



MELDAP Care Inspectorate - Validated Self-Evaluation Report

Executive summary

Board members are asked to:

1. Note the significant strengths highlighted in the report in the areas of *Policy, Service Development and Planning, Partnership Working and Resources* and *Leadership and Direction* as well as the area for continuing improvement.
 2. Note the progress made by MELDAP and its services in implementing The Quality Principles.
 3. Note that the Midlothian Peer Support Project was identified as an example of good practice.
 4. Recognise the challenges from 2017 onwards in sustaining the very high level of service performance against a backdrop of reduced funding.
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Report

Performance Information

1. Purpose

- 1.1 This report provides a summary of the Care Inspectorate's Report on the work of MELDAP with regards to the progress made in the implementation of The Quality Principles: Standard Expectations of Care and Support in Drug & Alcohol Services (2014).

2. Recommendations

- 2.1 Note the significant strengths highlighted in the report in the areas of *Policy, Service Development and Planning, Partnership Working and Resources and Leadership and Direction* as well as the area for continuing improvement.
- 2.2 Note the progress made by MELDAP and its services in implementing The Quality Principles.
- 2.3 Note that the Midlothian Peer Support Project was identified as an example of good practice
- 2.4 Recognise the challenges from 2017 onwards in sustaining the very high level of service performance against a backdrop of reduced funding.

3. Background and main report

- 3.1 The Care Inspectorate carried out a validated self-evaluation involving all Alcohol and Drug Partnerships (ADPs) across the country. The aim was to help ADPs determine the extent to which the Quality Principles had been embedded in practice in their areas to support better experiences and outcomes for people affected by substance misuse.
- 3.2 The Quality Principles were introduced by the Scottish Government in 2014. The eight principles sets out what people can expect when they access adult drugs

and alcohol treatment services across Scotland. MELDAP has successfully embedded the Quality Principles across all its services since 2015.

- 3.3 MELDAP have made clear its expectations to all services on how the Quality Principles should be used and had developed documentation to support service self-assessment. The Quality Principles form part of the MELDAP programme of quality improvement which includes three annual visits to services, performance reporting and service presentations to the Commissioning and Performance Group. The MELDAP format developed to support service self-assessment was adopted by the Care Inspectorate for the national review of ADPs.
- 3.4 Prior to the Care Inspectorate's visit MELDAP completed a Validated Self-Evaluation of the Quality Principles in the form of a Position Statement. The Position Statement included evidence of progress and a rating 'on the level of service performance' against each of the principles.
- 3.5 The final report highlighted a total of 28 strengths. In the key areas of strategic planning and leadership a total of 14 strengths were noted;
- Policy, service development and planning (5 strengths)
 - Partnership working and resources (4 strengths)
 - Leadership and direction (5 strengths).
- 3.6 The strengths identified included:
- the consistently high level of service performance (98%) against the HEAT standard of three weeks referral to treatment (90% of clients) and the role of the Gateways to Recovery in increasing access
 - MELDAP was well governed and had a part-time administrator who communicates and supports all services with their performance outcomes. This role was deemed a crucial success factor in terms of supporting the recording and reporting agendas
 - service users were offered high quality evidence based treatment, care and support interventions
 - the strengthening access to harm reduction services, with robust relationships to appropriate thematic groups
 - services were staffed by workers who had the right attitude and values and worked in a supportive way
 - the ADP had developed robust governance arrangements; it had sound mechanisms in place for reporting progress on its delivery plan through both the Integration Joint Boards and Community Planning Partnerships
 - MELDAP demonstrated a robust approach to self-evaluation and had implemented a framework based on the Quality Principles
 - there was robust evidence throughout that MELDAP was working collaboratively and effectively with stakeholders across all services; staff survey findings highlighted that all staff felt that there was a

positive working relationship amongst practitioners across different services

- despite the complex challenges facing MELDAP, it had successfully worked in partnership to realign a large proportion of their budget to post treatment and recovery focused services evidencing agility and ability to jointly meet changing priorities
- there was a strong collaboration, transparent and robust governance in place with routine reporting on performance, both internally and externally, to joint accountable bodies
- there was evidence of a high level of innovation and commitment to self-valuation and ongoing improvement. This culture was being well supported and encouraged by the leaders the inspectorate team met.

3.7 The MELDAP Position Statement accurately reflected the partnerships performance against the Quality Principles. Of the 27 suggestions for improvement 19 were noted in the MELDAP submission. Nearly all the remaining recommendations were identified through staff surveys or meetings with services users, sources of evidence not readily available to the partnership. A number of the Areas for Improvement were to develop further, areas of work already identified by the partnership or currently underway, for example,

- the need to improve accommodation for the Substance Misuse Service in Midlothian
- the growing demand on services of those presenting with complex psychological needs
- the need to continue to focus on areas of activity to reduce stigma for those accessing services for support for their addiction
- more could be done to communicate more effectively with frontline staff and service users and to manage change more effectively
- improve the quality of recovery plans and ensure that clients have a copy
- strengthening the role and understanding of independent advocacy
- there is a need to refresh and implement its revised commissioning plan to align with the IJB strategic plan, joint needs assessment activity and agreed financial plans.

4. Policy Implications

4.1 The strengths noted in the report reflect the effective links with the IJB and clear lines of accountability to Community Planning Partnerships.

5. Equalities Implications

5.1 The evaluation highlighted the need to continue to address the issues of stigma and discrimination experienced by some of Midlothian's most vulnerable individuals and to communities where the impact of substance misuse is most acute.

6. Resource Implications

- 6.1 There are no direct resource implications arising from this report. However the report highlights the challenge of managing the reduction in funding nationally for substance misuse services and the potential impact on service quality.

7 Risks

- 7.1 While the report highlights the strengths and areas for improvement of Midlothian Substance Misuse Services it also recognises the challenge of maintaining this quality of service with reduced resources.

8 Involving People

- 8.1 The Care Inspectorate report notes that the ADP was working collaboratively and effectively with stakeholders across all services.

9 Background Papers

Care Inspectorate Report

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