

**Subject:** **North Ayrshire HSCP & Alcohol and Drug Partnership Annual Performance Management Report**

**Purpose:** To present the annual performance information in relation to the partnership's Alcohol and Drug services

**Recommendation:** IJB are asked to note the content of the report.

<b>Glossary of Terms</b>	
NHS AA	NHS Ayrshire and Arran
HSCP	Health and Social Care Partnership
ADP	Alcohol and Drug Partnership

<b>1.</b>	<b>EXECUTIVE SUMMARY</b>
1.1	To present the annual performance report for North Ayrshire Health and Social Care Partnership for the period March 2020 to April 2021.
<b>2.</b>	<b>PROPOSALS</b>
2.1	IJB are asked to note performance in relation to :- <ul style="list-style-type: none"> <li>• HSCP Waiting Times;</li> <li>• ADP Waiting Times;</li> <li>• Alcohol Brief Interventions;</li> <li>• Naxolone Kits;</li> <li>• Drug Related Deaths;</li> <li>• Training;</li> <li>• Finance;</li> <li>•</li> </ul>
2.2	<b><u>Anticipated Outcomes</u></b>
	N/A
2.3	<b><u>Measuring Impact</u></b>
	N/A
<b>3.</b>	<b>IMPLICATIONS</b>
<b>Financial:</b>	There are no financial implications
<b>Human Resources:</b>	The Alcohol and Drugs Partnership works across agencies with a wide range of staff
<b>Legal:</b>	There are no legal implications
<b>Equality:</b>	Equality Impact Assessments will be carried out where required.

<b>Children and Young People</b>	Children and young people have been included as an ADP priority.
<b>Environmental &amp; Sustainability:</b>	No environmental issues have been identified.
<b>Key Priorities:</b>	Actions and improvements link directly with Ministerial priorities to support the delivery of local strategic and operational plans across statutory and partner services.
<b>Risk Implications:</b>	Risk assessments are completed as an when required.
<b>Community Benefits:</b>	Improvements will increase community confidence in partnership approaches and raise awareness of the impact of alcohol and drugs and the work of the ADP to reduce drug related deaths.

<b>Direction Required to Council, Health Board or Both</b>	Direction to :-	
	1. No Direction Required	x
	2. North Ayrshire Council	
	3. NHS Ayrshire & Arran	
	4. North Ayrshire Council and NHS Ayrshire & Arran	

<b>6.</b>	<b>CONCLUSION</b>
6.1	IJB are asked to note the report.

**For more information please contact Peter McArthur, Addiction Services on [01294 317840 or [peter.mcarthur@aapct.scot.nhs.uk](mailto:peter.mcarthur@aapct.scot.nhs.uk)]**



# **NORTH AYRSHIRE HEALTH AND SOCIAL CARE PARTNERSHIP & ADP**

**Performance  
management report**

**April 2020 - March 2021**

Prepared by Denise Brown  
Prevention and Service Support Team

Target met

On trajectory

Not met

# North Ayrshire H&SCP & ADP information

## Performance Management indicators

### Waiting times - alcohol treatment

- 90% of clients will wait no longer than 3 weeks from referral to appropriate alcohol treatment that supports their recovery.
- 100% of clients will wait no longer than 6 weeks from referral to appropriate alcohol treatment that supports their recovery.

### Waiting times - drug treatment

- 90% of clients will wait no longer than 3 weeks from referral to appropriate drug treatment that supports their recovery.
- 100% of clients will wait no longer than 6 weeks from referral to appropriate drug treatment that supports their recovery.

### Alcohol brief interventions

- A minimum of 3,419 Alcohol Brief Interventions (ABI) are to be delivered during 2020/21 within 3 identified priority settings across Ayrshire and Arran.
- A minimum of 856 ABIs are to be delivered during 2020/21 within identified wider settings across Ayrshire and Arran.

### Naloxone supplies

- The North Ayrshire H&SCP & ADP have set a local target for more than 300 naloxone kits to be supplied in 2020/21.



### Drug related deaths

- The North Ayrshire H&SCP & ADP have a vision to prevent and reduce the number of drug related deaths in subsequent years.



