

**KCA Day
Programme
Services in
East Kent**



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KCA's Purpose & Principles

Purpose

To prevent or reduce the harms and costs arising from the use of alcohol, prescribed and non-prescribed drugs and promote mental health and social inclusion

Principles

- To provide clear and appropriate information on alcohol, drugs and other substances
- To provide a range of high quality, accessible, flexible and innovative services
- To develop community services and respond to needs not currently being met
- To target and encourage under-represented groups to use its services
- To ensure that all services are of the highest possible professional standard
- To set rigorous standards in the employment and training of staff
- To secure sufficient resources to ensure a sound infrastructure and future development
- To provide cost-effective, efficient and measurable services
- To ensure that all systems are subject to quality assurance and control
- To involve all stakeholders in achieving its purpose
- To ensure that all services are provided by people who are professionally competent
- To be accountable to those who directly or indirectly purchase its services

- All service users have the right to proper respect, regard and confidentiality
- All service users are entitled to services in accordance with KCA's Equal Opportunity Policy
- KCA has a responsibility to provide services that are informed by best practice, research and current legislation
- KCA works in partnership with other specialist and non-specialist agencies to ensure that service users are afforded the most appropriate support

Service User Charter

People who use KCA services can expect:

- An assessment of individual need
- Access to all of KCA's specialist services, where appropriate
- Full information about service options and involvement in making decisions about the service you receive
- An individual care plan where appropriate, which is discussed and reviewed with you
- Respect for privacy, dignity and confidentiality and a full explanation of the confidentiality policy, including times when information may be shared
- An effective complaints system which will help us maintain standards
- Information about self-help and user advocacy groups
- Involvement in the planning, delivery and evaluation of KCA services

People who use KCA services have a responsibility:

- To treat staff and service users with dignity and respect
- Not to be violent, threatening or verbally abusive
- Not to use discriminatory language or behaviour

- Not to supply, display or take illicit drugs or alcohol on or near KCA premises or other premises associated with your treatment
- To inform your worker if you need to take prescribed drugs whilst attending KCA premises or other premises associated with your treatment
- To attend in a suitable state to engage and participate in services

Day Programme Services

KCA offers comprehensive Day Programme Services in Kent and Greenwich. Each centre has a limited number of places available for individuals experiencing difficulties with their substance use.

The programmes have been designed to address various aspects of the individual's life and to encourage awareness and understanding of the difficulties associated with substance use.

The community-based rehabilitation programme aims to enable people to improve their health, increase their confidence and make changes to their lifestyle through individual care plans and agreed goals.

Delivery on all the Day Programmes is mainly through group work with a number of core components. These include

- Substance Awareness
- Service User Lead Group
- Relapse Prevention
- Life Skills & Healthy Living
- Confidence Building and Self Awareness
- Interpersonal Skills
- Harm Reduction
- Goals Setting

- Gender Specific Groups
- Social Interaction
- Gym/Music
- Arts and Crafts
- Acupuncture and Alternative Therapies

There may be occasions when we ask service users to take saliva or breathalyser tests, for example if attendees appear to be under the influence of drugs or alcohol. Failure to agree to have a test may jeopardise your place on the Day Programme.

What can you expect from services?

As a service user within the Day Programme, you can expect to have:

- A full assessment of your needs
- Regular individual support by a named key worker
- Access to information about the consequences of drug & alcohol use
- Education and awareness of related issues such as HIV, AIDS, Hepatitis etc
- Learn new life skills & coping mechanisms
- Understand how to reduce the associated risks and harm to oneself
- Relapse Prevention awareness and advice
- Alternative Therapies

General Information about Day Programmes

Attendance

In order for you to benefit from the programme, it is important that you attend on a regular basis.

If it is necessary for you to be absent from the programme (other than for a planned event agreed in advance), you are expected to phone in before the start time each day giving reasons for your absence.

If you are on a Compulsory Order with another agency, such as Probation or Social Services, your attendance/non attendance will be reported to the relevant person in charge of your care.

If you are absent from the programme for over one week, a letter will be sent to your home address giving you a date to return by before your place on the programme is offered to someone else.

Safety

Service users are expected to sign in and out of the programme and on your first day a member of the Day Programme team will inform you of what to do in the event of a fire and give any other relevant health and safety information.

We aim to offer the safest environment possible. To ensure group safety and confidentiality visitors are not allowed to visit the programme (unless by prior arrangement with the Programme Leader) and you are not allowed to leave the programme during the day and return. If you need to leave the programme for an external appointment, you will not be permitted to return that day.

