

# **Protocol between Leeds City Council and Forward Leads for Residential Detoxification**

2017/18

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## Protocol for Residential Detoxification

### 1. Overview

- 1.1 The 2017/18 Leeds City Council (LCC) budget for residential detoxification treatment (£180,000 per annum) has been transferred to Forward Leeds via a contract variation. Forward Leeds will assume responsibility for managing this budget and for ensuring that it is used to support those clients who will most benefit from residential detox treatment. The effectiveness of this arrangement will be evaluated in December 2017 and, if both parties agree, the intention is to extend the arrangement for the same time-frame as the Community Drug and Alcohol Prevention, Treatment and Recovery Service.
- 1.2 This funding will be ring-fenced for the purpose of residential detoxification treatment only. Any underspend at the end of the financial year (31<sup>st</sup> March 2018) will be retained by LCC.
- 1.3 LCC will maintain responsibility for the Out of Area Rehabilitation budget and the St Anne's Residential Detoxification Service budget.
- 1.4 Forward Leeds has been commissioned to provide an integrated drug and alcohol service in Leeds, offering a range of support options including access to detoxification treatment. The new arrangement will make residential detox a more integral element of the overall service and streamline the process for allocating funding to clients to access detox treatment. It will enable Forward Leeds to make more informed decisions around planning and prioritisation of placements. Forward Leeds have a detailed understanding of residential options and are able to match the client to the most appropriate establishment to suit their treatment needs and is able to develop strong relationships with residential treatment providers, ensuring smooth transitions from community to residential services and back again. They are also well placed to negotiate best prices and ensure value is added to service delivery wherever possible.
- 1.5 The contacts within LCC for the residential detoxification service are Eleanor Clark (Commissioning Support Officer) ([eleanor.clark@leeds.gov.uk](mailto:eleanor.clark@leeds.gov.uk) 0113 378 7844) and Alison Ferguson (Commissioning and Contracts Officer) ([alison.ferguson@leeds.gov.uk](mailto:alison.ferguson@leeds.gov.uk) 0113 378 7846). The contact for the overall Forward Leeds service is Ian Street, Commissioning and Contracts Officer ([ian.street@leeds.gov.uk](mailto:ian.street@leeds.gov.uk) 0113 378 7859).
- 1.6 The officer within Forward Leeds for managing the residential detoxification service as set out in this protocol is Lee Wilson (Area Manager) ([lee.wilson@forwardleeds.co.uk](mailto:lee.wilson@forwardleeds.co.uk) 07736269156).
- 1.7 This protocol describes the roles and responsibilities of Forward Leeds and LCC. It also details the steps to be followed when allocating funding for residential detoxification placements.

## 2. Assessment

- 2.1 NICE Clinical Practise Guideline 52 states that staff should routinely offer a community-based programme to all clients considering detoxification but there are a number of exceptions where it may be in the interests of the client to have a residential detoxification as opposed to a community detoxification. During the assessment process, Forward Leeds is required to evidence which of these reasons apply and why. They are:
- not previously benefited from formal community-based detoxification
  - needs medical and/or nursing care because of significant comorbid physical or mental health problems
  - requires complex polydrug detoxification, for example concurrent detoxification from opioids and benzodiazepines or sequential detoxification from opioids and alcohol
  - is experiencing significant social problems that will limit the benefit of community-based detoxification
  - has less severe levels of opioid dependence, for example those early in their drug-using career
  - would benefit significantly from a residential rehabilitation programme during and after detoxification.
- 2.2 The expectation is that clients requiring alcohol-only residential detoxification will go to St Anne's Community Services (funded through a separate budget). Other facilities should only be considered if this is not suitable.
- 2.3 Forward Leeds must be able to evidence (e.g. through case-notes/meeting notes) that on-going conversations have taken place to demonstrate the client has been working towards a detoxification with the aim of being substance free. These must include:
- the client and Forward Leeds identifying a desire and need for the client to detoxify from their current substance use (current opioid use should be stable or reducing)
  - options regarding the client's desired method for detoxification being discussed. A community detoxification should be routinely offered (exceptions to this are outlined in 2.1) and St Anne's Community Services should first be considered for alcohol-only residential treatment
  - the client's need for residential detoxification must include input from the prescribing clinician (where appropriate) –
  - the client having had a chance to discuss and consider a residential rehabilitation following the detoxification
- 2.4 Following successful detoxification, all clients must be offered continued support, treatment and monitoring designed to maintain abstinence. This should normally be for a period of approximately 3 months. Therefore, as part of the assessment process there must be input from the Sustained Recovery team in developing an aftercare plan post detox.
- 2.5 Forward Leeds must ensure that an informed choice has been made regarding the most suitable detox centre given the client's needs. This will include ensuring that