### Lives saved

Information will be provided on the number of reported lives saved through the use of Naloxone across North Ayrshire. (Please note that not all lives saved are reported back to NHS Addiction Services).



### Prevention and Service Support activity



Information will be provided on activity carried out by the Prevention and Service Support Team bi-annually.

# North Ayrshire ADP

## Waiting Times Annual summary: Apr 2020 - March 2021

### Alcohol

- 90% of clients will wait no longer than 3 weeks from referral to appropriate alcohol treatment that supports their recovery



- 100% of clients will wait no longer than 6 weeks from referral to appropriate alcohol treatment that supports their recovery



### Drug

- 90% of clients will wait no longer than 3 weeks from referral to appropriate drug treatment that supports their recovery



- 100% of clients will wait no longer than 6 weeks from referral to appropriate alcohol treatment that supports their recovery



# Alcohol Brief Interventions (ABI)

Ayrshire and Arran wide information

Annual report: April 2020 - March 2021

**Annual target set by Scottish Government - Priority Settings - 3419**

**Total ABI delivery in Priority settings (as at 31/3/21) - 5927**



**Annual target set by Scottish Government in Wider Settings - 855**

**Total ABI delivery in Wider Settings (as at 31/3/21) - 1025**



	Qtr 1 Apr 20 - Jun 20	Qtr 2 Jul 20- Sep 20	Qtr 3 Oct 20 - Dec 20	Qtr 4 Jan 21 - Mar 21	Running total Apr 20 - Mar 21
<b>Priority settings</b>	<b>614</b>	<b>1769</b>	<b>1423</b>	<b>2121</b>	<b>5927</b>
<b>Wider settings</b>	<b>92</b>	<b>431</b>	<b>286</b>	<b>216</b>	<b>1025</b>

## Update regarding agreed actions from local report

- PSST would like to thank all of our partners and stakeholders for their ongoing commitment and support to the ABI standard especially as we navigated through and responded to the needs of the COVID-19 pandemic.
- Where services within the priority areas and wider settings have been unable to report on ABI activity, this was due to re-assignment of staff, re-tasking of role and current COVID-19 restrictions on service delivery.
- GP ABI delivery and reporting continued in accordance with last year's ABI GP LES and despite COVID-19 competing pressures, we are extremely grateful for their commitment and the increase in activity in Quarter 4.

## Future engagement opportunities for the 2020/21 target:

- PSST will continue to monitor the ongoing situation with Maternity Ante Natal recording ABI activity onto Badger Net and the problems they are encountering with extracting the data for reporting purposes.
- PSST will continue to monitor, record and report all ABI activity, on a quarterly basis, provided by our partners from both priority areas and non HEAT wider settings.
- PSST will continue to offer support and training, this will be delivered via the virtual training module, if requested, to our partners.

# Client experience of NADARS during Covid-19

(Aug - Dec 20)

210

responses were received

95%

of clients reported that they received regular contact during the Covid-19 pandemic

88%

of clients felt supported by workers who encouraged and helped them on their own recovery goals

93%

of clients felt listened to

89%

of clients felt that they were able to access the right information to manage their own care and support

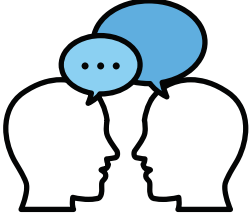
88%

of clients felt encouraged to connect with recovery/community groups that could support their recovery journey

# What did we do well?

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## • Communication



- I felt that you called me a lot even if it was just for a chat.
- It's been a brilliant service which has continued despite this being telephone contact during the national lockdown and now face to face appointments.
- I was surprised at the level of contact that was maintained throughout the pandemic - I expected it to be less, however it wasn't.

## • Support from staff

- The support I've received is fantastic.
- If it wasn't for my worker I wouldn't be here - I would be back to a worse state.
- The support I've received from my worker is fantastic.
- Very helpful and worker has been very empathic and understanding to my situation.
- Great care and support has been there for anything I needed.
- Felt service have done well in the current situation.
- I have received frequent support from my key worker and felt this beneficial.



## • Support to aid recovery



- I was provided with online apps to use which I found helpful.
- I have been given lots of information and I have taken this on board.
- Appreciated receiving a laptop to attend online support groups.



