

Review of Substance Misuse Services in Wales



What we found out

What we think should happen



July 2018



Easy Read



What we found out



? In 2017/2018, we reviewed substance misuse services.



This is what we found out.



Most people get good care from good staff.



People cannot always get the right support.



Professionals like doctors and social workers need to know more about substance misuse.



Services need to work and train together.



These people need to do something about what we found out:



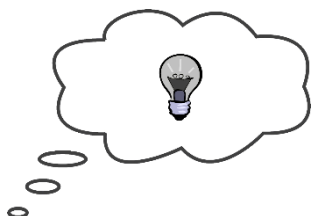
- **Services that give care and support**
- **The people who decide what services to pay for**
- **The Welsh Government**



Llywodraeth Cymru
Welsh Government



We found the same sort of things in our 2012 review of substance misuse services.



The next few pages tell you more about what we found out.



Can people get the right treatment?



We found that:



Most people get good treatment.



Some people have to wait too long for some types of treatment.



Most services are shut in the evening and at weekends. People may not get good support in a crisis.



It is harder to get the right treatment in rural areas.



It can be hard to find out where to get help.



Drop-ins are helpful.



Wales needs more choice and more reliable services.



We need more work to:



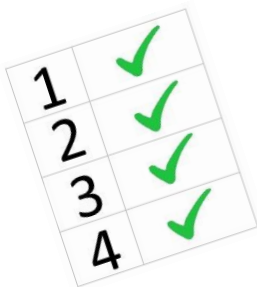
- involve people in designing and planning services



- understand what some groups of people need, for example homeless people.



Do services make it easy to get good care?



We found that:



Most people said good things about their care.



Staff wanted to help people and didn't judge them.



Too many people still look down on people who misuse substances.



Services spend a lot of time helping people with housing and benefits.



More people need help from a lot of different services. Services need to work together better.

People found it difficult to get help with their mental health



How is everyone kept safe?



We found that:



Staff ask questions to work out if any adult or child is not safe.



Staff know what to do if they think an adult or child is not safe.



People felt there is not enough support for families and carers.



In some parts of Wales, people said good things about substance misuse social workers.



Some social workers do not understand substance misuse and treatment services.



Area Planning Boards are responsible for deciding what services are provided in their area. Each board is made up of people from the health board, police, local authorities and others.



Area Planning Boards need better systems to make sure everyone is kept safe.



What happens after treatment?



We found that:



? Most people said good things about support after they finish treatment.



Some people did not get support when they went home from detox or rehab.



Staff told us that Wales needs more harm reduction services. These are services to help people to be safer if they keep misusing substances.



Wales needs better links between services and communities.



Are services well run?



We found that:



Staff think local services are well run.



We saw staff work hard.



We heard about problems with computers, paperwork, offices, too much work and not enough money.



Services are set up and paid for differently in different parts of Wales. This means that people get different services. It is harder to know if they are good or safe.



Area Planning Boards need better systems to check services so they know if they are good and safe.



Our ideas for the future



The full report has 34 recommendations. These are the things we say need to happen. In this Easy Read, we put the recommendation into 13 key points.



1. Area Planning Boards need to think how services can meet different people's needs.



This includes the needs of older adults, the need for housing, the needs of family carers and people in rural areas. They also need to think what services will be needed in the future.





2. Area Planning Boards and Welsh Government need to make sure there are enough detox, rehab and counselling services.



Area Planning Boards need to tell people about support groups. They need more rural support groups.

3. Area Planning Boards and Welsh Government need to tell everyone, including family doctors and social workers, about substance misuse services and about substance misuse.



Area Planning Boards need a plan for training professionals about substance misuse.



4. Area Planning Boards need to involve people in designing and running services.





5. Area Planning Boards need to get services working together better.

This includes getting mental health services and substance misuse services working together better. It also includes sharing information between organisations.



6. Area Planning Boards and Welsh Government need to think how people can get support and treatment when they need it.



This includes out of hours services, shorter waiting times, support after treatment, and support to be safer. Area Planning Boards must tell people about other support when they are waiting for treatment.





7. Area Planning Boards must make sure they are doing a good job of keeping everyone safe



8. Area Planning Boards must tell people how to get help to speak up and use their rights. This is called independent advocacy.



9. Area Planning Boards need to improve links to community activities and services.



10. Area Planning Boards and Welsh Government need to check that services have what they need to do a good job.



11. Welsh Government need to make sure they are checking the right things when they want to find out if services are doing a good job.



12. Welsh Government need to check if Area Planning Boards are the best way to make sure local people get good support and treatment. They need to make sure Area planning Boards are the best way to keep people safe.



13. Area Planning Boards need to improve how they do things.



What happens next?



We want Welsh Government and Area Planning Boards to look at this report.



We want them to think about what we say needs to happen.



We want someone to look at three extra things:



- moving from child to adult substance misuse services



- substance misuse and people in trouble with the law



- ways to decide on and pay for services