

Sanctuary Addiction and Alcohol Services

Highlights from the Quality Assurance Report 2006 to 2007

These statistics have been compiled in order to monitor the quality of the service that we provide. They are intended to examine the number and type of service users referred to the project, retention rates of those service users, and satisfaction with the service provided at Sanctuary Addiction and Alcohol Services.

Key findings on clients in contact with Sanctuary Addiction and Alcohol Services: December 2006 to December 2007

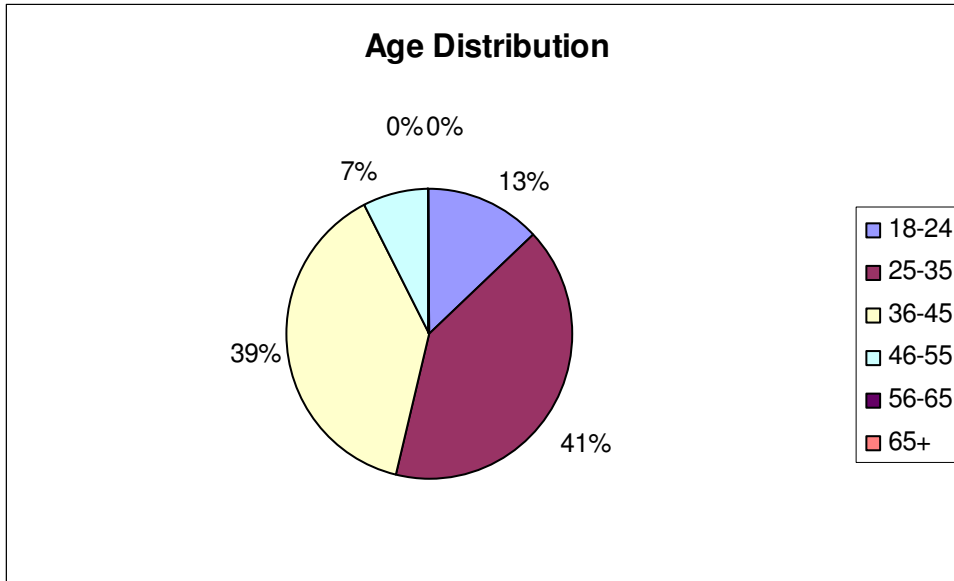
- In 2006/07, 47 individuals accessed the service
- Heroin was identified as the main problem drug for 32% of clients accessing treatment.
- Crack or Cocaine was reported as the drug of Choice for 32% of clients
- Alcohol was reported as the drug of choice for 13% of clients
- 23% of all clients accessing the service reported that they used a variety of different substances and were recorded as Polydrug users
- The most common referral route into treatment was through Statutory Drug Services, such as Substance Misuse Teams and Social services, accounting for 62% of all reported referral sources.
- 38% of clients were referred into treatment via the Criminal Justice System.
- 74% of all clients had a planned discharge from treatment. This figure includes those that received a therapeutic discharge or left against staff advice but were successfully referred back to their original Care Manager and those who were transferred to other agencies.
- 26% of all clients ceasing to use the service had unplanned discharges, of these 42% left Against Staff Advice and 58% received Therapeutic Discharges.
- 72% (33 Clients) Completed Treatment during the course of the year.

Age and Ethnicity

Age

For clients accessing the service in 2006/07, the majority of clients (41%) were between 25 and 35 years of age.