# What can we improve?

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## • **Support for Mental Health**

- Could benefit from more contact and right treatment for mental health issues.
- More face to face support, I have struggled with the COVID restrictions and limited face to face contact with my worker.
- Reports to have regular contact with keyworker and prescriber. Has a good rapport with both but feels treatment could be better re specialised mental health issues.
- It's been fine. Only issue is numerous recent key worker changes which has caused my reluctance to speak openly about Mental health issues and past experiences.

## • **Groupwork**



- I wished they had more groups on during the pandemic; however i have attended a few groups through Zoom.
- I don't think there was much choice of meetings during the pandemic.
- More access to groups.

## • **Consistency of keyworker**

- Steady keyworker would help me build up trust to help me on my recovery.
- A regular worker- fed up having to tell story over again.

# Additional comments...

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## • **Support from service**



- Overall happy with service provided; spoke about how well supported service has been especially providing food voucher/parcels and the delivery of medication when having to self-isolate due to COVID.
- It was good to have telephone contact during lockdown. It helped to have that contact and have someone to talk to.
- Very pleased with support. Worker is amazing and support is consistent.
- I feel the support that was provided from NADARS was essential throughout the COVID-19 pandemic to ensure all my needs were met.

## • **Positive outcomes on recovery journey**

- Client reporting positive outcome during pandemic – they liked the mixture of telephone and when appropriate face to face reviews. Happy that methadone dispensing was relaxed; overall positive outcome.
- I appreciated being able to go in to Caley Ct for screening by duty worker to evidence abstinence during lockdown.
- My experience has been very positive and I have engaged with all supports offered which includes completing an online college course and trauma focused sessions with Women's Aid.
- I have enjoyed a more relaxed experience when collecting methadone.
- The service I have received has worked for me and I actually prefer the care I have received.



# Summary

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Overall feedback received from clients was very positive. The majority of clients were more than happy with the support and regular contact they received from staff during the Covid-19 pandemic, which aided them in their recovery. Several comments were made about the contact from staff being crucial in getting them through these difficult times, particularly from those who lived alone.

Clients felt that they were listened to and that they were able to access the right information to manage their own care and support. Most clients stated that they were aware of online support groups and meetings available, however some felt that they were not at the stage in their recovery journey to attend these or that they didn't feel confident to attend these virtually.

Clients suggested improvements in relation to having consistency in their keyworker as not having a regular keyworker caused reluctance in being able to speak openly about their mental health and past history. Some clients wished more support for mental health issues. Other clients missed face to face group work and suggested reviewing this.

In conclusion, the majority of clients felt supported and had received good communication and engagement from staff during the Covid-19 pandemic, It was noted that the service went above and beyond at times to aid clients on their recovery journey by the delivery of medication, regular telephone support and signposting to other online groups/meetings which was considered beneficial, especially in times of need.

## **Next steps:**

NADARS staff to reflect on the feedback and identify any changes or improvements and implement them via a local improvement plan.

# Ayrshire & Arran

## Annual Naloxone Report

1st April 2020 - 31st March 2021

*This report outlines naloxone kits supplied in the community and reported through the Shared Addictions Management System (SAMS).*

