. How would you propose monitoring their implementation?

9. What could be done at national level to support you in the monitoring process?

10. Do you have any further comments?

National Quality Standards for Substance Misuse Services Workshop Booking Form

These are the venues and dates for the forthcoming quality standards workshops. Please indicate the workshops that will be the most convenient for you to attend, in order of preference from 1 – 3, 1 being your preferred location. Please also enter your details below.

TOWN/CITY	VENUE	DATE	YOUR PREFERRED EVENTS (1 – 3)
INVERNESS	COLUMBA HOTEL	28 FEBRUARY	
CASTLE DOUGLAS	DOUGLAS ARMS	7 MARCH	
ABERDEEN	ABERDEEN EXHIBITION AND CONFERENCE CENTRE	14 MARCH	
EDINBURGH	COSLA CONFERENCE CENTRE	28 MARCH	
GALASHIELS	KING'S HOTEL	30 MARCH	
GLASGOW	MARRIOTT HOTEL	4 APRIL	

YOUR DETAILS

Full Name: _____ Organisation: _____

Address: _____

Telephone No. _____ e-mail: _____

Any special requirements e.g. disability/dietary: _____

Please send your completed booking form back as soon as possible to:

Gordon Hastie
Treatment and Rehabilitation Team
Safer Communities Division
Scottish Executive Justice Department
1W(S) St Andrews House
Regent Road
Edinburgh
EH1 3DG

Or email these details to Gordon.Hastie@scotland.gsi.gov.uk

CONSULTATION ON

Draft National Quality Standards

for substance misuse services

privacy

dignity

realising potential

safety

equality and diversity

choice



safer
scotland
SCOTTISH EXECUTIVE



healthier
scotland
SCOTTISH EXECUTIVE

CONSULTATION ON

Draft National Quality Standards

for substance misuse services

© Crown copyright 2006

ISBN: 0-7559-4902-1

Scottish Executive
St Andrew's House
Edinburgh
EH1 3DG

Produced for the Scottish Executive by Astron B44353 2/06

Published by the Scottish Executive, February, 2006

Further copies are available from
Blackwell's Bookshop
53 South Bridge
Edinburgh
EH1 1YS

The text pages of this document are printed on recycled paper and are 100% recyclable

Contents

	Page
Introduction	1
Consultation	2
Quality Standard Statements	
Standard Statement 1	3
Standard Statement 2	3
Standard Statement 3	4
Standard Statement 4	4
Standard Statement 5	5
Standard Statement 6	5
Standard Statement 7	6
Standard Statement 8	6
Standard Statement 9	7
Standard Statement 10	7
Standard Statement 11	8
Responding to this consultation paper	9
Respondent information form	11
The Scottish Executive consultation process	12
Annex 1: Steering Group Membership	13
Annex 2: Substance Misuse Quality Standards Consultation Response Form	14

Introduction

This document invites your views about the proposed National Quality Standards for Substance Misuse Services in Scotland.

To date there has been no overarching agreed framework which describes the quality of provision and delivery required in services for drug misusers and people with alcohol problems. During the Scottish Executive's Review of Drug Treatment and Rehabilitation Services in 2003 this emerged as a major issue and the Action Plan published in October 2004 recommended development of national standards with an emphasis on outcomes for service users, together with systems for monitoring and evaluation.

The Regulation of Care (Scotland) Act 2001 (the Act) established a system of care regulation in Scotland. The Act's purpose is to provide greater protection for people in need of care services. The Act empowers Scottish Ministers to make regulations and orders to meet the Act's requirements.

In order to raise the level of care in Scotland, and ensure that service users receive the same quality of care no matter where they live, Scottish Ministers have developed **national care standards** for a wide range of care services.

In 2002, to form part of these, Scottish Ministers published *National Care Standards for Care Homes for People with Drug and Alcohol Misuse Problems*.

The standards are based on the following principles:

- **Dignity**
- **Privacy**
- **Choice**
- **Safety**
- **Realising potential**
- **Equality and diversity**

These draft Quality Standards intend to build on the principles that were detailed in that document and extend these to **all** types of service intended for drug misusers and people with alcohol problems. In common with the National Care Standards, the Quality Standards have also been written from the point of view of the service user.

To begin the development of a workable framework of quality standards, representatives of drug and alcohol services, service commissioners and regulatory bodies such as the Care Commission and the Social Work Inspection Agency have met with the Executive and formed a steering group (list in Annex 1).

This Steering Group arrived at a consensus about the underlying principles on which the development of quality standards would be based. These are:

- There should be a set of common standards across Scotland, published by Scottish Ministers but with local ownership.
- There should be no added burden on services (in the form of another layer of inspections) without being of clear benefit.
- Any evaluation of the use of quality standards should be supportive and address those aspects of practice not covered in existing inspections.
- The standards will cover both drug and alcohol services.
- The implementation of the standards will seek to improve services.
- Development should build on existing good practice.
- There should be substantial service user and community input to any evaluation of the implementation of the standards.