Any accidents or incidents on KCA premises will be recorded and reported to the Senior Management team at Head Office according to KCA's Health and Safety Policy.

Smoking

We operate a non-smoking policy on all KCA premises.

Lunch

Lunch is an important part of the programme and should be treated as any other group.

Special dietary needs to meet medical, religious or cultural requirements will be catered for and should be discussed at assessment.

A range of tea, coffee (including decaffeinated), juices, herbal and detox tea is available.

Exclusive Relationships

We do not allow couples to attend the same programme at the same site. However, it is possible for a couple to attend two separate sites at the same time providing that places are available. We do not encourage service users to become involved in exclusive relationships with people they meet on the programme.



Testing

Service users may be required to give saliva tests or be breathalysed as a condition of any order they are on or if they appear to be under the influence of drugs or alcohol.

Day Programme Ground Rules

Whilst attending the programme all service users are expected to adhere to the Service User Charter. There are two copies, one that is left in your Service user handbook for your reference and one that is to be kept on file. Both copies must be signed before commencing the programme.

Whilst attending the Day Programme I will:

- Attend regularly, punctually and in a fit state to be able to participate fully
- Not use, deal or have in my possession any illicit substances. Should a member of staff have reason to suspect that illicit substances are being brought onto KCA premises then I understand that I may be asked to turn out my pockets and/or empty my bag. I understand that failure to comply with this request may result in my suspension from the Programme
- Not consume alcohol on or around the Day Programme premises
- Only bring prescribed medications to the Day Programme if absolutely necessary and will hand these to staff on my arrival at the Programme
- Switch off my mobile phone and place it in my locker
- Attend and participate in all groups and be willing to try new things
- Make drinks and food only during break times
- Only leave the room during groups when absolutely necessary
- Treat the premises, staff and other group members with respect

- Not be either verbally or physically violent to anyone at the Day Programme. I understand that disrespect, prejudice or discrimination will not be tolerated.
- Respect confidentiality
- Accept responsibility for any statements I make
- Be prepared to challenge other Service Users where appropriate in a constructive manner

I agree to abide by the ground rules above. I have read and understood the service user handbook

Signed.....

Date.....

Anyone who fails to adhere to this charter may be asked to leave the programme with immediate effect.

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General Information

Smoking

We operate a non-smoking policy on all KCA premises. However, smoking is permitted in designated smoking areas.

Opening Hours

All of our main service centres are open from 9am to 5pm, Monday to Friday and many have extended opening hours.

Disabled Access

If you have mobility problems or difficulties climbing stairs, please ring the service centre and talk to a worker so that we can make appropriate arrangements to see you.

Children

It is not advisable to bring children to a session. Wherever possible, we will try to re-arrange appointments so that we can accommodate your childcare arrangements. However, if this is not possible, children are allowed into sessions with their parents, but only as a last resort.

Pets

We cannot accommodate pets, other than guide dogs, on the premises.

How are we doing?

KCA welcomes feedback (good and bad) from services users. If there is a service you would like us to provide or something you would like to change about KCA please let us know. We can't promise to suit everyone, but we do promise to investigate your requests and comments.

Local Self Help and User Advocacy Groups

Please contact the Service Centre for details of these.

Useful Telephone Numbers

All KCA Services have an Answerphone for out of hours messages.

If you need advice and information sooner, you may want to call

- National Drugs Helpline (talktofrank) on 0800 776600
- Alcoholics Anonymous on 0845 769 7555
- Drinkline on 0800 917 8282
- NHS Direct on 0845 46 47

Or visit www.talktofrank.com or www.nhsdirect.nhs.uk

If you have taken a substance and are feeling unwell, you should contact your GP or local Accident and Emergency department.

Confidentiality Statement

KCA recognises that confidentiality is of great importance to people who use its services. For that reason, all KCA staff are bound by a duty of confidentiality to service users, which means that

- we will not routinely pass on information about you or your contact with KCA to any other individual, organisation or agency without your written consent, other than as part of the statistical or aggregated data used for service monitoring and evaluation, which does not identify individuals
- if you decide that it is useful for us to share information about you with anyone else, for example your doctor, we will discuss the type and amount of information you are happy to have passed on
- your counsellor or key worker will share information about you with other KCA staff only when it is necessary to do so in order to provide you with a good service, for example in supervision meetings

- records and case notes about you will be stored securely and you have the right to see what KCA staff have written about you

Exceptions to confidentiality

We cannot guarantee absolute confidentiality. There may be some exceptional circumstances in which we have to release confidential information. Such exceptional circumstances include those in which:

- there is reason to believe that there is a risk of significant harm to you or to another person, especially if a child is at risk
- there is a legal obligation to disclose information, for example if a KCA staff member is summonsed to attend court to give evidence.

