

## **LEICESTERSHIRE SAFER COMMUNITIES STRATEGY BOARD**

**15 JUNE 2018**

### **LSCSB UPDATE: TURNING POINT**

#### **Background**

1. Turning Point are a national social enterprise with over 50 years experience working with individuals with complex needs including substance misuse, mental health and learning disabilities.
2. Turning Point are commissioned to deliver all substance misuse treatment across Leicester, Leicestershire and Rutland and have been delivering the contract since 1st July 2016. The contract is due to run until 30<sup>th</sup> June 2020 with a possible one year extension. The contract includes the delivery of all treatment for both adults and young people including those engaged in the criminal justice system. The contract also includes the delivery of a hospital liaison service and delivery of all treatment within HMP Leicester.
3. Turning Point presented to the Leicestershire Safer Communities Strategy Board in February 2017 to provide an update following implementation. The following report provides an update since that time in relation to the delivery of the contract over the first two years.

#### **Notable developments and challenges:**

#### **Past Year**

##### CQC Inspection

4. In June 2017 Turning Point Leicester, Leicestershire and Rutland was inspected by CQC. At the time CQC did not rate substance misuse services. The overall report was very positive. Specifically an area of outstanding practice was highlighted by CQC relating to the bringing together of eight separate providers into one.
5. Additionally in January 2018 an unannounced HMIP/CQC inspection took place at HMP Leicester. Turning Point's substance misuse services were identified as one of five recognised areas of good practice in the prison with specifically the rich mix of skills of staff and the through the gate continuity of care being highlighted.

##### Contract Performance

6. In the period 1<sup>st</sup> April 2017- 31<sup>st</sup> March 2018 there were 1931 adults aged over 18 in structured treatment within Leicestershire at any point during the period. This is broken down by Public Health England into 4 key substance groupings:

<b>Substance Grouping</b>	<b>Numbers in Treatment in rolling 12 months</b>
Opiates	1129
Alcohol Only	556
Non-opiates Only	102
Alcohol & Non-Opiates	144

7. There has been a significant increase in the number of service users accessing Alcohol Treatment in Leicestershire, having increased from 429 in June 2017 to 556 which is more than a 20% rise in less than 12 months. This reflects the clear Alcohol Treatment Pathways that Turning Point have implemented which ensures quick access to high quality evidence based psychosocial treatment and clinical interventions such as community or inpatient detox if required.
8. There were also 121 young people under the age of 18 accessing treatment in the same time period.
9. The key performance measure for substance misuse treatment providers is successful completions from treatment meaning those leaving treatment free of their substance of dependency and free of prescribed medication, or an occasional user (excluding crack or opiates). Services are compared to other similar local authority areas on a 'Local Outcome Comparator' (LOC) group or compared to the national average. At present Turning Point is performing in excess of the LOC average across all 4 substance groupings and is projecting to be in the upper quartile in some of the groupings by the end of June.
10. A report has now been completed providing an annual analysis at district level.

### Treatment Pathways

11. Over the last year Turning Point has been embedding it's 5 core treatment pathways which provide a clear route through treatment combining recovery planning, evidence based psychosocial interventions, clinical interventions (where appropriate) and recovery support.
12. The 5 pathways are:
  1. Non Dependent Alcohol Pathway
  2. Non Dependent Drugs Pathway
  3. Dependent Alcohol Pathway
  4. Opiate and Complex Drugs Pathway
  5. High Risk, Vulnerability and Complex Safeguarding Pathway
13. Through identifying early the right treatment pathway for service users to access Turning Point have been able to ensure rapid access to consistent high quality evidence based treatment which in turn has led to increases in numbers engaging and successful outcomes.
14. Additionally Turning Point have been enhancing the digital elements of our treatment offer, rolling out the provision of emodules which can enhance

access to services for those who may not traditionally wish to access treatment services or live in rural locations.

### Aftercare

13. Additionally Turning Point have sub-contracted from 1<sup>st</sup> April 2018 recovery social enterprise 'Dear Albert' to provide an aftercare service to county residents branded 'Next Steps.' Within the Next Steps project Dear Albert run peer led aftercare groups in county locations called 'Stick With It' and deliver recovery check-ups via telephone to help service users maintain their recovery. This project was piloted for 6 months in the city and rolled out to the county with additional support groups offered to enhance accessibility

### Delivery Locations

14. Turning Point continue to deliver at locations across Leicestershire. Turning Point currently has two county based hubs in Loughborough and Coalville. We also have delivery locations in Market Harborough, Lutterworth, South Wigston, Blaby, Castle Donnington and Melton. In relation to Hinckley our delivery to date has been in a range of different venues including Hinckley health Centre, the Salvation Army and the Atkins Building. We have recently secured an entire floor of the Atkins building which we are currently in the process of adapting to develop a third county based hub which will significantly improve our open access provision in Hinckley. We also have a number of shared care surgeries across the county.

### Partnership Working

15. Turning Point have developed bespoke versions of the treatment pathways for Criminal Justice service users. A guidance document for Probation has been developed and Turning Point have circulated NPS and CRC team meetings to present the treatment pathways to partners.
16. In recognition of the increase in concern relating to alcohol consumption in those over 50 Turning Point sub-contract Age UK to deliver 'The Last Orders Project.' Age UK have a dedicated worker who undertakes awareness raising, brief interventions and refers into treatment for this age group.
17. Turning Point have around 25 actively engaged peer mentors volunteering within our services. Dedicated Peer Mentors are linked to our county teams and support treatment delivery including assisting in groups, supporting with peer led groups and assisting to run drop-ins. This is an extremely valuable part of our treatment model.

**Coming Year****Hinckley Hub**

18. A key priority for us over the next few months will be the smooth opening and transition of our Hinckley hub and ensuring that service users and key stakeholders are aware of the change at the appropriate time

**Continued Improvement of Opiate Pathway**

19. As part of our ongoing work to continuously improve our services and treatment pathways Turning Point will be further refining the opiates pathway in line with the evidence base relating to phasing and layering of treatment. We will be implementing our 'Moving On,' 'Keeping Safe' and Independence approaches to ensure that resources are best utilised to maximise successful outcomes whilst ensuring clinical safety.

**Partnership Working**

20. Over the last 12 months Turning Point's Partnership manager has been working hard to develop key strategic links to enhance engagement with BME communities. It is recognised that BME service users are under represented in treatment services. It is hoped that a dedicated Communities Engagement Recovery Worker will be recruited to specifically attempt to improve engagement.
21. Additionally Turning Point hope to roll out elements of the successful Street Lifestyle Outreach work that is undertaken in Leicester City by a dedicated Recovery Worker who takes treatment to those who are less able to engage in structured treatment. It is hoped that this will be extended into Charwood where discussions have been had with key partners relating to this need.

**Key issues for partnership working or affecting partners**

22. Partners to note that the Hinckley Hub is being developed. Referral routes will be the same; but open access provision in Hinckley will increase.

**Issues in local areas**

23. Turning Point's Young People's Service is noting an increased prevalence of issues relating to young people becoming involved in drug running through so called 'County Lines' gangs. There is also high profile media coverage at present of such activity. Sophisticated gangs entice young people to engage in drug running, transporting drugs across county borders from city into rural areas. Turning Point are working closely with the Youth Offending Teams to ensure that any of these Young People at risk of using substances are identified for treatment with us. However, this is a potential emerging issue which is not currently specifically targeted by service provision so may be an area for future consideration.

**Recommendations for the Board**

24. That the contents of the report be noted particularly the comments regarding the emergence of issues associated with county lines gangs and the Board consider if any further Leicestershire response may be required.

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