

F.I.R.S.T



One of the views during the Walk & Talk Group

Annual Report

2007—2008

Fife Intensive Rehabilitation & Substance Misuse Team Limited
(F.I.R.S.T.)



Fife Intensive Rehabilitation & Substance Misuse Team (F.I.R.S.T.) provides a Fife-wide community-based Rehabilitation Service to clients with substance misuse problems via one to one, group and volunteer support.

Registered Charity Number: SC034720
Company Limited by Guarantee Number: SC298843
Investor In People Recognition
Registered with the Care Commission



FIRST strives to promote the social inclusion of individuals within the community by assisting them to make the positive lifestyle changes that will enable them to live predominantly without misusing substances.

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COMPANY INFORMATION

Incorporated: In Scotland

Company Number: SC298843

Registered Office: 3 South Fergus Place,
Kirkcaldy,
Fife,
KY1 1YA

Auditors: Rutherford Watson,
Balcairn House,
Viewfield,
Dunfermline,
Fife,
KY12 7HY

Bankers: Royal Bank of Scotland,
23 — 25 Rosslyn Street,
Kirkcaldy,
Fife,
KY1 3HA

Funders: Fife Council via Fife DAAT
NHS Fife
The Robertson Trust

THE BOARD OF DIRECTORS OF F.I.R.S.T.

Mrs Lena J. Graham, Chairperson
Mr Alan Russell, Company Secretary
Mr John Jones, Director
Ms Mary McLean, Director
Mr Alex Haddow, Director (from 7th December 2007)
Mr Donald Campbell, Director (from 7th December 2007)
Mrs Kelly Barnes, Director (until 7th December 2007)
Mr John Freeth, Director (until 29th February 2008)
Councillor Willie Clarke, Director (until June 2007)
Mr Richard Williamson, Director (until June 2007)

THE STAFF TEAM

Mrs April Adam, Service Manager

Administration Team

Mrs Patricia Smith, Finance & Administration Co-ordinator
Mr Frank Watson, Service Administrator
Miss Jeanie Nowland, Service Administrator (from 20th August 2007)
Miss Jane Ogilvie, Service Administrator (until 16th June 2007)

Groupwork

Mrs Pam Storrar, Groupwork Co-ordinator

Dunfermline & West Fife Team

Ms Liz Nardone, Area Co-ordinator
Mrs Arlene Hanafin, Rehabilitation Worker
Mrs Caroline MacKenzie, Rehabilitation Worker

Kirkcaldy & Levenmouth Team

Mr Kenton Francis, Area Co-ordinator
Mrs Eva Gray, Rehabilitation Worker
Mr Aaron Throssell, Rehabilitation Worker
Mrs Jaki Brown, Rehabilitation Worker
Miss Kerry Watson, Rehabilitation Worker

Glenrothes & NE Fife Team

Mr Ian Sloan, Area Co-ordinator
Mrs Brenda Muir, Rehabilitation Worker
Mr Paul Watson, Rehabilitation Worker
Mrs Laura Wesson, Rehabilitation Worker
(Maternity Leave until January 2009)

CHAIRPERSON'S REPORT

Another year has come and gone—and what a year!

Changes happening all the time, but FIRST leading the way, by pre-empting what is about to happen and therefore fully prepared when it does.

April continues to lead by example, and her staff are more than happy to give one hundred percent to their work here at FIRST.

We have lost one member of staff temporarily—Laura, who is the partner of Ron, and they have produced FIRST's second baby called Anna—so congratulations to them.

We have two new staff to welcome to FIRST, Jeanie and Brenda, who are carrying on the high standard of work that the Board have come to expect.

Kenton is now the 'Vice Chair' of the Fife Drugs Forum which FIRST supplies the administration support for, so congratulations to him.

We have lost Pam, our Groupwork Co-ordinator, who has gone on to Pastures New, so "thank you" to Pam for her valuable work and good luck for the future.

On to the Board—we welcomed Alex Haddow as our new Treasurer at FIRST and he has proved that he "knows his stuff" and keeps Tricia on her toes! John Freeth had to leave us, due to pressure of work, but we were happy to replace him with Katie Freeth (his wife) so another asset to the Board. Thank you John for your help and support during your time with us. As I said at the start—lots of changes over the year—but our standards don't change!