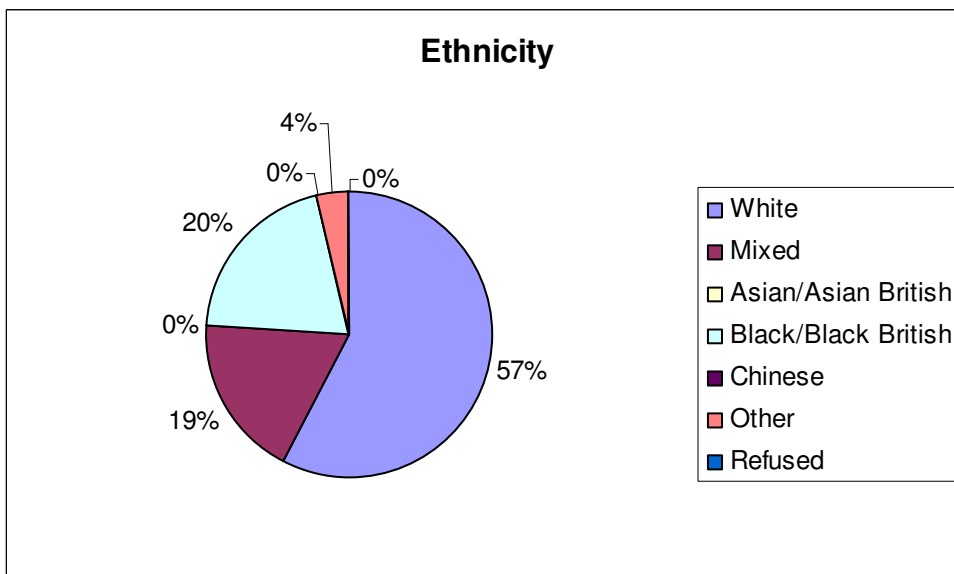
Figure 1: Age distribution of clients 2006/07



Ethnicity of individuals accessing treatment

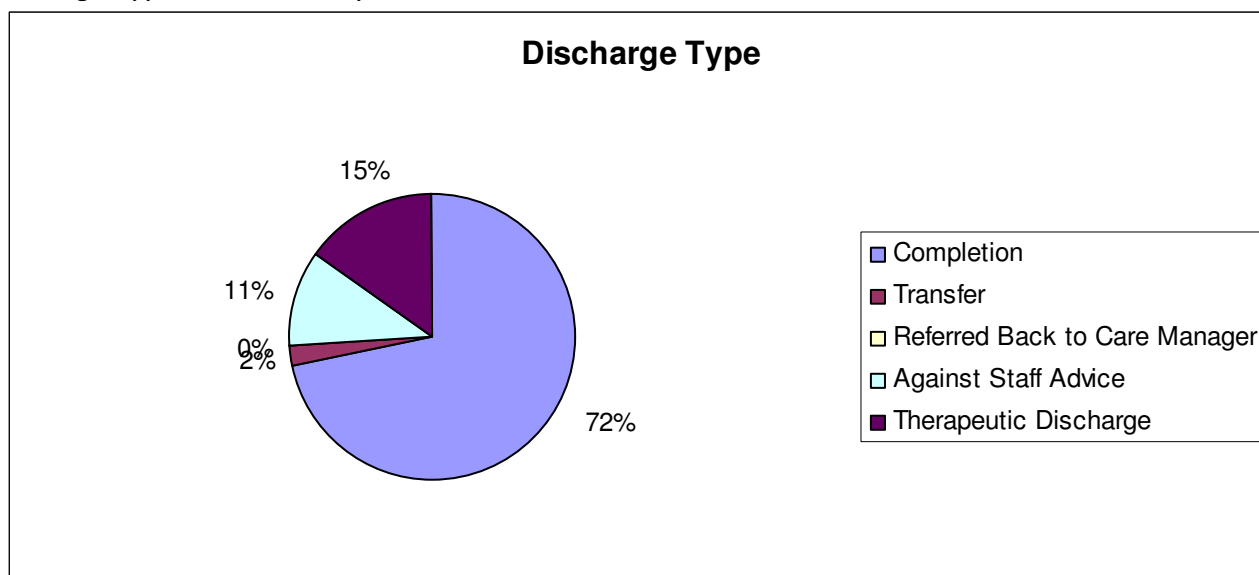
N.B. for ease of reference we have combined the results:

- White (Includes White British, White Irish and Other White)
- Mixed (Includes White & Black Caribbean, White & Black African, White & Asian and Other Mixed)
- Asian/Asian British (Includes Indian, Pakistani, Bangladeshi, and Other Asian)
- Black/Black British (Includes Caribbean, African and Other Black)



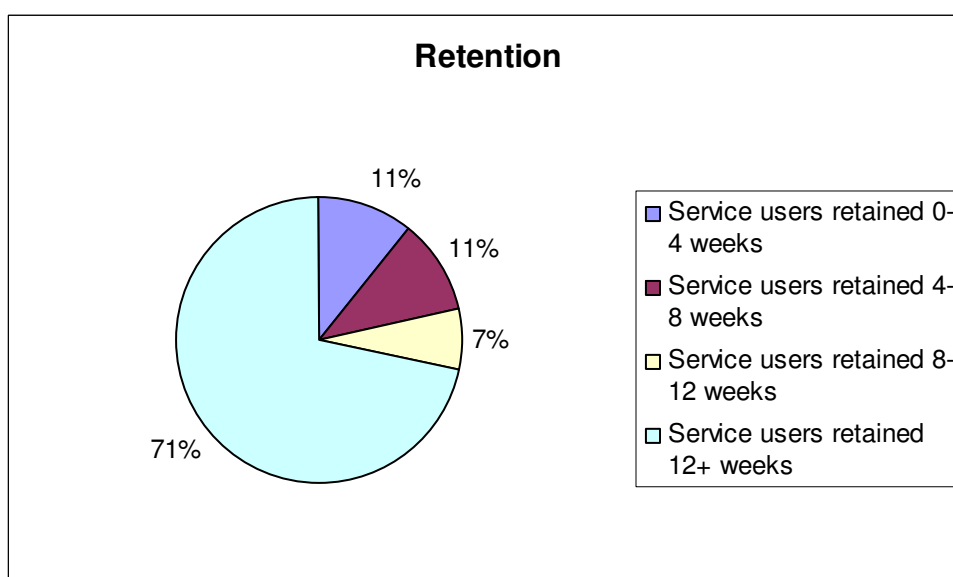
Retention and Completion Rates

Discharge types for closed episodes 2006/07



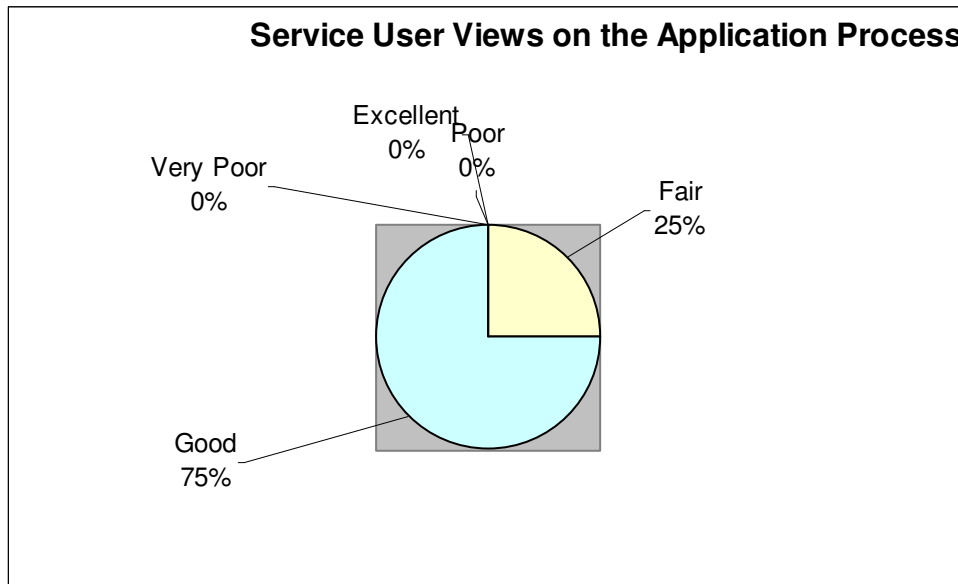
Discharge Reasons

Discharge reason	Discharge reason codes	% of known discharge reason
Planned Discharge	Treatment completed	72
	Transfer to other agencies	2
	Referred back to Care Manager	0
	Total Planned Discharges	74
Unplanned Discharge	Against Staff Advice	11
	Therapeutic Discharge	15
	Total Unplanned Discharges	26



