

**Open Access, Personal Development,  
Support and Aftercare Services**

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# Open Access, Personal Development, Support and Aftercare Services

## 1. Purpose

The purpose of this framework is to assist substance misuse planners and commissioners in providing personal development services for substance misusers to meet their needs. It will also assist service providers within the statutory, voluntary and independent sector to identify the range of services that should be considered to meet service user's needs which would normally take place during the care planning process. These services can be either more structured "day care" or less formalised drop in or support provision.

## 2. Philosophy

The philosophy underpinning this framework is the belief that individuals should be encouraged and supported to acquire knowledge and skills in order to reduce the impact that substance misuse has upon their lives.

## 3. Aims

The Open Access, Personal Development Support and Aftercare Services may have different aims, but most include work in the following areas:

- help to improve social functioning and community rehabilitation;
- life skills and vocational or educational goals - taking a holistic approach to rehabilitation;
- personal independence and responsibility - enabling service users to maintain family and social support networks (where they exist) while in treatment;
- improvement of physical, mental and psychological health and social functioning and life context.

The client should be encouraged to engage fully with Open Access Support and Aftercare Services with an aim to:

- improve their social integration and community rehabilitation;
- enhance their education and knowledge;
- improve independence and family functions;
- improve their overall physical and mental health.

## 4. Overview

It is important to ensure personal care plans are in place for people who are waiting for treatment or agreeing to attend a structured day programme. There are a number of day care programmes currently in place. A sample of which are included in the Bibliography.

Aftercare and Support Services are packages of support that are planned with the service user to support them when they leave structured treatment. The aim of these services is to sustain treatment gains and further develop community reintegration. They may include substance misuse interventions such as structured day care, open access relapse prevention or harm reduction. They may also include support services such as housing, access to education, and generic health and social care.

Support services provide a range of interventions which can be either structured or flexible to suit the individual needs of the service user. These services usually offer programmes of defined activities for a fixed period of time. Clients should attend the programme according to specified attendance criteria, and follow a set timetable that will include group work, psychosocial interventions, educational and life skills activities. Some clients may be attending these programmes as a follow-on or precursor to other treatment types.

Open Access services should be available as drop in and advice and information services for substances users. These services should also be able to provide sign posting facilities for service users who want to engage with treatment services.

## **5. Context**

This document has to be set in the context of the Working Together to Reduce Harm Substance Misuse Strategy for Wales 2008 - 2018 which states:

For many substance misusers, it is the provision of wrap around services, alongside or on completion of the appropriate treatment services that will be pivotal to reducing the harm caused by their substance misuse and to their ability to maintain or re-establish themselves in the community. In order to ensure these important elements of care are properly addressed, Community Safety Partnerships (CSPs) and their partners should consider wrap around services as a core component of treatment for all substance misusers. This provision should form part of their local substance misuse action plans and should be seen as a core element of an individuals' recovery plans. We will support CSPs in this by developing a module of the Substance Misuse Treatment Framework for Wales for Aftercare and Support Services, which includes education, training, volunteering, work experience, employment, relapse prevention, structured day care and signposting to leisure pursuits and access to housing and support providers.

## **6. Settings**

Aftercare and Support Services should be community-based services, set in centres that have been specifically designated for the programme (purpose-built or converted) and have rooms designated for specific parts of the programme (e.g. group work and life skills). They may be attached to other drug treatment services if they are part of a larger treatment agency. The use of local community swimming, gymnasium and other sports and leisure facilities, as well as enrolment in education courses should be considered to encourage clients to engage in a wide range of activities.

As part of these programmes clients may receive a range of interventions and support including:

### **6.1 Open Access Centres**

Open Access Centres should ideally be provided by substance misuse specialist services and provide advice and information to clients on substance misuse, housing, housing related support providers, welfare benefits and all other services that would assist the service user. It is important that the publications and leaflets available should include advice on harm reduction. The centre should also ensure enquirers are signposted to the most appropriate substance misuse or other service provisions to meet their needs. This might include mental health services where there is co-occurring mental ill-health and substance misuse. Drop in centres can provide opportunities where people can socialise, gain further advice on and be signposted to further support services and access peer and professional support to assist in the prevention of relapse.

### **6.2 Day Programmes**

Structured day care programmes provide a range of interventions where a client could attend 3-5 days per week. Interventions tend to be either via a fixed rolling programme or an individual timetable, according to client need. In either case, these services should include the development of a care plan and regular key working sessions. The care plan should address drug and alcohol misuse, physical and mental health needs, offending behaviour and social functioning. Personal Development Plans (PDP) could form part of the agreed care plan.

These programmes are formally structured and the following should be considered for inclusion in care plans:

- emotional and psychological support;
- educational and life-skills work and related activities;
- advice and information;
- harm reduction support;
- further assessment and subsequent referral to alternative structured treatment.

### **6.3 Individual (one to one) Interventions**

These interventions would be on a one to one basis and should include:

- Personal development plans.
- Psychosocial therapy programmes appropriate to need.
- Individual activities.
- Support to community based detoxification.