Our Teams in FIRST have not escaped the inevitable changes that continue to stimulate everyone. The Teams are now divided up to fit in to the Community Health Partnership Areas, and this has resulted in us having NO WAITING LISTS.

The Care Commission Inspection was extremely positive—so well done everyone.

We also had a visit from Councillor Tim Brett, who is the Chairperson of the Social Work and Health Committee and sits on the Fife DAAT. Councillor Brett also gave us excellent feedback on our work and was interested and supportive.

April obtained £11,000 from The Robertson Trust to expand our Groupwork Services and help with the cost of transport, tutor costs and volunteer expenses.

Kerry is soon to start a Post-Graduate Certificate in Addictions Course at Aberdeen which FIRST is supporting her in, but if that isn't enough—she has just announced that she is pregnant, but is confident that she will be able to complete the course on time—we wish her well with both "Life Changing Experiences"! Good luck and congratulations Kerry.

I would like to conclude by saying that it is a privilege and pleasure to be Chair of FIRST. The Board is so lucky to have a committed work force, managed by a dedicated Leader, who has an open door policy for everyone. Thanks too to Directors, Volunteers, DAAT, Fife Council, NHS Fife and The Robertson Trust.

Mrs Lena J. Graham,
Chairperson

SERVICE MANAGER'S REPORT

During the past twelve months FIRST has been involved with a number of other things as well as delivering 1-2-1 Rehabilitation Services.

Two members of the Staff Team have become Overdose Intervention Leads (so they have been known as OILS!!!). This has involved Kerry and Paul delivering Overdose Intervention Training to a number of groups, including FIRST's Volunteers, thus ensuring that individuals know the necessary steps to take should someone overdose in their presence. Both Kerry and Paul initially received this training from the Fife Ambulance Service and they have ensured that this knowledge has been passed on to others. Given that the number of drug deaths in Fife is rising it is essential that as many people as possible are made aware of the life-saving steps that need to be taken to prevent further deaths occurring and hopefully, if this information is cascaded down to others we can reverse this worrying trend.

Staff have also been involved with the One-Stop-Shop Pilot at the Glenrothes YW/YMCA. The concept of having a number of services under the same roof thus ensuring easy access for clients has proved to be very popular. However, this Pilot has clearly demonstrated via the Evaluation that took place that the key services for clients were Housing and Addiction Services. In light of this, FIRST will continue to play a part in the One-Stop-Shop but will attend on a monthly basis.

Groupwork continued to offer an additional support to the clients and the financial support given previously by the Coalfields Trust will thankfully continue courtesy of the Robertson Trust. Finance was secured in this regard earlier in the year.

The Prescribing and Rehabilitation Service had another successful year and it's success has prompted Fife NHS Addiction Services to operate this way of working for all clients attending for Triage Assessment, assuming they need further intervention by Addiction Services. These clients will be seen for a further appointment at an Access Meeting which will be operated jointly between Fife NHS Addiction Services and FIRST.

The dedication of individuals giving of their time in a voluntary capacity never ceases to amaze me and, without doubt, this year we have recruited the highest number of volunteers since our inception. I would personally like to thank each and every one of them today, which incidentally is during Volunteers' Week.

I would also like to take this opportunity to thank the staff for the commitment they give to the clients of this Service and to the Board of Directors who give invaluable support to both myself and the Service in general.

Finally, thanks to the clients for using the Service, engaging with the Staff and having faith in us to help them through their rehabilitation.

April Adam,
Service Manager

CLIENT QUESTIONNAIRES

Background

In order to obtain feedback from our clients in Mainstream FIRST a questionnaire was issued to a number of clients during April / May 2008 who had been in this service for a period of time and had an understanding of what FIRST was.