the client has access to literature on the proposed detox centre and when feasible the client should have a pre-admission visit to ensure suitability.

2.6 Forward Leeds will maintain a list of centres to which they refer a client for treatment (Appendix 1)

### **3. Allocation of funding**

3.1 The period requested will normally be for 1 to 4 weeks with an extension beyond this being granted only in exceptional circumstances.

3.2 Forward Leeds will allocate funding based on the following:

- a comprehensive assessment has been completed with the client
- the client fulfils agreed health criteria
- documented support of the client's prescribing clinician (where being prescribed)
- the proposed detoxification centre has accepted the referral and confirmed the number of nights required
- there is evidence that an appropriate post-detoxification / rehabilitation package of care is in place including a structured plan for the client to access Forward Leeds support, pre and post detox
- evidence that appropriate preparation work with the client has been undertaken prior to residential detoxification to provide optimum conditions for post detoxification, e.g. housing needs, named family/carer support etc.

3.3 Forward Leeds will develop a written policy which outlines a clear rationale for how applications for treatment will be prioritised.

3.4 The placement must be agreed by an internal panel led by a Forward Leeds senior manager, who will take both the client's needs and the latest budget position into account.

### **4. Placement**

4.1 Upon confirmation of funding approval, Forward Leeds will confirm arrangements for admission with the detoxification centre and with the client.

4.2 Forward Leeds will maintain regular contact with the client via the detox provider throughout the detoxification period. Regularity of contact will be determined by the needs of the individual.

4.3 In instances where unplanned discharge occurs before the agreed end date of the detoxification, the detox centre will advise Forward Leeds, who will then contact the next of kin as agreed with the client prior to entry to the detoxification centre.

## **5. Waiting times**

- 5.1 The waiting time target is an important performance management measure. The waiting time is measured from when funding has been allocated by Forward Leeds to the date the client is admitted.
- 5.2 It is expected that waiting time will be kept within the 3 week target.
- 5.3 If the client does not enter treatment within 3 weeks, Forward Leeds must consider whether the placement is still required or whether the funding should be re-allocated.

## **6. Performance Management**

- 6.1 Forward Leeds will develop and maintain an effective performance management system to record and monitor service delivery and service user outcomes. They will ensure that all performance data is accurate, complete and up to date.
- 6.2 This must include as a minimum:
- name
  - gender
  - age
  - post-code
  - whether treatment is for drugs/alcohol (or both)
  - whether the client will be going to rehab after detox
  - name of treatment centre
  - expected length of treatment
  - actual length of treatment
  - did the client successfully complete
  - admission date
  - discharge date
  - cost of treatment
  - whether the client successfully maintains abstinence: 2 weeks from discharge and 3 months from discharge (when the client is not still in rehab)
- 6.3 Forward Leeds will provide performance information to LCC on a monthly basis. The performance information will be submitted as part of the overall Forward Leeds monitoring arrangements and will include:
- number of clients being prepared for a residential detox placement
  - number of clients who were admitted
  - number of clients who were discharged (separated between those who successfully completed and those who didn't)
  - number of clients who successfully completed who have remained abstinent after 2 weeks of leaving treatment (and number who haven't)
  - number of clients who successfully completed who have remained abstinent after 3 months of leaving treatment (and number who haven't)
- 6.4 Forward Leeds will provide a quarterly budget position to LCC. This will include:
- amount that has been spent (i.e. invoices have been received and paid)
  - amount that has been committed (i.e. placements have been approved/are in progress)