Individual programmes can be part of or precursor to group programmes. The Brief Therapy module consists of Motivational Interviews and Motivational Enhancement Therapy, which facilitates change. A range of structured counselling models should be offered from the humanistic and cognitive psychology traditions. An example of this would be a 12 week CBT programme. A full therapeutic programme should also be available.

### **Opportunities**

There are a number of opportunities that can be delivered either on an individual or group basis, for example:

### **Activities**

- Sports and recreational activities;
- Voluntary work;
- Social interactions opportunities.

## **6.4 Group Sessions**

Stress management  
Relapse prevention  
Communications skills  
Relationship skills  
Anger management  
Complimentary therapies.

## **6.5 Aftercare**

It is important to note that aftercare is not necessarily what a client receives after leaving Tier 4 treatment or prison, as they may still have an active care plan, involving community interventions. Only once the client's care plan is complete do they enter planned aftercare. During a period of care-planned treatment, clients will receive a range of interventions to address their drug and alcohol-using behaviour and interventions to target non-substance use domains of functioning (e.g. housing, family support). Some of these interventions will come to an end when the care plan comes to an end, but some may need to continue. When a client's care plan with the treatment provider comes to an end, they may continue to receive a range of services that they were receiving as part of the care plan, and in this context, these will be deemed to be aftercare.

These include substance misuse related support and wrap around support. There is a need to ensure the client has access to support pathways (e.g. for housing and training). If links to all appropriate support services are not already in place during a client's care planned treatment, substance misuse treatment agencies should assist the client to make these links before their treatment comes to an end. The case manager or service providers should work closely with local aftercare and support services to enable all necessary support to be in place in time for the client leaving treatment.

Prior to the completion of treatment an assessment for ongoing support needs should be drawn up by the case manager and agreed with the service user. This assessment should include measures that cover possible relapse and ensure swift access back to treatment if required. The information should be passed to the appropriate service provider with the service user's consent.

Substance misuse related support should include open-access relapse prevention, mutual support groups and advice and harm reduction support. In addition a range of open-access and low-threshold services should be available to provide specific interventions to people who have completed treatment, but who may want or need to have occasional non-care-planned support. Wrap around support can cover a range of issues such as access to housing, supported housing accommodation, relationship support, education and training, support to gain employment, and parenting and childcare responsibilities and continuing engagement with mental health services. In addition, women's services, peer mentor programmes and other social and activity groups can form elements of these support services.

## **6.6 Housing**

There is a legal requirement on local authorities to ensure that advice and information about homelessness is available to everyone in their district, and provides specific advice to homeless people to help them find housing. They are also required to ensure that accommodation is available for people who are homeless through no fault of their own if they are in one of the priority need groups. These include families with children, pregnant women, young people, 16 and 17 year olds, former prisoners, and people who are vulnerable because of old age, ill health or a history of institutional living. Other people with substance misuse problems may be deemed to be vulnerable and in priority need, and the authority will have to secure housing for them. The local authority must have a housing strategy which addresses housing needs including homelessness and how it should be prevented. Substance misuse services should be included in joint planning arrangements to develop this strategy, and services planning should include appropriate referral arrangements for substance misusers who are in housing need. Link up to the Supporting People Planning Group is key for accessing supporting housing. The evidence of need is vital for planning services for people with complex needs which often includes substance misuse. Where someone has complex needs the support from a housing related support provider can ensure the ability to obtain and maintain independent living. The good practice framework for the provision of substance misuse services to homeless people and those with accommodation problems module of this framework should be read in conjunction with this module.



## 6.7 Re-Integration in to the Community from Prison

Successful community programmes are based upon having a wide range of services to meet the differing needs of individual drug using offenders e.g. services that promote reintegration (such as housing which includes supported accommodation, education and employment) in order to improve long-term outcomes. Protocols should be developed between prisons and aftercare services to deal with early, unanticipated, and Friday releases. Individuals appear more willing to engage with services when a persistent and non-judgemental approach is adopted. Regular contact with potential clients in institutions is likely to result in higher levels of engagement. The treatment of offenders with substance misuse problems module of this framework should be read in conjunction with this module.

## 6.8 Education and Training

Formal and informal education and training programmes should be discussed with clients.

The Welsh Assembly Government's skills programme, SkillBuild is the principle skills programme for young people and adults who are out of work and looking to improve employment chances. There is also a joint Welsh Assembly Government/Job Centre Plus programme called Want2Work which specifically assists the long term economically inactive re-engage with the labour market. More information can be found at: (<http://www.jobcentreplus.gov.uk/JCP/News/SSC061008141955.xml.html>).

Progress2work can help clients who are recovering from substance misuse get back into training and work, as well as resolving problems such as housing or debt. The programme is voluntary and clients don't necessarily have to be claiming benefit to get the support.