The Questionnaire asked about: -

- The referral process to FIRST
- Client Appointments in terms of (a) time of appointment and (b) venue for appointment
- Groupwork
- Volunteer Support
- Rehabilitation Worker Support
- Length of time with the Service
- Moving on / being referred on to other services
- Benefits of being a client of FIRST
- General Comments (Positive and Negative)
- Personal Details: -
 - (a) Gender
 - (b) Age Group
 - (c) Area of Residence
 - (d) Employment Status
 - (e) Substance of concern

Information gleaned from these completed questionnaires demonstrated the following:

Referral Process

There was a general satisfaction in terms of the Referral Process with clients reporting that they personally found it an easy process. Clients who were referred by another agency / individual believed that, they too had found this to be a straight forward procedure.

Appointments

In relation to times and venues for appointments the majority of clients reported that the time suited and the venue was both accessible and near to their home. Only three clients reported that the venue was not near to their home but stated that it was (a) not a problem (b) within walking distance (c) under two miles away.

Groupwork

Groupwork was being / had been accessed by 4 of clients surveyed. Groups attended included Walking Group, Golf, Women's Group, Relapse Prevention, Snooker, Alternative Therapies, Squirrel Spotting, Conservation Group and Horse Riding.

Clients commented that:

"Not yet attended Groups."

"I enjoyed them, I thought it was good it was a chance to get away from your front door and meet other people. It helps to find out how other people are getting on / coping with addiction."

"I would like more available. Personal and group enjoyment"

Volunteer Input

Of the **15** clients surveyed **5** had accessed additional support from a volunteer.
100 % reported that they found this extra support helpful.

Staff

14 clients reported that they were finding / had found their Rehabilitation Worker helpful.
The remaining client did not answer the question.

Some of the comments received were as follows: -

"Getting back into sorting out my alcohol problem. Help with reducing alcohol use."

"Helped me to sort out my arrears etc, therefore I haven't been drinking at all. Arlene is great."

"Very helpful in al aspects."

"Yes very helpful to me for all the support I have needed to get me through a difficult times with ex partner and court case."

"I find Eva very helpful, as after coming to see her I always have a feeling of security and wellbeing. It gives me a boost."

"Found from me what I wanted from him then worked on that information."

"He has helped with everyday things such as housing and looking for a job."

"Everything has been fine."

"She helped me to get an "open mind" to go out and try new things. Helped me with finding a college course. Helped me to stay abstinent."

"I found him to be friendly and has been of good support to me."

"Excellent communication, understanding and helpful achievement. "MY ROCK"."

Benefits being a client of FIRST

Clients were asked to explain, in their own words, what the benefits were for them by being a client of FIRST. Their comments were as follows: -

"Broadening Outlook. Reality Check. Construction Lison and General help. Back to Life."

"It will help me to get back into main stream life."

"I don't feel on my own anymore – its helpful to talk to someone about my problems / addiction."

"Helps me to remain abstinent, now for 15 months. Helped to build my self esteem. Assisted with referrals to other helpful agencies."

"Someone to talk to. Good support to help me eleviate problems."

"Given me lots of help and support."

"To help me sort my head out."

"It has pointed me in right directions. Ive met a lot of people through FIRST and its getting me out of the house keep me active. Very nice and plensant staff."

"Being able to talk freely to someone outside the family."

"Addressing alcohol and dealing with my arrears – not stressed out now."

"Be able to talk openly and my feelings and concerns. Setting out goals and reading them has been very up lifting for me. Hers made me look forward to the future and what I want to achieve in life."

"Keeping me alcohol free. The charts I have with my Rehab worker give me more confidence. The meetings and advice make me feel good. FIRST has helped me a lot."

"Help with housing and relapse prevention has been a great benefit to me."

"It has been a good support. It is good to talk to someone."

Personal Details

Details of clients who completed the Questionnaire were as follows: - Male 9
Female 6

<u>Age Group</u>	25 and under	1
	26—35	1
	36—45	7
	46—55	5
	56—65	1
	66 and over	-

<u>Area in which Clients resided</u>	Ladybank	1
	Cowdenbeath	1
	Cardenden	2
	Falkland	1
	St Andrews	1
	Glenrothes	2
	West Fife	1
	Leven	1
	Cupar	2
	Kirkcaldy	2
	Not answered	1

<u>Employment Status</u>	Unemployed	11
	Employed	2
	Invalidity	2

<u>Problematic Substance (s)</u>	Drugs	2
	Alcohol	13
	Both Alcohol & Drugs	-

Final Comments made were as follows: -

“Friendly, operational, supportive, reliable.”