# 1900

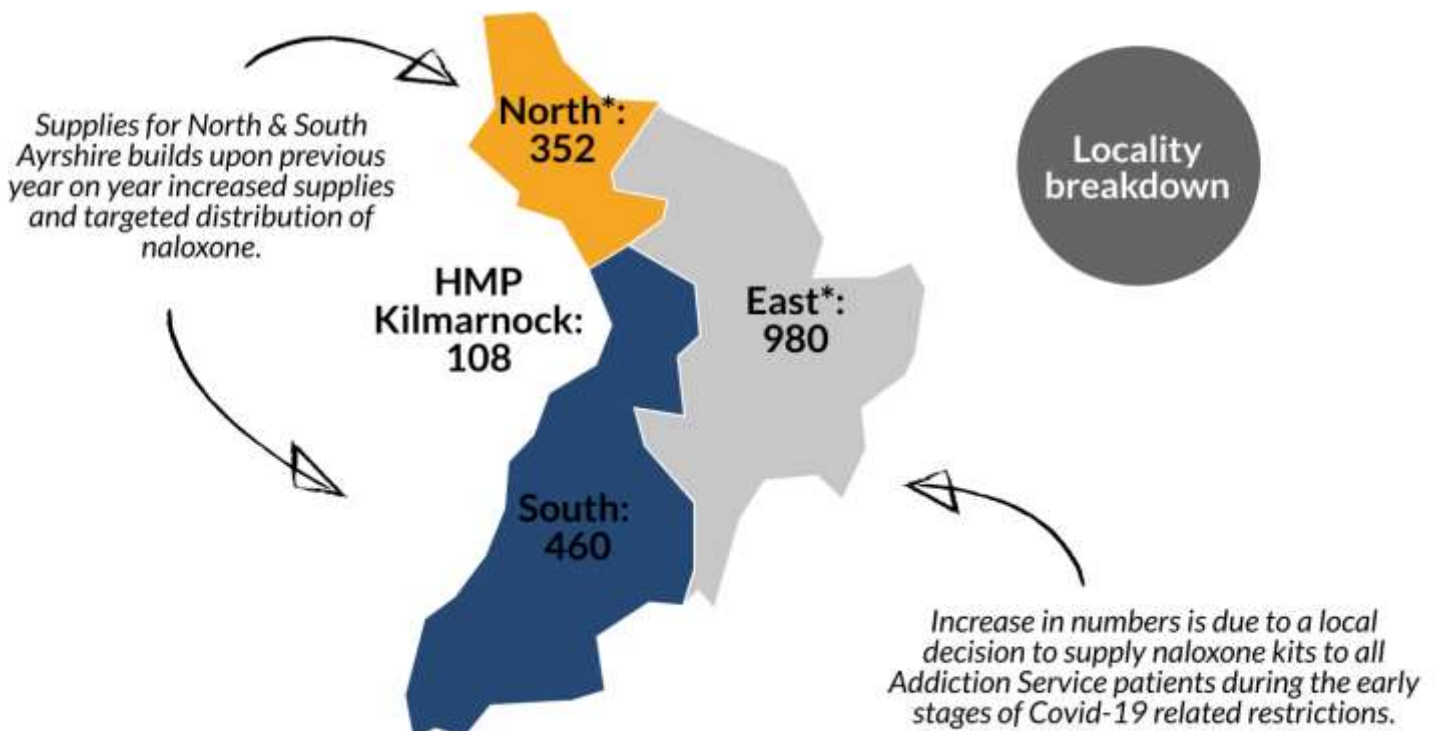
Kits were distributed during 2020-21



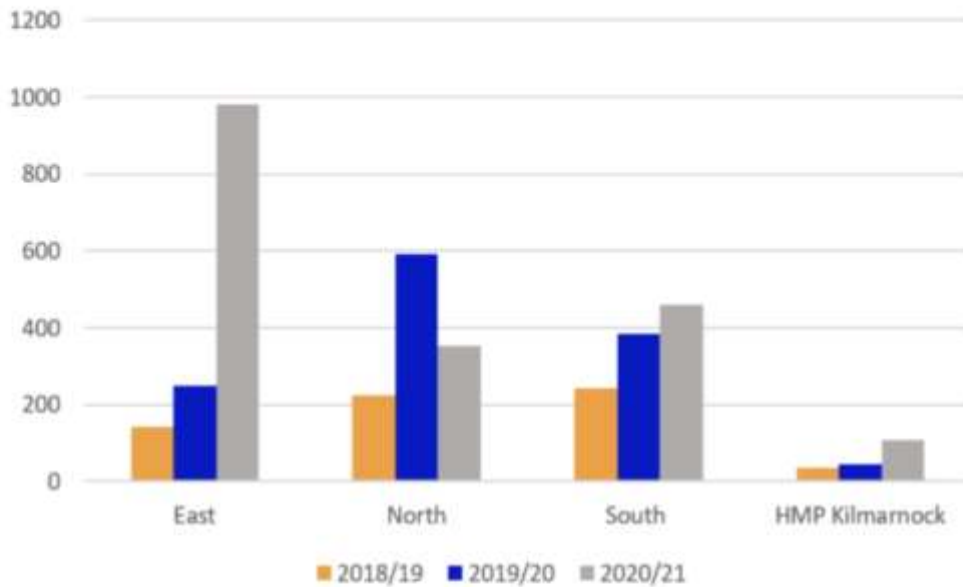
**1184** Prenoxad kits



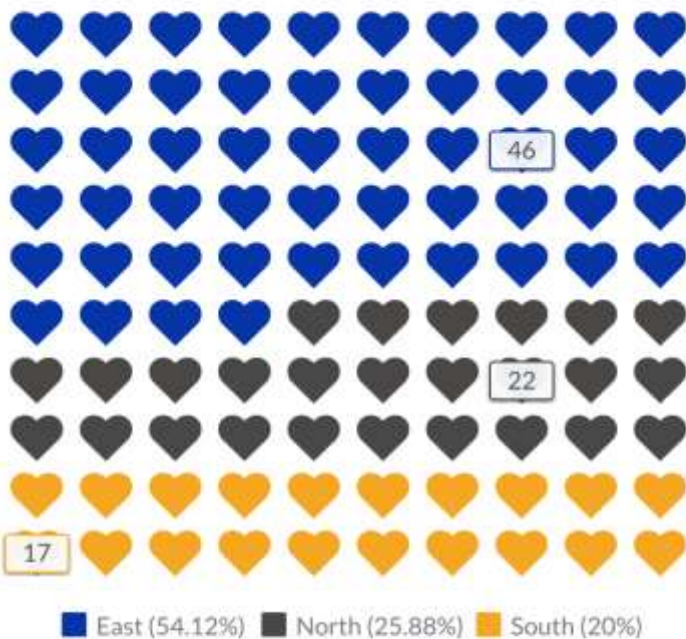
**716** Nyxoid kits



## How do the number of kits supplied during 2020-21 compare with previous years?



Number of reports of naloxone uses in the community to reverse overdose:



There were a minimum of **85 lives** saved through community naloxone use in Ayrshire during 2020-21

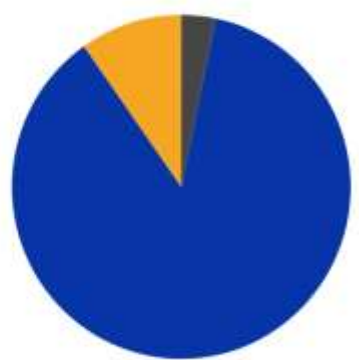
"I've already had 2 kits off you and had to use them, if I hadn't my pal would have been dead" - told to TPS volunteer



"I'm so glad I met you the other day and got that kit, or my friend wouldn't be here today, after having to use it the night before to bring them back from an overdose" - told to a Turning Point Scotland volunteer

Demographics

Who received a kit?



■ Family/friend (3.26%) 
 ■ Person at risk (87%) 
 ■ Service worker (9.74%)



Gender\*



Age\*