Service User Satisfaction Surveys

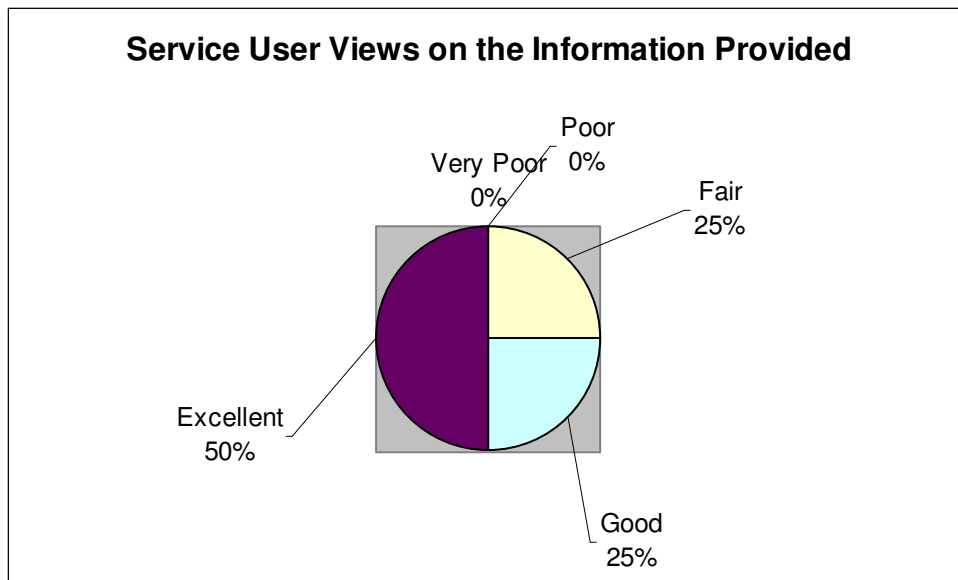
1. On a scale of 1-5, how would you rate our helpfulness when you applied to Sanctuary?



Comments:

- "When I came to look at Sanctuary I found staff and people really friendly"
 - "I had a good feeling about the place"
 - "When I came for my assessment it just felt right"
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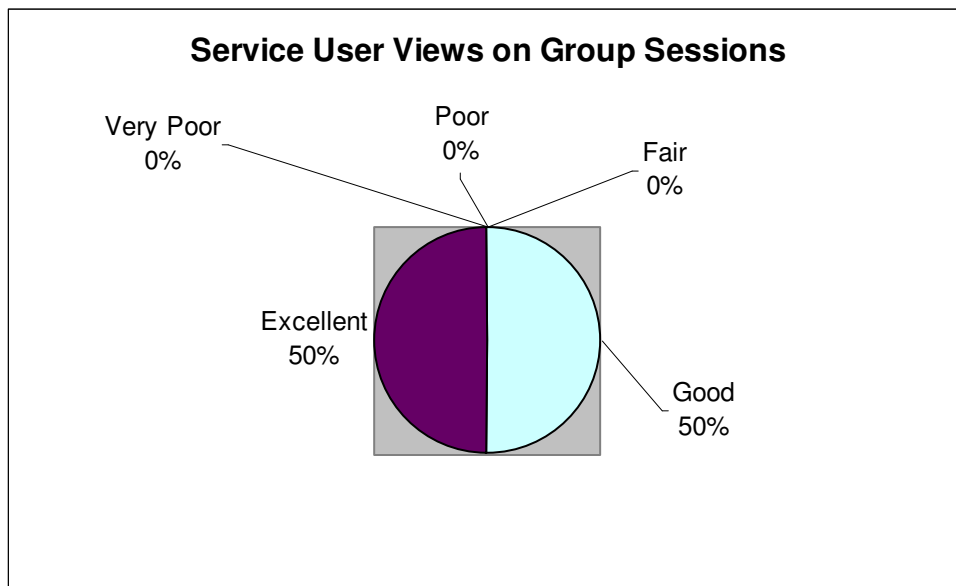
2. On a scale of 1-5, how would you rate the information provided about Sanctuary Addiction and Alcohol Services?