“Nothing negative. I find it really helpful to come to weekly meetings. It gave me an understanding about the effects of alcohol.”

“No.”

“Would recommend FIRST to friends if needed.”

“I think the service is marvelous.”

“Overall I find everything very helpful.”

“Would recommend it to anyone.”

CLIENT CASE STUDIES*

The journey for some of our clients during their time with FIRST

Case Study 1

When Robert was referred to FIRST he was addicted to methadone, found it difficult to leave the house unaccompanied and was suffering from Obsessive Compulsive Disorder (OCD).

Following his assessment Robert began working towards a methadone reduction programme with Fife Addiction Services. He eventually completed a home detox and was prescribed Naltrexone. After consultation with Robert's GP a referral was made to Psychological Services and with this support and the support of a FIRST volunteer Robert began graded exposure work to help him build confidence and self esteem. He also began Cognitive Behavioural Therapy (CBT) with the Psychologist to address his OCD.

Robert then began attending FIRST's Groupwork (Walk and Talk and Educational Outings). This enabled Robert to feel included in a group setting and to be out and about in a safe environment.

Robert has remained Opiate free and through joint working with a variety of services has made positive lifestyle changes which have improved his quality of life and enabled him to move on.

Case Study by
Ms Liz Nardone, Area Co-ordinator

Case Study 2

James was referred to FIRST due to his heavy use of alcohol and this had led on to criminal behaviour. James had been working with FIRST for approximately nine months and during this time he completed relapse prevention work and has now been alcohol free for six months.

Since being alcohol free he has not been in any trouble and is determined to get his Driving Licence back which he lost a number of years ago.

James has now completed his rehabilitation with FIRST but has been in touch to say that he is doing really well and still free from alcohol.

Case Study by
Mr Paul Watson, Rehabilitation Worker

**** client names have been changed to protect identity and maintain confidentiality***

Case Study 3

John was referred to FIRST by Fife NHS Addiction Services in 2007. He was relatively stable on his Methadone prescription. John identified that his confidence and self-esteem were low and I suggested that he get involved with our Groupwork. He attended the Walk and Talk Group and then the Educational Outings Group. John really enjoyed this interaction and his confidence and self-esteem increased. I also referred John to Progress2Work to look at training/employment opportunities. He engaged well with his Employment Adviser and gained full-time employment within a few months.

John had had an issue with alcohol previously and we noticed that his alcohol use was increasing; I discussed the issue of substituting one substance for another with him and suggested that John would benefit from counselling to look at his relationship with alcohol. I therefore referred him to FASS. After John had engaged with his Counsellor I discharged him as he had achieved all his identified goals. John remains stable on his Methadone prescription.

Case Study by
Mrs Arlene Hanafin, Rehabilitation Worker

Case Study 4

Sam started using illicit substances in his early teens and moved onto heroin at the age of nineteen to help with the withdrawals he suffered from his amphetamine use. At first Sam smoked the heroin but moved onto intravenous use after a period of one year. Due to Sam's increased drug use and chaotic lifestyle, he got involved in car crimes, resulting in Sam being detained for twelve months in Perth Prison. It was during this time that Sam was tested for Blood Borne Viruses and tested positive for Hep C. At that particular time Sam was not offered any information regarding his condition. Sam was placed on an eighteen month Drug Treatment and Testing Order (DTTO) which he successfully completed in July 2007.

Sam was referred to FIRST by Addiction Services (who had taken over his prescribing needs) for Relapse Prevention. It was during one of our weekly meetings that Sam stated that he was going to get treatment for his Hep C, but was unsure of the process. I arranged a three-way meeting with the BBV nurse who would be Sam's support throughout his treatment process and who would be able to explain the process and answer Sam's queries. It also allowed a support package to be agreed for Sam.

This was a particularly difficult time for Sam as no-one in the family knew of his Hep C status, and he was determined that they never found out. I offered further support from Body Positive but Sam refused any further support.

