

SPECIAL THANKS TO:

Our Funders:

Fife Council
via Fife Alcohol & Drug Partnership

NHS Fife

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.



**Fife
Intensive
Rehabilitation
Substance Misuse
Team**

**Annual Report
2010 - 2011**



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 (SCSWIS wef 01/04/11)



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.

AND FINALLY...

Care Commission Inspection (SCSWIS wef 01/04/11)

The Care Commission carried out an inspection at FIRST in September 2010.

Prior to inspection a number of Service User Questionnaires were issued and returned to the Care Commission, these Questionnaires invited comments about Privacy, Dignity, Choice, Safety, Realising Potential and Equality and Diversity.

Based on the findings of this inspection the service and the comments made by the Service Users, the service received the following grades:

Quality of Care and Support **6 (Excellent)**

We were assessed on:

Statement 1:

'We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.'

Statement 4:

'We use a range of communication methods to ensure we meet the needs of service users.'

Quality of Staffing **5 (Very Good)**

We were assessed on:

Statement 1:

'We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.'

Statement 3:

'We have a professional, trained and motivated workforce which operate to National Care Standards, legislation and best practice.'



STATISTICS

STATISTICS FOR PERIOD 1st APRIL 2010 to 31st MARCH 2011

FIRST Statistics

Total Referrals: **612** (via FIRST Drop-in, Triage Drop-in, Self Referrals and Hospital/Prison Visits)

Gender	Male	- 389 (63.5%)	Presenting problem	Alcohol	272 (44.4%)
	Female	- 223 (36.5%)		Drugs	297 (48.5%)
				Both	43 (7.1%)

Locality	Kirkcaldy & Levenmouth	304 (49.6%)
	Dunfermline & West Fife	139 (22.7%)
	Glenrothes & North East Fife	169 (27.7%)

Employment Status

Unemployed	486 (79.4%)
Not Stated	26 (4.3%)
Employed	52 (8.5%)
Retired	24 (3.9%)
Education/Training	9 (1.5%)
Self-employed	3 (0.5%)
Invalidity/Incapacity	11 (1.8%)
At Home (Carer)	1 (0.1%)

Marital Status

Single	371 (60.6%)
Cohabiting	73 (11.9%)
Married	56 (9.2%)
Divorced	48 (7.8%)
Separated	31 (5.1%)
Not Stated	22 (3.6%)
Widowed	11 (1.8%)

TRIAGE Statistics

A total of **507** people attended the Drop-in Service. Presenting problems comprising Drugs **280 (55.2%)**, Alcohol **196 (38.6%)** and Both **31 (6.2%)**.

Of the **507**, the following number of referrals have been made to the following Agencies:

445	FIRST
177	Fife NHS Addiction Services
91	Drug & Alcohol Project Limited (DAPL)
2	FASS
2	Psychology
717	Total Referrals

A further **47** (**26** Alcohol, **17** Drugs and **4** Both) people accessed the Service outwith Drop-in times with a total of **58** referrals made - **38** referrals to FIRST, **9** to Fife NHS Addiction Services, **7** to DAPL, **1** to Psychology, **1** to GP, **1** to Frontline Fife and **1** to FASS.

Triage carried out on Current Clients of FIRST

A total of **60** (**42** Alcohol, **15** Drugs and **3** Both) clients of FIRST benefited from Triage with **62** referrals made - **35** to Fife NHS Addiction Service, **23** to DAPL, **2** to FASS, **1** to Clued Up and **1** to Psychology.

Contents

Company Information	4
Board of Directors / Staff Team	5
Chairperson's Report	6
Service Manager's Report	7
Client Questionnaires	8
Client Personal Experiences	13
Client Case Studies	16
Groupwork	19
Volunteer Training	21
Statistics	22
Care Commission Inspection	23

COMPANY INFORMATION

Incorporated:
In Scotland

Company Number:
SC298843

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

Auditors:
Carters
Balcairn
Viewfield
Dunfermline
Fife
KY12 7HY

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

Funders:
Fife Council via Fife ADP
NHS Fife

VOLUNTEERING TRAINING



We currently have twenty-two active Volunteers in our service, with another five who completed our last training event and are awaiting completion of paperwork. I've also been busy over the past weeks interviewing potential Volunteers for the future.

Our Volunteers continue to support us with the one-to-one client work as well as assisting with the Drop-In Service and the Groupwork Programme.