Comments:

- "I read the leaflet that was sent to me prior to my assessment"
- "I didn't get any information"
- "Although I didn't get any information I had been given feedback from friends who had completed their treatment with Sanctuary"

3. What did you think of the group sessions provided at Sanctuary?

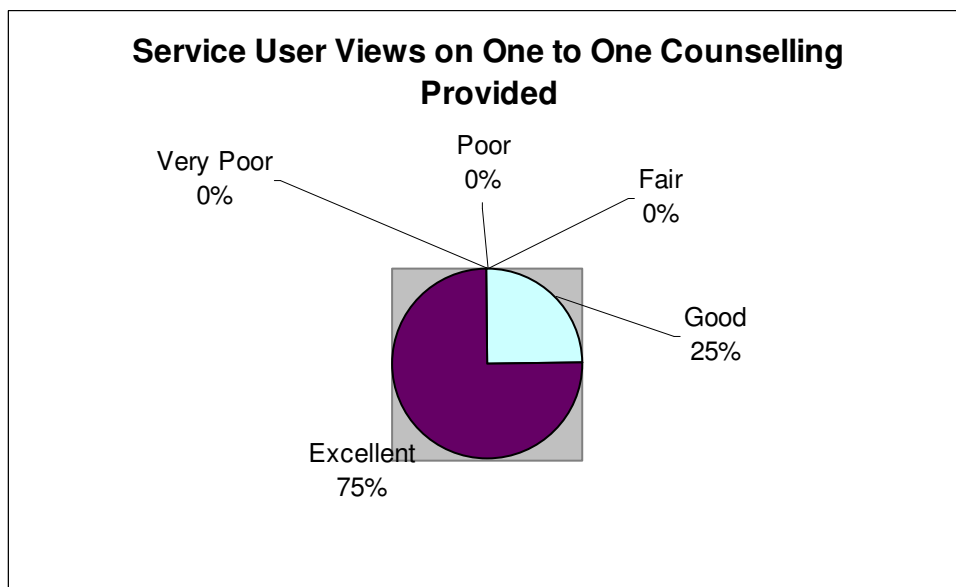


Comments:

"I found group therapy the most helpful part of my treatment"

"Excellent, you can get honest and its safe to get in touch with your feelings"

4. What did you think of the one to one counselling sessions at Sanctuary?



Comments:

"I have always followed the guidance of my counsellor in these sessions which has kept me clean for the past 14 months"

"Things I found difficult to talk about in group sessions I spoke about to my counsellor in one to one sessions _____ helped me work through my problems"

We also asked Service Users:

What do you think are Sanctuary's strengths?

- "Zero tolerance policy for drug use (no relapse policy)"
 - "Very understanding of individual's needs"
 - "Staff are very accommodating to people's problems"
 - "The administration staff and counsellors are all great"
 - "Good Counsellors, Group Therapy Sessions and well thought out written work/assignments"
 - "Male only clients"
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What do you think are Sanctuary's weaknesses?

- "No female clients"
 - "None"
 - "No weekend home leave whilst in primary"
 - "No facilities for disabled clients"
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What are the things you will remember most about your time at Sanctuary?