■ 25 & under (3.7%) 
 ■ 26-35 (30.55%) 
 ■ 36-45 (42.05%) 
 ■ 46-55 (21.37%) 
 ■ 56 & over (2.33%)

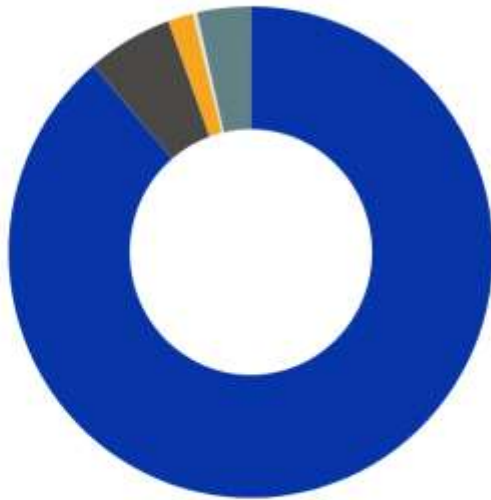
\*where this data was recorded



*"The Naloxone success story that I most remember was when we had met a woman in Kilwinning who had used Naloxone on a friend who was then taken to hospital and survived the overdose, When we supplied her with more Naloxone she was happy knowing that if the same was to happen again she would be able to help save a life". - Turning Point Scotland Volunteer*

**Community Save Story**  
 A female presented as being intoxicated when she returned to her accommodation at Blue Triangle in Ayr. The Project Worker on duty provided regular checks of the individual and found her to be unresponsive during the third check. Identifying laboured breathing and grey skin tone, the worker administered naloxone and called for an ambulance. Paramedics provided more naloxone when they arrived. The individual came round and was well.