Jobcentre Plus is a part of the Department for Work and Pensions. Which aims to help people into paid work and give those of working age the help and support they are entitled to if they cannot work.

Learndirect is the Careers Wales national training helpline sponsored by the Welsh Assembly Government. The helpline provides information on a variety of courses covering a range of subjects. They can also arrange informal one to one discussions with a career advisor.

Careers Wales can give free, unbiased information and confidential advice for young people and adults, whatever the situation. They can help with decisions on courses, training and employment. Careers Wales can be contacted through their website - [www.careerswales.com](http://www.careerswales.com) or by telephoning their national advice line - Learn direct on 0800 100 900.

## 7. Promoting Services

It is essential that all treatment services are aware of the provision of these services in their respective areas. Liaison between treatment and aftercare and support services is essential and referral to these services should be discussed with the service user prior to planned discharge.

Planners, commissioners and providers of these services should promote them as widely as possible to encourage substance misusers who are not receiving treatment to engage in the services. There are many ways this can be achieved, establishing a website and/or placing an advert through various media outlets as well as producing posters/leaflets for display in:

- Libraries
- Job centres
- Local supermarkets
- A&E Departments
- Community centres
- Housing departments
- GP surgeries.

This list is not exhaustive.

## Glossary

National Treatment Agency (NTA) for Substance Misuse - Models of care for treatment of adult drug misusers: Update 2006.

Careers Wales - Your Future starts here! Leaflet.

Learn Direct (Learning Advice) - Getting behind learners 100% leaflet.

## Bibliography

### **Substance Misuse Strategy for Wales 2008 - 2018 - Working Together to Reduce Harm**

The Substance Misuse Strategy for Wales 2008 - 2018 - Working Together to Reduce Harm is the Welsh Assembly Government's 10 year strategy for tackling the harms associated with the misuse of alcohol, drugs and other substances in Wales. A copy of the document can be found at:

<http://new.wales.gov.uk/dsjlg/publications/communitysafety/strategy/strategy.e?lang=en>

### **National Treatment Agency (NTA) for Substance Misuse - Models of care for treatment of adult drug misusers: Update 2006**

The National Treatment Agency (NTA) for Substance Misuse - Models of care for treatment of adult drug misusers: Update 2006 sets out the national framework for commissioning the treatment of adult drug misusers in England, describing best practice in drug treatment provision. A copy of the document can be found at:

[http://www.nta.nhs.uk/publications/documents/nta\\_modelsofcare\\_update\\_2006\\_moc3.pdf](http://www.nta.nhs.uk/publications/documents/nta_modelsofcare_update_2006_moc3.pdf)

### **Careers Wales**

Careers Wales - Provide free, unbiased information and confidential advice for young people and adults. Contact [www.careerswales.com](http://www.careerswales.com)

### **Learn Direct**

Learn Direct - Provide information on a variety of covers covering a range of subjects. Contact Free phone 0800 100 900. Information website [www.ilawales.co.uk](http://www.ilawales.co.uk)

### **Turning Point**

Connected Care is Turning Point's vision for bringing services together to meet the whole needs of the community. It integrates health, housing and social care in the most deprived communities, with the community playing a central role in the design and delivery of those services.

<http://www.turning-point.co.uk/centrefexcellence/Home.htm>

### **Open Road**

Open Road offers an informal and welcoming environment and a firm opportunity to make a real difference to service users' lives in a safe and non-judgemental setting. <http://www.openroad.org.uk/index.htm>

## Way Beyond Blue Support and Advice Services

Way Beyond Blue is part of Pen yr Enfys which is a registered Charity working with people with problem alcohol/substance use, which includes some of societies most vulnerable and socially excluded individuals. Way beyond Blue provides an assessment, advice, counselling, community based day (not residential) therapeutic programme and general support service.

<http://www.penyrenfys.org/about.html>

## Bristol Drugs Project (BDP)

Bristol Drugs Project is the major provider of free and confidential services in Bristol. Independent of any other organisation, including Social Services and the Police it aims to reduce harm and actively promote change, providing a range of services for people at all stages of the complex process of behaviour change.

<http://www.bdp.org.uk/index.htm>

## 9 Oxford Road Alcohol Project

The aim of this project is to help clients to become more aware of the detrimental physical and mental effects that alcohol misuse may have and assist them in limiting harm by reducing or discontinuing their use of alcohol. It also encourages and assists in the development of more constructive coping skills in order that they may avoid alcohol misuse and improve or stabilise their social environments.

<http://www.phoenixalcoholproject.org.uk/about.htm>

## Home Office

Improving Practice in Housing for Drug Users - A Partnership Project.

This paper is aimed primarily at informing and helping those involved in commissioning, planning and delivering:

- housing;
- housing services;
- related residential rehabilitation;
- support services for drug users.

It will also be of interest to anyone working with drug users with related housing needs through the criminal justice system, health and social care (hospital and community-based services) or those working with vulnerable groups.

<http://drugs.homeoffice.gov.uk/publication-search/dip/improving-practice-housing/>