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| **DOCUMENT TITLE:** | **Family in service Procedure** |
| **CATEGORY:** | Governance and Quality |
| **LAST REVISED:** | May 2023 |
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| **OWNED BY:** | AOM Central |
| **RELATED DOCUMENTS:** | Code of Conduct, Complaints protocol |

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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. |

**Document Description**

**Guidelines for non-attendance of DARS Appointments**

**Family in service Protocol**

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| Process in place to support when family access services. | This protocol has been drawn up to support staff, clients, and services where a family member or significant other comes into treatment with local personal connections. Since commencing Spark and family members coming into service this has been identified as a protocol required. A meeting and development of the protocol was agreed with representation and example cases across Horizon, Acorn and Spark services.  For the benefit of this protocol, we have referred to family in service but appreciate this may need to be considered for partners, close relations, and close friends. | |
| Support for staff who have link to family in service. | Support via supervision, adhoc and as required for de brief.  All staff are trained in Delphi processes and policies.  Consider wider family support services. | |
| Support for staff who key work family in service. | All staff are trained in Delphi processes and policies.  Support via supervision, adhoc and as required for de brief when a staff members family is being key worked by staff member.  When a family member is engaging within our services the key worker has been known to find it challenging as its hard-to-get support from colleagues re cases and ability to offload, can prevent cases being raised at MDT and Risk meetings. For the key worker if a client of a family member is in service it can feel like a spotlight on the key worker.  Services need to be aware of the challenges key workers face with family in service and acknowledge and support these challenges. | |
| Confidential, fair service for the client | A Calico value is ‘do the right thing’, when a client comes into service with known links to staff members, we need to ensure we deliver on this value. This would include a confidential service offer, offering a fair service for example when a client is known to staff linked to recovery network.  Clients in treatment may have contact with a range of staff in service therefore confidentiality and discussions are challenging to manage. For example, clients are not only managed by the key worker but also can be audited by managers, spoken about at flash/ risk pod, supervision/ debrief discussions, prescriber reviews etc.  Nebula allows cases to be hidden from staff this will be assigned to the record to keep confidentiality when accessing service.  Horizon   * There is a working agreement in place allowing Horizon clients to access treatment in Fylde. This is an informal agreement and can be triggered by the managers in the service. * If detox/ funding is required in addition to key working this would need to be linked back in to service for agreement. * The referral to an alternative location based on personal connection is an option not forced and will be based on management decisions, it is not practical in all cases so will be reviewed on a case-by-case decision.   Spark   * There is a working agreement in place allowing Spark clients to access treatment in Bolton. This is an informal agreement an can be triggered by the managers in the service. * If detox/ funding is required in addition to key working this would need to be linked back in to service for agreement. * The referral to an alternative location based on personal connection is an option not forced and will be based on management decisions, it is not practical in all cases so will be reviewed on a case-by-case decision.   By managing cases out of service, the client will be supported in a way with the ambition of minimal relationship impact, in a trauma informed way, with clear boundaries in place. | |
| Staff support in place | * Lifeworks. * Delphi / Calico Mental Health first aider (see list on QUIP) * Management support. * Supervision and additional support based on need. * Learning and Development boundaries training * Staff to be supported in individualised way. | |
| Whole family approach | * In line with trauma informed and person-centred delivery where family members are in treatment services need to align to whole family approach. * Whole family approach is not just driven by the service offering the client treatment but wider support services also. * Whole family approach will consider family therapy, family RAMP, external support, and carers support. | |
| A review process is in place. | The protocol is reviewed regularly ensuring expectations are in line with current guidelines set out in the UK Guidelines on clinical management and Calico policies.  Delphi policy and protocol schedule ensures timely updates and reviews to protocols.  When an incident is reported this is investigated by Delphi, in some services other providers may also review the incident.  Lessons learnt are shared with Delphi managers / staff; along with good practice, recommendations and learning. | |
| Managers ensure the support process happens | | Where a family member accesses service a manager within the service will lead and support the next steps re access to treatment.  Staff are supported.  Case discussed at Managers meeting re allocation/ service location for client.  Ensure where an incident occurs it is incident reported.  Managers will track cases. |
| Personal reflections | | When preparing this protocol feedback was provided from keyworkers re challenges when working with a partners families such as pressure to see, push up waiting lists, provide feedback. |
| Potential useful resources and links | | <https://www.barnardos.org.uk/what-we-do/services/familial-substance-misuse-service>  [Motivational Programmes - Acorn Recovery Projects](https://acornrecovery.org.uk/our-services/motivational-programmes/)- family RAMP  [Parental substance misuse | NSPCC Learning](https://learning.nspcc.org.uk/children-and-families-at-risk/parental-substance-misuse)  [About us - Adfam](https://adfam.org.uk/about-us/) |

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| Delphi staff and clients feel supported when families are in treatment. |
| Staff are well trained and competent in their role. |
| Staff training records are up to date. |
| The service is safe and effective supporting person-centred care, whole family approach, a confidential service. |
| Outcomes, good practice, and lessons learnt are shared. |