## Who supplied the kits?



- NHS Alcohol & Drug Services (88.74%)
- Health & Homeless Nurses (5.74%)
- We Are With You (South) (1.68%)
- We Are With You (East) (0.26%)
- P.E.A.R Turning Point Scotland (3.58%)



*"We have two Peer Support workers who carry out Outreach 3 days a week on Ayr High Street and in Wallacetown. They carry trollies with them which contain various resources including Naloxone. They regularly distribute Naloxone to people they meet when on outreach. We also have kits available for people who request them at our drop in, Care & Share every Wednesday" - Riverside Community Trust*



Scottish Families began a 'click and deliver' naloxone postal service in March 2020. **29 kits** were provided to Ayrshire & Arran residents.



### Community Save Story

A woman checking on her brother at his home arrived to find him unresponsive, and making snoring/rasping noises. Identifying these as signs of overdose, she called 999 and another family member she knew carried a naloxone kit and lived nearby. The family member arrived and administered three doses of naloxone before the casualty regained consciousness. The paramedics arrived afterwards and took the person to hospital.

# North Ayrshire

## Drug related deaths information

### ANNUAL SUMMARY REPORT

April 2020 - March 2021

#### Published Confirmed Deaths (Extracted from National Records of Scotland Drug Related Deaths in Scotland, 2019)

Number of deaths confirmed				
	EAST	NORTH	SOUTH	TOTAL
2016	29	32	24	85
2017	24	25	12	61
2018	29	38	15	82
2019	41	41	26	108

Number of NADARS reviews conducted for patients identified as potentially suffering a drug related death

19

Number of these reviews which identified learning or recommendations

2

Number of reports submitted by other services which identified learning or recommendations

0

From all reports - the key learning or recommendations were:

Within this reporting period the Mental Health Service Adverse Event Review Group (AERG) commissioned a review to investigate the circumstances surrounding the management and care of a service user within NHS Addiction Services. The Reviewers conclude that the death was a tragic event which would have been difficult to predict or prevent. The Reviewers highlighted evidence of good practice in the following forms:

- Regular prescriber review appointments, providing opportunity to the patient to discuss service user's views and participate in their care plan
- Understanding patient needs and circumstances and suggesting solutions tailored to their situation
- Using psychological interventions to prevent relapses, encouraging to access recovery activities
- Notification to inform GP of medication which service user has been non-compliant with, thus reducing the risk of impulsive / misuse of this
- Being empathetic and understanding their continued frustration and distress due to service user's deportation but also reminding service user of their responsibility and encouragement to be realistic and supporting them to achieve their goals
- The GP practice seem to have been engaged and arranged interventions to support the patient.



### Alcohol & Drug Training Calendar

-  **8 Face to Face Training**
-  **104 Virtual Training Events**
-  **689 Participants**

#### Participant Feedback

What did you like the most?

"Receiving more information about the use of cannabis, how it has changed over the years and the effects that it can have on the user both short and long term. Finding out about the different strengths, names and how you can smoke/take cannabis was all new to me and very informative and relevant to the post that I am in."

"I enjoyed all of the aspects of this training but in particular I enjoyed participating; being able to discuss and hear everyone else's views on the topics."

"The whole thing was the most enjoyable and interesting course I have done relating to drug awareness. It was easy to understand and covered topics that are relevant to me in my role and gave me a better and deeper understanding."

"I found this training to be very interesting and very informative! I think the trainer delivered it very well and facilitated great group discussions which really elevated the training for me - I really enjoyed it all!"