Even in such exceptional cases, KCA staff would always attempt to obtain your consent before disclosing any information, although this may not be possible if the situation appears so urgent that immediate action is believed to be necessary.

A decision to breach confidentiality would not be taken by an individual staff member alone, but only after appropriate consultation with a manager, supervisor or legal advisor. If you would like further details, please ask for a copy of our full confidentiality policy document, which is available on request from all KCA offices.

Making a complaint

If you believe that a KCA staff member has breached your confidentiality without reasonable cause, you have the right to make a complaint under KCA's Complaints Procedure.

If you have a complaint...

If you are dissatisfied with the service, you have received from KCA, or if you wish to complain about any member of staff, this section tells you what you should do.

Making a complaint will not negatively affect the service you receive from KCA in the future. Your comments regarding the service are welcome and will help us to identify ways to improve services. Feedback from clients is very valuable to the organisation.

If you have a problem with our services, it will be easier for us to help you if you are clear about what seems to be wrong, and what you think should be done about it.

Problem Solving

Tell the person you are dealing with – for example your counsellor or other member of KCA staff – what the problem is. They will try to find a solution that is acceptable to everyone involved. Most problems can be sorted out as simply as this.

However, if you feel your problem cannot be resolved directly between you and the person involved, then contact the manager of the appropriate KCA service.

Formal Complaint

If your problem has not been resolved satisfactorily, the next stage is to inform the Chief Executive at KCA, Dan House, 44 East Street, Faversham ME13 8AT Tel: 01795 590635).

The best way to make your complaint is to put it in writing. However, you may prefer to make the complaint by telephone or by making an appointment to meet with the Chief Executive.

The Chief Executive will write to you within a week to acknowledge receipt of your complaint. You will be kept informed of the progress of the investigation and will be provided with a full written response within 28 days of receipt of your complaint.

Complaints Panel

If the problem has still not been resolved to your satisfaction, you are entitled to put your complaint to a review panel, which will comprise members of the KCA Board of Directors and independent people with relevant experience.

You should write to the Chief Executive at KCA, Dan House, 44 East Street, Faversham ME13 8AT.

The review panel will normally reach its conclusions in four weeks. You will be able to attend the meeting and give written or oral statements in support of your views. If you wish, you will be welcome to bring someone with you to the meeting. We may be able to provide contact numbers of agencies that can offer further support and advice.

The panel will review your complaint and will make recommendations to the Chair of the KCA Board of Directors or his/her nominee. You will be advised of the outcome of your complaint, together with the reasons for the decision, normally within one week of the review panel meeting.

Breaches of Ground Rules

This section summarises the policy. If you would like to see the full document, please ask your KCA worker to obtain one for you.

Sanctions

There are five sanctions KCA can use for breaches of ground rules:

- A verbal warning
- A first written warning
- A final written warning
- Exclusion
- Immediate suspension from services

Which one is used depends on the severity of the breach

and/or how often breaches have occurred.

Suspension from one service does not automatically mean suspension from all other KCA services

Rights and Appeals

Service users may be accompanied or represented by an advocate at any meeting where a formal sanction may be applied.

The advocate can be anyone from a friend or relative, to a legal representative or professional advocate.

Service users can appeal against any sanction imposed on them. The same person or people who imposed the original sanction will not hear the appeal hearing.

To appeal against a sanction, the service user must write to the Director of Operations at KCA's Head Office, outlining the reasons for the appeal, within 21 days of the meeting at which the sanction was imposed.

Exclusion and Suspension

If a service user who is receiving prescribed medication is suspended or excluded, KCA will always consider

- The health risks of reducing or ceasing the prescription
- The health risks of continuing to prescribe in the absence of key worker contact and will consult relevant medical staff to discuss treatment options.

KCA Head Office

Dan House, 44 East Street, Faversham

Kent ME13 8AT

Tel: 01795 590635

Fax: 01795 539351

Email: admin@kca.org.uk

Training and Workforce Development

01474 326168

Finance

01795 590795