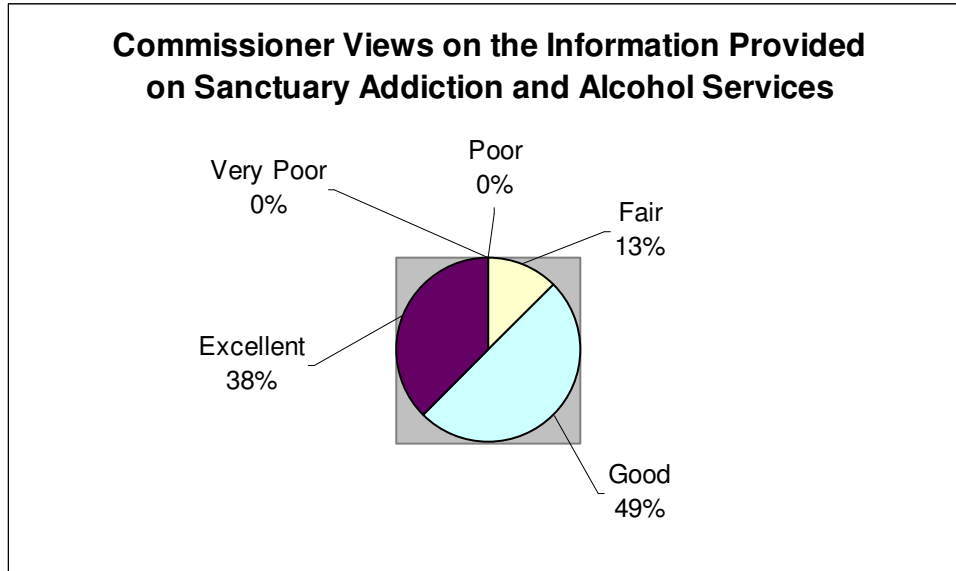
- "The camaraderie with Peers. "
 - "My peers, counsellors and the staff in general and the help they have given me"
 - "The Groups"
 - "Staff willingness to assist and help"
 - "Support was second to none"
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Any other comments:

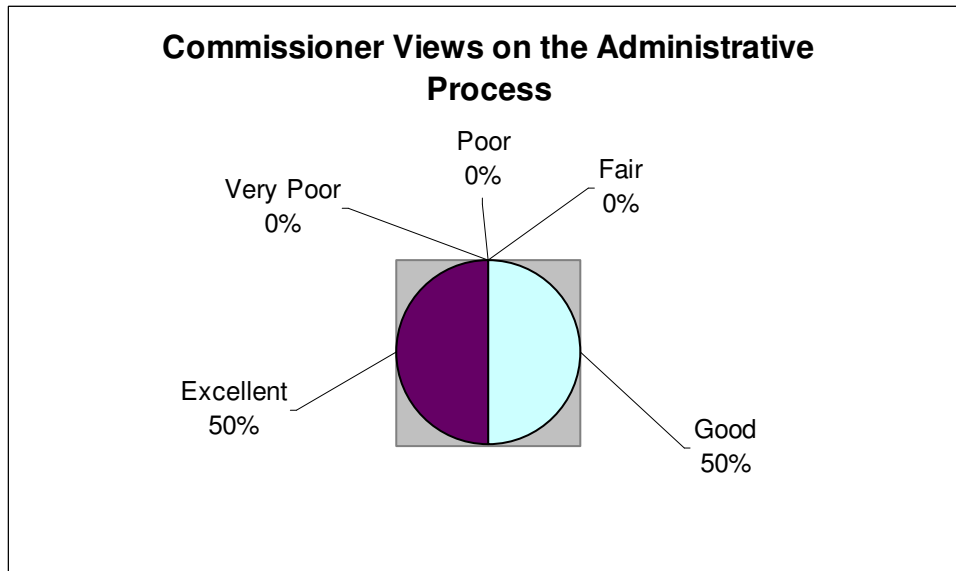
- "I would like to thank everyone for helping me thanks _____ I.O.U."
 - "I have respect for the staff and management and am extremely grateful to them all and would have no hesitation in recommending Sanctuary to anyone who wants help with a drug or alcohol problem. This is a sincere comment"
 - "Sanctuary gave me the chance to get my life back on track, being helpful during and after my stay there."
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Commissioner Satisfaction Surveys