Consultation

The Steering Group has also drafted 11 overarching standards, each with its own set of underpinning statements, and we are seeking your views on these.

Standard Statement 1

You will be provided with all the information you need to help you decide about using the service.

You, or someone acting on your behalf, will be:

- provided with **clear and correct** information on **all** the support available;
- provided with information on getting help from **the service** – such as contacting and getting to it;
- provided with details of who the service is for and what it offers; and
- provided with details of its rules and ways of working. For example confidentiality, sharing information and making a complaint.

Standard Statement 2

You will be able to access safe, quality surroundings when engaging with the service.

- The service and facilities offered will be of a good standard – safe and appropriate.
- The service will employ and train its staff to make sure you are treated with respect and dignity.
- The service will seek to ensure that bullying, harassment or discrimination of any kind is not tolerated.
- The service will respect and actively support your religious, spiritual, cultural and other beliefs and needs, and those of others who use the service.

Standard Statement 3

You will be involved in a full assessment which makes sure that decisions about your care and support are based on your needs.

- You, or someone acting on your behalf, will take part in a full assessment of your drug and/or alcohol use and other needs and it will be kept up to date.
- Improving your situation will involve discussing areas in your life such as your health, employment, housing, family and children.
- Your views will be heard and used to develop your personal plan.
- With your agreement, your information will be shared with other services and it will be made clear to you when this might be done without your permission.

Standard Statement 4

You will receive a written personal plan that clearly sets out the service that will be provided to meet your needs.

- After assessment you will be involved in developing your personal plan.
- Who does what and when will be made clear in your personal plan which will be kept up to date.
- As your situation changes, your personal plan will be reviewed to reflect these changes.

Standard Statement 5

The service will work with you to achieve the jointly agreed actions in your personal plan.

- You will be informed about what the service offers, how it can help and how to take part.
- You will have time to think about your choices.
- You will be offered a supportive working relationship to help meet your needs.
- You will be supported to meet your needs in the personal plan.
- You will be helped to find ways to avoid future problems with drugs and/or alcohol.
- You will work together with the service to make sure that there is a joint responsibility for meeting your needs.

Standard Statement 6

You will be able to discuss and plan your long-term support with service staff, involving your family, other organisations, services or representatives as appropriate.

- From the start, the service will work with you to help you achieve your future goals.
- The service will help with all parts of the plan such as identifying personal strengths and maintaining positive relationships.
- You and the service will work together to make helpful contacts before you leave.

Standard Statement 7

You will receive quality support and care.

- If you have needs the service cannot meet, appropriate professional help will be sought.
- The service will meet relevant legal requirements.
- Workers (paid and unpaid) will be appropriately trained and supervised.
- The service will continuously review how it meets your needs and how it could be improved.

Standard Statement 8

The service will work with a wide range of partners, including other services, so that your needs are met.

- Funders and providers will jointly design services that meet local requirements and national plans and will ensure they work together in a co-ordinated way.
- Funders and providers will ensure that evidence-based best practice is used to inform service design and delivery.
- Local services will be able to meet the needs of specific groups, for example parents with children, women, young people, minority ethnic groups and those with mental health needs.
- Services will consult with other agencies, such as housing and employment, when appropriate, to meet your needs.
- All drug and alcohol specialist services will have clearly written service specifications.

Standard Statement 9

The service you receive has been designed with you, your family, and the needs of the local community in mind.

- The service will treat **everyone** fairly in the way they work.
- To offer the best help with your changing situation **all** services will work together.
- How the local community are involved with the service will be clearly laid out.
- The service will recognise the needs of members of your family and those you live with and, where appropriate, seek support for them.

Standard Statement 10

Your views will be sought in order to constantly monitor the type, delivery and development of services.

- You will be given a list of your rights and responsibilities when using a service.
- To improve this service, at least once a year, you will be asked in confidence for your views and ideas on the service.
- To improve this service, at least once a year, other local organisations will be asked in confidence for their views and ideas on the service.
- If you want to join a group with others using services then you will be given support and training to do so.

Standard Statement 11

You will have all the information you need about arrangements for ending your contact with the service.

- If you have children, this service will not ask you to leave without considering their needs.
- When about to leave the service other agencies may **have** to be informed, particularly if you have children.
- You will be given useful information such as how to get extra help or cope with a risky situation or setback.
- The service will talk with you about **all** the choices and risks faced by you and others.
- Before leaving you will be asked for your views of the service.
- The service will send a report on your progress to appropriate agencies.
- The service may ask if they can keep in touch to see how you are doing.

