



PUBLIC PARTICIPATION STRATEGY

2008 - 2010

Castle Craig Hospital is focused on delivering a consistently high standard of healthcare, providing rapid access to treatment and good outcomes for those seeking treatment for addictive disease.

We constantly endeavour to achieve continuous improvement of the care and services we offer to patients and their families who are referred to us from Scotland, other parts of the United Kingdom, Europe and the United States.

Castle Craig is committed to a policy of promoting participation in the planning and delivery of its services. Participation has already been incorporated into our hospital's vision, values and Charter of Patient Rights. We believe that our patients have important comments to make about their treatment at Castle Craig. We also believe that those who are suffering from addiction and their families have important views about the type of treatment they want. We want to hear and respond to these comments and where we can direct our resources to support these suggestions then we will do so.

Castle Craig also endorses the principle of patient choice. When you choose to be admitted to our Twelve Step treatment programme you choose to embrace that ethos. We in turn will respect your right to exercise your choice and encourage you to be engaged in the planning and evaluation of your care. In addition we request feedback from our partners who refer to our service in order that our joint working may realise the fullest benefits for our patients.

In developing this policy and by involving our partners we are confident that we will maintain our already high standards, consolidate our work and expand the services at the hospital.

Background

The Regulation of Care (Scotland) Act 2001 (the Act) sets out a framework for regulating care services in Scotland.

Part IV of the Act enshrines a set of principles relating to the rights of individuals to receive a certain standard of care when using care services. These principles are:

- Safety and welfare of all persons who use, or are eligible to use, care services are to be protected and enhanced
- The independence of those persons is to be promoted
- Diversity in the provision of care services is to be promoted with a view to those people being afforded choice.

Castle Craig already applies these principles to all our work, for example, patients and/or their families are involved in planning their care and treatment. We have had a practice for many years of seeking feedback from patients and families on the quality of the service through our patient and family satisfaction reports. Our respect for the involvement of users of our service has led to the recruitment of some former patients and family onto our staff and management. We have promoted not only the services that the hospital offers but also the needs of patients throughout Scotland to access an abstinence based programme of treatment for addictive disease by consulting widely with politicians and members of the Scottish Executive over many years.

Furthermore our Chairman as the Founder of and deputy chairman for many years of the EATA (European Association of Treatment of Addiction) has played a prominent role in promoting the Quality Agenda and influencing government advisory bodies such as the National Treatment Agency.

National Directives and Publications

There are some key national directives that have influenced our thinking and strategy.

- Adults with Incapacity (Scotland) Act 2000
- Data Protection Act 1998 as amended
- Disability Discrimination Act 1995 as amended

- Freedom of Information (Scotland) Act 2002
- Race Relations Act 1976 as amended
- Regulation of Care (Scotland) Act 2001
- Scottish Government (2007)The Government Economic Strategy
- Scottish Executive. The New Drugs Strategy 2008

We will ensure compliance with all relevant legislative requirements, and will endeavour wherever possible to work beyond the statutory minimum to develop good practice approaches. It is also our goal in accordance with the aims of many of these government initiatives, to promote recovery from addiction, assist those who have chosen to use our service towards independence and provide a service which is tailored to meet not only the objectives of the treatment programme but also the individual needs of service users.

Aims of the Strategy

Castle Craig's participation strategy has been developed in order to ensure that our operational approach includes the views and opinions of people who use our hospital service and those who represent their interests. The strategy aims to promote a more participatory and patient – focussed service at Castle Craig and develop further ideas about how the “public” can work with us to improve our already high quality of service.

The main aims of the participation strategy are to:

- Increase ways in which patients, staff, families and those services with whom we work in partnership can make their views known and have these views influence decisions taken about the quality of care and treatment
- Increase the ability of staff to work effectively in partnership with patients, their families and purchasers of our service by obtaining their views on the quality of our care here at Castle Craig

People We Hope To Involve

For practical purposes, this participation strategy refers mainly to members of the public - the various groups of people who use our service, our regulators the Care

Commission, or those who have a dedicated interest in supporting the vision and mission of Castle Craig Hospital. People whom we seek to involve include:

- Our patients, former and current
- Specific populations of patients such as cocaine dependent patients, those with gambling disorders or eating disorders
- Families of those directly using the services
- Other professionals involved in the care of patients using our service or with an interest in using our service
- Advocacy services
- Other professionals or bodies who are acting in the interests of our patients
- Academics
- Policy makers and politicians
- Statutory and voluntary organisations.

