

National Quality Development Programme for Drug Service

**Helping services
Increasing potential**

SCOTTISH Drugs Forum's innovative National Quality Development Programme – funded by Big Lottery Fund - is a new initiative aimed at providing practical help and assistance to drug treatment and rehabilitation agencies across Scotland, so they are better placed to assist the recovery of people with drug problems.

Our experienced team will work with staff and service users in all areas of Scotland on the issues and concerns that are important to them, helping in the practical development of a holistic approach to drug treatment.

Here's an example of what we can offer:

- Meet a service manager following a request for support for service development
- Consultation with service users through existing User Involvement groups or SDF's own resources
- Follow-up with staff through consultation to explore how the service operates and the current treatment and care offered
- Provide feedback from the service user consultation
- Help integrate views from staff, service user feedback and quality development staff to develop practical solutions or service change plans
- Progress to be reviewed within realistic timescales via staff and - ideally - service users.

Based on views generated through SDF's Investing in Ideas 2009 survey where more than 200 drug services in Scotland responded, the following key areas of work and individually tailored support were identified:

Key areas where services say they want help include:

- Meeting National Quality Standards for Substance Misuse Services
- Identifying achievable outcomes
- Improving waiting times, service access and service user retention
- Prescribing practices
- Supporting the implementation of recovery models
- Developing effective inter-agency working
- Addressing co-related mental health and problematic substance use issues
- Meeting child welfare/family support needs
- Service re-design due to current financial constraints

Individually tailored support for services to encourage best practice and staff development include:

- Service development work
- information-sharing sessions
- direction to national practitioner networks
- Identifying training needs
- providing signposting to training providers
- access to service user involvement resources
- assisting services to develop service user involvement
- job shadowing

If you would like to discuss how SDF can help your service to increase its potential, please contact one of the team:

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Where to get help - drug services in your area: www.scottishdrugservices.com

Scottishdrugs**Forum**



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