Responding to this consultation paper

We are inviting written responses to this consultation paper as early as possible but no later than 28th April 2006. **Please send your response to:**

Philip.Hogben@scotland.gsi.gov.uk

or

**Philip Hogben
Quality Standards Advisor
Treatment and Rehabilitation Team
Safer Communities Division
Justice Department
Scottish Executive
St Andrew's House
Edinburgh
EH1 3DG**

If you have any queries contact **Philip Hogben** on **0131 244 2209** or **Philip.Hogben@scotland.gsi.gov.uk**.

We would be grateful if you would use the consultation questionnaire provided in the covering letter or photocopy the one in Annex 2, as this will aid our analysis of the responses received.

This consultation, and all other Scottish Executive consultation exercises, can be viewed online on the consultation web pages of the Scottish Executive website at <http://www.scotland.gov.uk/consultations>. You can telephone Freephone 0800 77 1234 to find out where your nearest public internet access point is.

The Scottish Executive now has an email alert system for consultations (**SEconsult: <http://www.scotland.gov.uk/consultations/seconsult.aspx>**). This system allows stakeholder individuals and organisations to register and receive a weekly email containing details of all new consultations (including web links). SEconsult complements, but in no way replaces SE distribution lists, and is designed to allow stakeholders to keep up to date with all SE consultation activity, and therefore be alerted at the earliest opportunity to those of most interest. We would encourage you to register.

Handling your response

We need to know how you wish your response to be handled and, in particular, whether you are happy for your response to be made public. Please complete and return the **Respondent Information Form** enclosed with this consultation paper as this will ensure that we treat your response appropriately. If you ask for your response not to be published we will regard it as confidential, and we will treat it accordingly.

All respondents should be aware that the Scottish Executive is subject to the provisions of the Freedom of Information (Scotland) Act 2002 and would therefore have to consider any request made to them under the Act for information relating to responses made to this consultation exercise.

Next steps in the process

Where respondents have given permission for their response to be made public (see the attached Respondent Information Form), these will be made available to the public in the Scottish Executive Library and on the **Scottish Executive consultation** web pages by June. We will check all responses where agreement to publish has been given for any potentially defamatory material before logging them in the library or placing them on the website. You can make arrangements to view responses by contacting the SE Library on 0131 244 4565. Responses can be copied and sent to you, but a charge may be made for this service.

What happens next?

Following the closing date, all responses will be analysed and considered along with any other available evidence to help us reach a decision on The Quality Standards for Substance Misuse Services in Scotland. We aim to issue a report on this consultation process by autumn and publish the final document early autumn 2006.

Comments and complaints

If you have any comments about how this consultation exercise has been conducted, please send them to:

Carole Ross
Treatment and Rehabilitation Team
Safer Communities Division
Justice Department
Scottish Executive
St Andrew's House
Edinburgh
EH1 3DG

E-mail: **Carole.Ross@scotland.gsi.gov.uk**

RESPONDENT INFORMATION FORM

Quality Standards For Substance Misuse Services in Scotland

Please complete the details below and return it with your response. This will help ensure we handle your response appropriately. Thank you for your help.

Name: _____

Postal Address: _____

1. Are you responding: (please tick one box)
- (a) as an individual? – go to Q2a/b and then Q4
- (b) **on behalf of** a group/organisation? go to Q3 and then Q4

INDIVIDUALS

- 2a. Do you agree to your response being made available to the public (in Scottish Executive library and/or on the Scottish Executive website)?

Yes (go to 2b below)

No, not at all. We will treat your response as confidential

- 2b. **Where confidentiality is not requested**, we will make your response available to the public on the following basis (**please tick one** of the following boxes)

Yes, make my response, name and address all available

Yes, make my response available, but not my name or address

Yes, make my response and name available, but not my address

ON BEHALF OF GROUPS OR ORGANISATIONS:

3. The name and address of your organisation **will be** made available to the public (in the Scottish Executive library and/or on the Scottish Executive website). Are you also content for your **response** to be made available?

Yes

No. We will treat your response as confidential

SHARING RESPONSES/FUTURE ENGAGEMENT

4. We will share your response internally with other Scottish Executive policy teams who may be addressing the issues you discuss. They may wish to contact you again in the future, but we require your permission to do so. Are you content for the Scottish Executive to contact you again in the future in relation to this consultation response?

Yes

No

THE SCOTTISH EXECUTIVE CONSULTATION PROCESS

Consultation is an essential and important aspect of Scottish Executive working methods. Given the wide-ranging areas of work of the Scottish Executive, there are many varied types of consultation. However, in general, Scottish Executive consultation exercises aim to provide opportunities for all those who wish to express their opinions on a proposed area of work to do so in ways which will inform and enhance that work.