Treatment started on 13th November and I met with Sam soon after. He reported feeling fine, no side effects whatsoever. This continued throughout the treatment process, with Sam reporting good health, improved eating and sleeping habits. At our last meeting he expressed a desire to get back into employment on a part-time basis. Sam's treatment is due to end soon and as our support is ongoing we will work together to ensure he achieves his goal of gaining employment.

Case Study by
Mrs Jaki Brown, Rehabilitation Worker



GROUPWORK

The focus of this year's Groups has been leisure and fitness. These Groups supported the clients' health and general well being and boosted their self-esteem and confidence.

The Walking Group has gone from strength to strength this year and has included walking the Coastal Paths of Fife and also Country Walks and Local Parks.

This group lead onto the Educational Group where we visited the Scottish Deer Centre, Balgonie Castle and the Deep Sea World to name but a few.



Another Group that was very successful was the Fife Council Gym Induction Group held in both Dunfermline and Kirkcaldy. These groups benefited the clients who took part by encouraging them to get fitter and also on completing the induction they gained a pass for Fife Fitness Suite, which the clients continued to use at their local gym facilities.

Other groups that have taken place are the Snooker Groups, Ten Pin Bowling Groups and a Leisure Group in Buckhaven which included Badminton, Carpet Bowls and Snooker.

Our Student Placement, Mrs Tracy Crisp, put together a Group called "Outings of Interest". This Group had a combination of local history and animal welfare. Outings included visits to the Secret Bunker and Fife Animal Park. Tracy gives an account of this herself on page fifteen.



Volunteers and clients getting up close to some animals at Fife Animal Park.

*Mrs Pam Storrar,
Groupwork Co-ordinator*

Outings of Interest Group by Mrs Tracy Crisp

As part of my HNC in Social Care, I organised and co-ordinated an “Outings of Interest” Group for the clients of FIRST.

Outings and educational trips that I felt would be of interest to the clients were:

**Balgonie Castle
Fife Animal Park
Scottish Deer Centre
Secret Bunker**

Some of the comments I received from clients regarding the Group were as follows:

“Outings never seemed to be long enough but I respect time limits and personnel attributes have to be considered. I found all outings to be interesting and fun. On future visits, refrain me from exposure to donkeys, ostriches and red furry sexy things, and forbid photos in bunkers. My thanks to FIRST. Especially Pam and Tracy.”

“Some of the places were okay but too cold and the wrong time of the year. The staff were very good and had a laugh and made you feel very welcome.”

“A pleasant group and staff, excellent transport, as gets me out of the house. I enjoyed it very much looking forward to going again (recommend the macaroni and chips at the secret bunker).”

An evaluation was carried out at the end of the Group, and three clients completed these fully.

I felt that I got a lot out of doing these trips and putting the Group together. I enjoyed seeing the clients enjoying themselves and watching how everyone interacted with each other. I also feel the clients got a lot out of it as well. It was a pleasure to do.

*Mrs Tracy Crisp
FIRST Student Placement*



OUR VOLUNTEERS

As mentioned earlier, FIRST has recruited the highest number of Volunteers since it came into being, back in 2003.

Thanks must go to the Volunteer Centres for signposting people to our door.

Thanks must also go to those individuals who have previously had a substance misuse issue and have chosen to come here / back here to assist those who need the support of a Volunteer.

This year we have been fortunate enough to secure training places via NHS Fife and a number of our Volunteers have attended and benefited greatly from this training.

FIRST also strives to provide training / information days for all the Volunteers and this year was no exception. Last October we were delighted to welcome the following people who gave input on a variety of different topics: -

- [Rosemary Henry and Alan Forbes: Next Steps Scotland](#)
- [Kenny Cameron: Fife Constabulary](#)
- [Kerry Watson and Paul Watson: FIRST—session on Overdose Intervention](#)
- [Jill Sunter: West Fife Community Drugs Team](#)

We have a very knowledgeable group of Volunteers at FIRST who offer their services to clients not only in a Befriending capacity, but also at our Groupwork.

A Volunteer Representative sits on our Board of Directors who brings forward the “voice” of the Volunteers.

Many of our Volunteers are undergoing training in care / social work and others have worked in the sector prior to retirement. As mentioned earlier we have ex-users and also family members of those who have had a substance misuse issue volunteering with us at present.