- amount of funding that remains available

## **7. Responsibilities of Forward Leeds**

- undertake a thorough assessment to ensure that residential detoxification (rather than community detoxification or other treatment) is appropriate for the client
- consider suitability for residential rather than community detoxification within the context of both client need and the latest budget position
- client need is paramount, but the cost of individual facilities should also be taken into account when choosing a treatment centre
- negotiate with treatment centres to ensure best value
- ensure that appropriate information sharing agreements are in place between Forward Leeds and the residential detox centre
- ensure aftercare arrangements are in place
- support the client before, during and after the residential detoxification
- develop and maintain an appropriate performance management system to demonstrate the effectiveness of the service. This will include outcome information such as client progress:
  - within 2 weeks of exit from the detox centre
  - 3 months after exiting the detox centre (when the client is not still in rehab)
  - after return to Leeds from rehab (where relevant)
- provide LCC with a quarterly budget position
- invoice LCC quarterly in arrears for placements which have been completed and paid for
- provide LCC with quarterly performance data as set out in 6.3
- inform LCC in a timely manner of any anticipated or actual budget pressures
- inform LCC if any serious incident or safeguarding issues are raised
- attend quarterly joint detox and rehab meetings with LCC

## **8. Responsibilities of Leeds City Council (Commissioning and Contracts Officer)**

- keep Forward Leeds informed of any proposed changes to the annual budget figure of £180,000
- review monitoring information supplied by Forward Leeds and raise any queries in a timely manner
- process invoices in a timely manner
- attend quarterly joint detox and rehab meetings with Forward Leeds
- report performance information to appropriate senior management and strategic forums within LCC – highlighting achievements and risks

## **9. Responsibilities of the Residential Detoxification Centre**

- to be CQC registered and to update Forward Leeds following a CQC inspection
- advise Forward Leeds by phone that the client has entered the detoxification centre on the agreed date (if Forward Leeds has not accompanied the client)
- send written progress reports to Forward Leeds post admission (within 5-7 days) and with a final review on completion of the client's detoxification, including verifying that a discharge plan and aftercare provision is in place
- inform Forward Leeds immediately if there are any changes to the client's circumstances e.g. discharge, admission to hospital, the client is considering

self-discharge, notice to quit, if the service user lodges a complaint or is subject to a complaint

- inform Forward Leeds within 24 hours if any serious incident or safeguarding issues are raised
- inform the client's prescribing clinician and General Practitioner of any medication used and interventions undertaken
- provide a written discharge and aftercare plan including any supporting information concerning medication and general progress the client has made
- ensure accurate NDTMS reporting
- invoice Forward Leeds within 2 weeks following discharge. The invoice must state: "Residential detox for [client's initials] from [start date] to [end date] and be sent to: DISC Sapphire House, IES Centre, Horndale Avenue, Ayecliffe Business park, Newton Ayecliffe, Durham, DL5 6DS



## Appendix 1

### Residential Detoxification Centres

Forward Leeds will agree a centre for Residential Detoxification on the following basis:

- it agrees to and complies with Section 9 of this Protocol for Residential Detoxification
- it has an information sharing agreement in place
- it has a model of service delivery which is evidence based
- it is CQC registered and does not have a warning notice in place. If it receives a warning notice following a CQC inspection, Forward Leeds must be notified immediately
- it engages clients with their aftercare plan
- it does not discriminate between or against clients on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, sexual orientation or any other non-medical characteristics except as permitted by the Law
- feedback from clients is supportive of the centre

Detoxification Centre	Location	Contact Details	Support Options Available	Specialism(s)	Price