The Scottish Executive encourages consultation that is thorough, effective and appropriate to the issue under consideration and the nature of the target audience. Consultation exercises take account of a wide range of factors, and no two exercises are likely to be the same.

Typically Scottish Executive consultations involve a written paper inviting answers to specific questions or more general views about the material presented. Written papers are distributed to organisations and individuals with an interest in the issue, and they are also placed on the Scottish Executive website enabling a wider audience to access the paper and submit their responses.¹ Consultation exercises may also involve seeking views in a number of different ways, such as through public meetings, focus groups or questionnaire exercises. Copies of all the written responses received to a consultation exercise (except those where the individual or organisation requested confidentiality) are placed in the Scottish Executive library at Saughton House, Edinburgh (K Spur, Saughton House, Broomhouse Drive, Edinburgh EH11 3XD, telephone 0131 244 4565).

All Scottish Executive consultation papers and related publications (e.g. analysis of response reports) can be accessed at: [Scottish Executive consultations](http://www.scotland.gov.uk/consultations) (<http://www.scotland.gov.uk/consultations>).

The views and suggestions detailed in consultation responses are analysed and used as part of the decision making process, along with a range of other available information and evidence. Depending on the nature of the consultation exercise the responses received may:

- indicate the need for policy development or review
- inform the development of a particular policy
- help decisions to be made between alternative policy proposals
- be used to finalise legislation before it is implemented

Final decisions on the issues under consideration will also take account of a range of other factors, including other available information and research evidence.

While details of particular circumstances described in a response to a consultation exercise may usefully inform the policy process, consultation exercises cannot address individual concerns and comments, which should be directed to the relevant public body.

¹<http://www.scotland.gov.uk/consultations>

Annex 1 – Steering Group Membership

Name	Organisation	Position
Tansy Clarke	Social Work Inspection Agency	Inspector
Fiona Clark	Social Work Inspection Agency	Inspector
Lorne Findley	Care Commission	Regional Manager
Kevin Hanlon	Scottish Executive Health Department	Head Alcohol Policy Team
Phil Hogben	Scottish Executive Justice Department	Quality Standards Advisor
Neil Hunter	Glasgow Social Work Addictions	Community Services Manager
Jane Jay	NHS Lothians	Specialist In Addictions
Tom Leckie	Scottish Executive Education Department	Inspector
David Liddell	Scottish Drugs Forum	Director
Lindsay Liddle	Scottish Executive Health Department	Action Manager Alcohol Problems
Marion Logan	Forth Valley SAT	Co-ordinator
Mike McCarron	Association of Drug Action Teams	National Officer
Barbara O'Donnell	Scottish Association of Alcohol Action Teams	National Officer
Carole Ross	Scottish Executive Justice Department	Treatment and Rehabilitation Manager
Fraser Ross	Moray ADAT	Drug and Alcohol Development Officer
Sally Thompson	Scottish Executive Justice Department	Performance and Delivery Manager
Roy Young	Care Commission	Inspector

Annex 2: Substance Misuse Quality Standards Consultation Response Form

1. Are the standards and underpinning statements applicable to all types of services for substance misuse? *Please select appropriate.*

Yes

No

If **no**, what could be done to make them more relevant?

2. Do all of the standards and underpinning statements apply to both drug services and alcohol services?

Yes

No

If **no**, please identify which, and indicate why you think this.

3. Are they sufficiently comprehensive? *Please select appropriate.*

Yes **No**

If **no**, what else would you like to see included?

4. How completely do you think working to the standards will achieve the aim of improving service quality and delivery? *Please select appropriate.*

Fully **Mostly** **Partly** **Not at all**

Have you any suggestions for how they could be improved?

5. Is there sufficient emphasis in the draft standards on the responsibilities of the service user?

6. How easy do you think services will find them to implement in the immediate future? *Please select appropriate.*

Very easy

Easy

Difficult

Very difficult

Can you identify what difficulties they are likely to face with implementation?

7. How easy do you think services will find them to implement in the long term?
Please select appropriate.

Very easy

Easy

Difficult

Very difficult

Can you identify what difficulties they are likely to face with implementation?

8. How would you propose monitoring their implementation?

9. What could be done at national level to support you in the monitoring process?

10. Do you have any further comments?

© Crown copyright 2006

This document is also available on the Scottish Executive website:
www.scotland.gov.uk

Astron B44353 02/06

Further copies are available from
Blackwell's Bookshop
53 South Bridge
Edinburgh
EH1 1YS

Telephone orders and enquiries
0131 622 8283 or 0131 622 8258

Fax orders
0131 557 8149

Email orders
business.edinburgh@blackwell.co.uk

ISBN 0-7559-4902-1



9 780755 949021