1. How would you rate the information Sanctuary Addiction and Alcohol Services provides?



2. How would you rate the administrative and reception services provided?

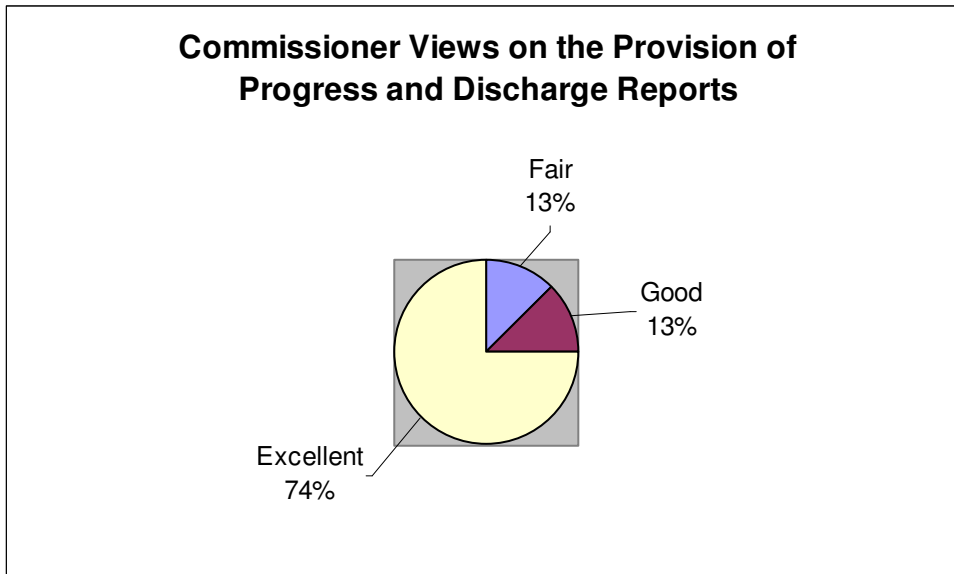


Comments:

"Really excellent frontline/admin staff"

"Always prompt and well organised"

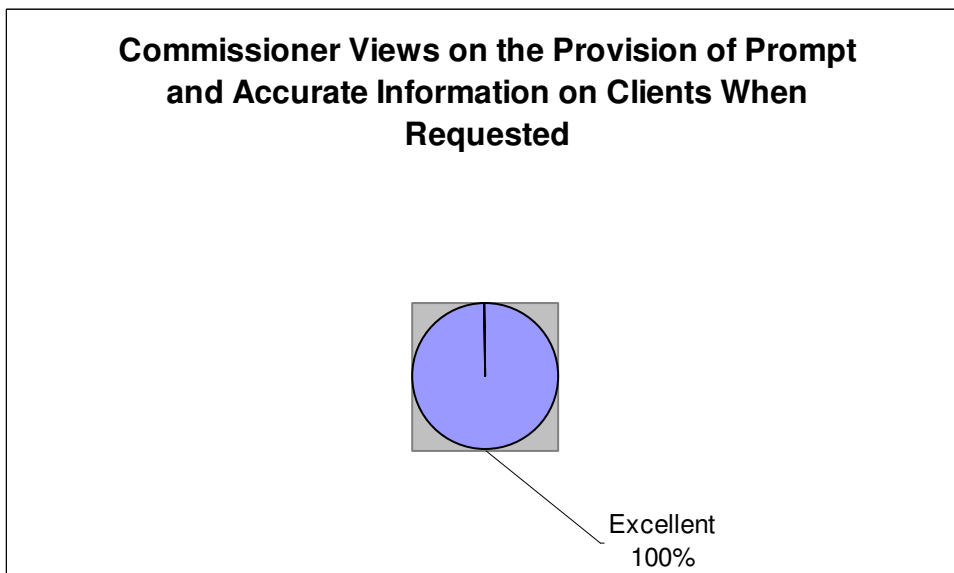
3. How would you rate Sanctuary's provision of Progress and Discharge Reports?



