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| **OUR PRINCIPLES:** | With passion and excellence, Delphi makes a  difference to people’s lives by providing innovative and specialist addiction services that lead the way from dependence to freedom. |
| **OUR VALUES:** | We all commit to and care about: going one step further with our clients; our wellbeing as individuals and as teams; and improving and strengthening ourselves and our organisation. |

**Delphi Ethos and Service Overview**

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| Our Ethos | **“With passion and excellence, we make a difference to people’s lives by providing innovative and specialist addiction services that lead the way from dependence to freedom.”**  Our focus is on ensuring excellent clinical and psychosocial service provision as part of an integrated recovery pathway, that supports and facilitates people to engage in genuine and sustainable recovery.  We believe that every person is faced with a unique set of challenges. We pride ourselves on being person- centered and working with each individual in a way that is right for them.  We consider treatment as part of wider health and believe a whole-person approach is required to establish genuine change. Holistic growth is encouraged through improvement in physical health and building personal recovery capital, which in turn links through to our company-wide investment in community recovery capital.  A personalised plan will be developed with each person as the basis for seamless transition through their recovery journey. Time spent getting to know each person and their families/networks is paramount to successful recovery planning, and regular reviews by suitably qualified and experienced staff ensures that plans remain in line with changing hopes and  goals throughout life’s ups and downs. |

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|  | The Delphi model promotes a client’s opportunity to develop and change, via an integrated approach of Clinical and psychosocial services.  Our approach to psychosocial interventions is to empower individuals or groups around their psychological development, interpersonal skills, building strategies to improve functioning, health, and wellbeing. We do this through a range of packages where services can tailor to client need.  All clinical treatments offered are in line with National Institute of Clinical Excellence (NICE) Guidance and Drug misuse and dependence—UK guidelines on clinical management, also known as the ‘Orange Book’.  We pride ourselves on being innovative and at the forefront of new treatments and approaches. Our clinical staff, medicines management lead and clinical lead keep abreast of improvements and innovations in treatment, through regular participation in conferences, liaison with Public Health England, involvement in research, teaching, and regular peer group meetings. A recent example is the use of long-acting buprenorphine as part of our treatment in opiate dependent patients for over 2 years and we are part of a wider national research and development project.  We empower our clients, wider community, families, and staff to have real input to services. Feedback is pro- actively gathered in our services through a range of platforms and formats. Feedback is reviewed and  acted upon to improve service delivery, |

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|  | used as lessons learnt, to celebrate outcomes, and celebrate positive pieces of work. |
| Our USP(Unique Selling Point)/Why have we been successful so far | * We CARE. * Our workforce and our collective passion is powerful and unrivalled. * We put kindness and compassion at the forefront of all our practices. * We put our clients’ first. * We involve our clients in meetings and processes. We ask and listen to understand our clients. We hear them. * We promote excellence through inclusion. * We work to optimise potential for the whole Delphi community (clients, families, partners, staff, managers) * Our business objectives have our people at the heart of them without exception. * We have a business mind/social heart. * We are SAFE. * We value and prioritise clear and robust processes. * We take the time to continuously reflect and learn. * We evolve constantly. * We are innovators and leaders in our field. * We get called upon to share our expertise. * We have a positive external reputation. * We are values led and always clear about the why. * We are part of a wider group structure that provides added value incomparable with any other business. * We always adopt a can-do approach. * Our work is shared nationally as best practice. |

Our Key Words

* Kindness, the blue heart, fast paced, innovation, reliable, approachable, hands on, professional, skilled, excellence, stability, openness, caring, honest, strong leaders, help people become their best possible self, diverse, experienced, deliverers, educators
* Clinical excellence, Outstanding CQC, sustainable, safe, bigger Delphi community, improve DRD position, leaders in substance misuse, preferred provider for clients and commissioners, being an exemplar, holistic care, being known for best practice, influencing other areas
* Supportive, listen, helpful, non- judgmental, accessible, accountable, knowledgeable, value staff, kind, effective.



# Our Model

**Personal Plan:** one to one sessions (face to face/ phone, video call), reviews, risk reviews, relapse prevention medicines, rehab, relapse prevention groups, relationship support, contingency management, family support and celebrations, recovery library, housing, employment, training, education, sustainable recovery planning, recovery events, family led, social media support page, social prescribing, recovery café, acorn academy, Afta thought training, acorn rehabs and accommodation, self-study support, social enterprise, partnership working, links with wider communities, health and wellbeing, stability

Our teams collectively subscribe to a belief that every person we encounter is facing a unique and individual set of personal challenges. A personalised plan will be developed with each person as the basis for seamless transition through their recovery journey. Time spent getting to know each person and their families/networks is paramount to successful recovery planning, and regular reviews by suitably qualified and experienced staff ensures that plans remain in line with changing hopes and goals throughout life’s ups and downs.

We consider treatment as part of wider health and believe a whole-person approach is required to establish genuine change. Holistic growth is encouraged through improvement in physical health and building personal recovery capital, which in turn links through to our company-wide investment in community recovery capital.

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**Triage:** Consent, Risk assessment, safety, shared care, GP & Pharmacy liaison, Naloxone

**Assessment:** Harm reduction, safer injecting, EBI, BI, IBA, Well-being, Bloods, BBV & immunisation, mental health assessment/dual diagnosis, holistic assessment, family support, social need, nutrition, sexual health, housing, employment, SADQ, medication, healthy living, partnership working

**Medical Treatment:** Naloxone, Methadone, Buvidal, Buprenorphine, Anti-craving, alcohol safe reduction, prescribing reviews, safe storage advice, needle exchange, partnership working

**Recovery**

**Treatment**

**Assessment**

**Referral In:**

Outreach Team (meeting people where they are)

Criminal Justice (probation, prison release)

GP

Adult Social Care

Children Services,

Hospitals Local Services Web chat

Self (rapid open access)

## Recovery Infrastructure

**Peers/befrienders:** volunteering, SMART, health bus team, t/c pre apps/groups.

**Peers/befrienders:** meet and greet, breakfast club, assessments for new service users, h&w, HUB work

**Peers/befrienders:** recovery café, service user group for feedback, enough is enough, t/c pre apps/groups, buddying and support, cross services meeting clients, HUB work, self-help

**Programmes:** Detox prep, health bus, awareness slots, harm reduction, criminal justice group

**Programmes:** Low Dose DEAP, RAMP, FASD, Open Minds, Paces, prep for rehab (mini groups with a peer), specific groups (preventing non-fatal OD, DD), Health bus (mini groups), walk (run) and talk, women’s groups, debt management, employment

**Programmes:** Family RAMP, peer support, DEAP face to face, DEAP digital, relapse prevention (drugs), relapse prevention (alcohol), recovery support, social prescribing (acupuncture, art of recovery, music), walk(run) and talk