Virtual Course Participants

### The Impact of Covid 19

During the first national lock down period in line with NHS mobilisation of services to tackle the pandemic, PSST supported the pick-up and delivery of medication to service users, PPE deliveries across Ayrshire and the ongoing supply of Naloxone.

Groupwork courses we updated; Ward 5 Woodland View

**3**

Face to face courses we converted to a virtual format

**14**

#### Ad-Hoc Training & Health Information Events by Locality Area



■ East Ayrshire (9.2%)   ■ South Ayrshire (19.54%)  
■ North Ayrshire (35.63%)   ■ Pan Ayrshire (35.63%)

### Alcohol Brief Interventions

Annual target for 2020/21 as set by Scottish Government in priority settings - **3419**

**Total ABI Delivery in Priority settings - 5927**



Annual target for 2020/21 as set by Scottish Government in Non-priority settings - **855**

**Total ABI Delivery in Non priority settings - 1025**



Prevention & Service Support Team-NHS Ayrshire & Arran



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Follow our Social Media pages to keep up-to-date with our activities at Prevention Service & Support Team.

# Annual Report

## April 2020 - March 2021



**Prevention and Service Support Team**  
Improving knowledge of addictions through education and training

### Ayrshire College

Alcohol & Drug Liaison Officer



Due to the Covid-19 pandemic Ayrshire College closed on 18th March 2020. ADLO was redeployed back to NHS base for a period of time and completed weekly PPE deliveries from May-September to assist the clinical teams. Ayrshire College reopened in September to a lesser capacity, however the bulk of workshops continued to be delivered virtually and no face to face events were possible due to continuing restrictions. One-to-one support continued to be provided throughout on a remote basis.

**77 Workshops with 777 Participants**

**1 Health Information Event with 40 Contacts**

**28 One-To-One Student Support Interventions**



## Naloxone

**88** staff completed the Naloxone LearnPro Module

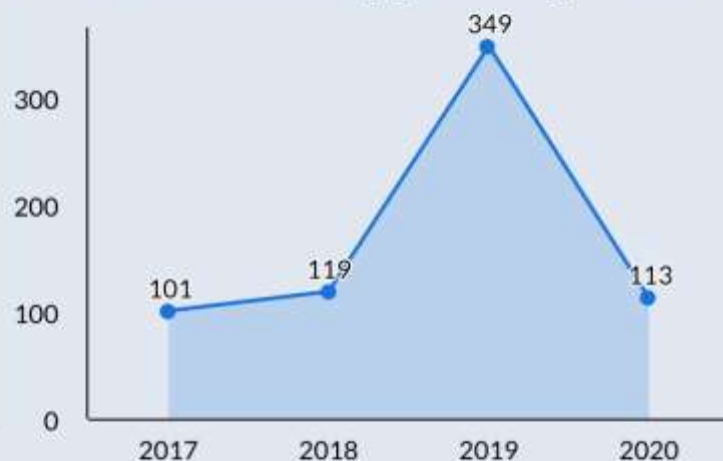
**13** Train the Trainer sessions delivered

Minimum of **73** lives saved\* in the community

**18** Naloxone Awareness sessions delivered

\*lives saved across Ayrshire and Arran as reported on the Shared Addiction Management System (SAMS). Many saves go unreported.

### Naloxone supplied by PSST



### Service Support

Service support facilitate service development activity which supports the implementation and delivery of the quality improvement agenda for Addiction Services which meets national, local and strategic objectives.

Service user experience audit

Groupwork programme evaluation

Recovery Check up questionnaire

Veterans "Have you served" audit

**20** Audit & Evaluation Activity

**11** Guidelines Reviewed

**21** Addiction Groups Supported

Compiled by Stephanie Smith

## ADP financial spend 2021-21

Sum of Current Forecast	
SG FUNDING SOURCE HEADINGS	Total
Alcohol and drug services specifically for children and young people	£68,405
Community based treatment and recovery services for adults	£1,162,127
Other	£82,779
Prevention including educational inputs, licensing objectives, Alcohol Brief Interventions)	£306,671
Recovery community initiatives	£104,847
Residential Support	£36,818
<b>Grand Total</b>	<b>£1,761,647</b>