All in all a wide breadth of knowledge and experience and providing an excellent service to our clients.



CLIENT AND VOLUNTEER MATCHES

Match 1

Colin identified that weekends were difficult for him as his family lived at the other side of Fife and he had no local or social supports. It was agreed that a volunteer match would be beneficial in helping Colin fill some of his time and become more included and active in his community. He was matched with Alan who supported Colin through weekly contact. Through the discovery of mutual interests in walking and football they formed a good bond which enabled Colin to get out into the community and make new contacts and social interests.

by Ms Liz Nardone, Area Co-ordinator

Match 2

I have been working with Mark since March 2008. It was apparent that he was quite a shy person and was socially isolated. I informed Mark about the volunteers and arranged a match between Mark and Philip. The meeting went well and they have been going on outings on a weekly basis.

Mark has benefited greatly from this, his anxiety levels have dropped, he has something to look forward to every week and has gained an extra support. They plan to attend the gym once a week to help Mark improve his fitness.

The volunteer is helping to raise Mark's confidence and self-esteem and the long-term goal is to help Mark feel confident enough to enter into a Basic Adult Education Course and improve his lifestyle. Already, in a relatively short period of time, I can see a marked difference in Mark when he presents at appointments. I put this down to the great work, time and effort the volunteer is putting into this client.

by Mrs Arlene Hanafin, Rehabilitation Worker



CLIENT AND VOLUNTEER MATCHES

Match 3

Ben (client) found it really hard to go out the house. When going out he felt that people were always looking at him and this made him feel isolated. Don (volunteer) was matched with Ben to assist him with this issue.

Don was able to get Ben out of the house. First of all they went to the Golf Range where there were a few people, but no big crowds. They worked on getting out amongst others and eventually Ben's confidence increased so much through going out with Don that he eventually attended a large golf tournament where there were hundreds of people. It took quite a few months to get to this stage but with the positive attitude of Don the volunteer, and his confident nature he was able to get Ben to go out on his own. Ben now does voluntary work twice a week and is also in further education. Ben is now looking at going into employment in the not too distant future.

A big thank you to Don, volunteer with FIRST.

Match 4

Mark (client) was a heavy drinker who spent most of his time drinking in the house. Don (volunteer) was matched with Mark to go out with him and to also look at alternatives to alcohol. Mark and Don went out walking and also did a lot of talking about the use of alcohol. Don managed to get through to Mark that you don't have to drink to enjoy yourself.

Mark has now been alcohol free for six months. He is hoping to get his Driving Licence back after a number of years of not having it. He now has a new Partner, is enjoying life, and is determined to remain alcohol free.

Good work Don, volunteer with FIRST.

both by Mr Paul Watson, Rehabilitation Worker

Don, our volunteer, is now at college and studying towards a counselling qualification. With his frame of mind and his attitude he will go far.

FIRST'S WEBSITE

Our website had another makeover this year. Tricia, our Finance & Administration Co-ordinator is responsible for the new look of the website as well as its design and development. All of our publicity materials are available for download from our site at:

www.firstforfife.co.uk

Referrals can be made online by using the on-line referral form located within the "Downloads" page of the site. Should you have any queries or feedback relating to our website—you can contact Tricia at the office.

ON A LIGHTER NOTE

Our Mascots...



Visitors to FIRST may encounter one or both of the above "wee cuties". Bonnie and Hector are the pets of Paul Watson and Brenda Muir respectively.

Look out for them on your next visit—and be warned, they are both adorable.

SPECIAL THANKS TO:

Our Funders:

Fife Council—via Fife DAAT

NHS Fife

The Robertson Trust

MAIN OFFICE ADDRESS:

Fife Intensive Rehabilitation & Substance Misuse Team

3 South Fergus Place

KIRKCALDY

Fife

KY1 1YA

Telephone: 01592 585960

Fax: 01592 585965

Email: enquiries@firstforfife.co.uk

WEBSITE: www.firstforfife.co.uk

OFFICE OPENING HOURS ARE:

Monday to Friday

9 am to 5 pm

Telephone Answering Machine outwith office hours.
A member of staff will be in contact at the earliest opportunity.