Comments:

"Service has really worked hard at improving the quality of their written reports"
"Quality and response of reports has increased in the last year"

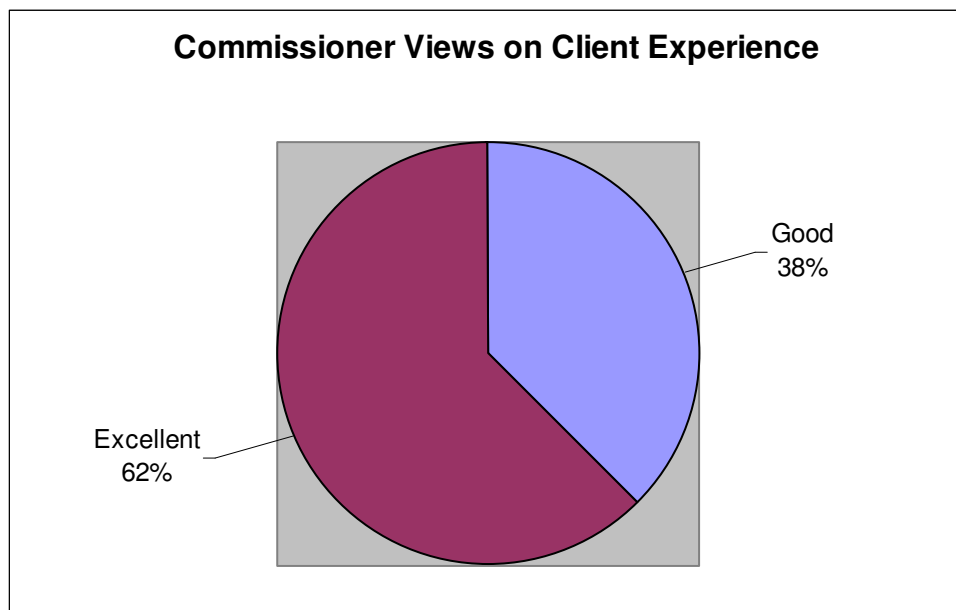
4. How would you rate our ability to provide prompt and accurate information on individual clients when you request it?



Comments:

"Excellent at keeping us up to date - always prompt and accurate"
"I think the contact by counselling staff and admin is immediate and prompt"

5. How would you rate your clients' experience at Sanctuary Addiction and Alcohol Services, based on their feedback?



Comments:

"Even service users who have not been able to complete the programme have felt the service was excellent, the service users themselves did not feel ready to make changes at the time of defaulting."

"Feedback is almost always positive, on occasions where feedback has been negative it should be noted that this negativity is invariably linked into clients place as to where they 'personally' are in the change cycle"

Further comments and suggestions:

"A similar service in London would be fantastic"

"I have always been impressed by the general attitude of staff at Sanctuary. The project is very clear and boundaried but it is also flexible in its approach to individual clients."

Having placed clients there over a 3 year period I am impressed with the lack of problems and their willingness to work alongside Care Managers"

"Sanctuary remains this team's preferred choice for rehab. We have excellent working relationships with Sanctuary".

"I've always felt that Sanctuary offer an excellent service to a particular category of client (i.e. laddish, street-wise etc.). I also think the staff, from admin to counselling team, are outstanding".

Many thanks to all who took the time to complete a survey.