We want people who participate in our strategy to be:

- Able to influence considerations regarding the quality of care and treatment
- Assured that their views will be respected and receive fair and equal consideration
- Actively supported to be involved in the delivery of solutions

Principles of Participation

Participation is an active dynamic process and the involvement of our current or former patients and relevant people will be facilitated by employing a range of methods such as focus groups.

Through our plan we aim to raise standards by working with staff and involving patients.

The key principle of our plan is to deliver safe and effective treatment for addictive disease working with our partners to deliver engagement. We are guided by the principles of patient safety, promoting recovery from addictive disease, promoting access to abstinence based treatment for addictive disease, supporting independence, facilitating each person's physical, emotional, social and spiritual recovery and promoting dignity and choice.

The principles we have outlined are integral to the objectives set out within this strategy.

Current Activities

The following initiatives and activities are central to our work. These activities take place throughout the year and on an ongoing basis and incorporate principles of participation. Timescales differ from daily staff meetings to annual satisfaction surveys and reports:

- Staff meetings
- Community Meetings and Housekeeping Meeting
- Management meetings
- Participation group
- Annual reunion
- Open door policy
- Suggestion box
- Pre discharge quality assurance forms
- Aftercare groups
- Family group
- Preparation for regulation visits and effective communication with the Care Commission and demonstrating to regulators our compliance with the National Care Standards
- Regular follow-up studies to review outcomes for individuals and for cohorts to assure our purchasers and public of our positive outcomes
- Ensuring that in accordance with the Freedom of Information Act, users of the service have access to pertinent information about the quality of our service.

These activities form an essential interface with patients and their needs, families, or at an even wider level professionals who use the services of Castle Craig. We will continue to operate at this level of activity building on the good work already achieved while developing new initiatives.

For further information on public participation to date please refer to the Patient Involvement Review document.

New Targets

1. Work with partner organisations to deliver real engagement.
2. Promote treatment choice for patients who are endeavouring to access abstinence based treatment. Promote further involvement of patients in delivery of care and governance and ensure that the treatment needs of patients and families are heard and valued.
3. Continue to ensure that the outcomes from patient and public involvement activities are taken into account.
4. Ensure that throughout Castle Craig there is an understanding of and commitment to active participation by people.

PUBLIC PARTICIPATION ACTION PLAN

ACTION 1

- Castle Craig will develop a communications strategy and ensure that the public have access to its work and that our partners are kept informed about the direction of our work.
- Castle Craig will appoint two Communications Officers and a Communications Lead to support these initiatives.

ACTION 2

- Conduct a survey to establish how patients and the public would like to participate more in our organisation.
- Castle Craig will actively seek to elicit information and feedback from the users of our service.
- Conduct audit on feedback from patients taking action on specific recommendations that warrant further action.
- As part of this strategy we will ensure that specific information will be made available including, inspection reports and the outcome of various surveys such as satisfaction surveys.
- We will extend the range of opportunities for people to receive information and to make their views known – for instance, establishing contact with local

groups, networks and organisations representing people who use our service and their carers.

ACTION 3

- Monitor the extent to which issues raised by people influences decisions taken by the Directors and the Senior Management Team.
- Continue to develop our Patient Participation Action Plan.

ACTION 4

- To further the above objective the Directors of Castle Craig will convene a sub group along with its Senior Managers and those co-opted which will meet twice during each year with a view to obtaining from relevant persons their views on our work and collating this information. This will be called the Participation Group. The group will report its findings and suggestions to the Medical Director (Managing Director) who will decide in consultation with senior management and the Hospital Board on further action. The senior management group will monitor the activity of the participation group and ensure that what we set out to do has been done.
- Establish improved internal communication mechanisms to ensure that information is available and accessible such as a regular Newsletter

Planned Outcomes

Key outcomes from our Public Participation Plan these activities will include:

- Opportunities for the exchange of views and information, with staff being proactive in liaising with relevant others.
- On-going development of focus groups and meetings to increase participation by people who use our service and their families.
- Greater public influence in the decisions taken by the management.
- Greater accessibility to information available in the hospital.
- A quality assurance framework in place to identify the quality of individual care.
- Supporting patient choice by providing improved accessible and comprehensive information to patients and purchasers and involved professionals.