I have also offered some in-service training events which have been well attended. These have included Introduction to Child Protection, Introduction to Mental Health Issues and Introduction to Overdose Prevention.

Our Volunteers play a vital role in our service, and we continue to be very grateful to them all for their time and support.

Caroline Mackenzie,
Groupwork & Volunteer Co-ordinator



FIRST'S WEBSITE

www.firstforfife.co.uk

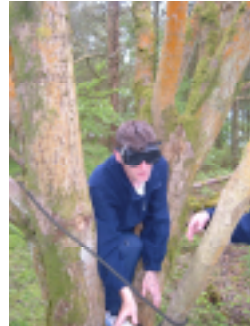
All of our publicity materials are available for download from our site.

Referrals can be made using the online referral form located within the "Downloads" page. Should you have any queries or feedback relating to our website, please do not hesitate to contact any of our administration staff.

GROUPWORK 2010 - 2011

OUTDOOR ACTIVITY GROUP

The other new group this year is about to start, it's an Outdoor Activity group and will be run with the Outdoor Education Team at Lochore Meadows. We will be taking eight clients once a week for five weeks to participate in a range of activities to promote team building skills, confidence and self-esteem. This will include canoeing, orienteering, climbing wall, mountain biking and a whole lot more. Hopefully I will have the photos for next years report.



Caroline MacKenzie
Groupwork and Volunteer Co-ordinator

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
Dr Jenny MacLeod, Director (from Dec 2010)
Mrs Katie Freeth, Director (until Dec 2010)
Mr Donald Campbell, Director (until Mar 2011)

THE STAFF TEAM

Mrs April Adam, Service Manager

Administration Team

Mrs Patricia Smith, Finance & Administration Co-ordinator
Miss Jeanie Nowland, Senior Service Administrator (from Nov 2010)
Miss Yvonne Grieve, Service Administrator (from Sept 2010)
Miss Lynne Rodden, Service Administrator (from Mar 2011)
Mr Frank Watson, Service Administrator (until Sep 2010)

Groupwork / Volunteer Co-ordinator

Mrs Caroline MacKenzie

Dunfermline & West Fife Team

Ms Liz Nardone, Area Co-ordinator
Mrs Arlene Hanafin, Rehabilitation Worker
Miss Patricia Allan, Rehabilitation Worker
Mr Bill Webster, Rehabilitation Worker

Kirkcaldy & Levenmouth Team

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

Glenrothes & North East Fife Team

Mr Paul Watson, Area Co-ordinator
Mrs Tracy Crisp, Rehabilitation Worker
Ms Christine Graham, Rehabilitation Worker
Mr Malcolm O'Kane, Rehabilitation Worker (until Sep 2010)

FIFE COUNCIL LINK OFFICER

Mr Christopher Campbell

CHAIRPERSON'S REPORT

Yet another year has flown by in FIRST, with lot's of 'comings and goings' of Staff and Board Members. Despite all the changes, FIRST has still been able to deliver a 'FIRST' class service to its Clients. This has again been recognised by the Care Commission (now known as SCSWIS—Social Care and Social Work Improvement Scotland as the inspection bodies have been amalgamated). We received excellent grades from them and were delighted. We were also inspected by CRBS (Central Registered Body in Scotland) and did very well there too. To finish all these important 'Bodies', we are now registered with the PVG Scheme (Protection of Vulnerable Groups).

Back to the big picture. We have managed to secure new premises in Glenrothes, which is handy for buses and near to a 'well known supermarket'. This has made a difference for clients in that area, as it is easily accessible and private. It is being used for individual sessions and groupwork.

I am delighted to report that many clients leaving our service have achieved all the goals that were set in their Action Plans. This makes our work so worthwhile and positive and shows what this kind of service can help clients achieve given the right support and management.

Coming and Goings. Many tears were shed when Frank decided to retire and move with his partner down South, but we gave him a rousing send off, and hear that he is settling in well. Replacing his post we employed Yvonne, who has proved to be competent and has fitted in well with the Administration Staff. Tricia has now gone on Maternity Leave and Jeanie is in charge of the office. We have also taken on a temporary administrator called Lynne, who is settling in well. Our Office is a very important 'first stop' for many clients, and our Admin Staff are friendly, polite and most definitely have a sense of humour. We are very fortunate with the commitment shown by all our Administrators.

We have one other temporary (I hope) departure in the near future, and that is Kerry, also going off on Maternity Leave. We wish her well and hope she is not away too long.

Our Board remains static, with only two departures; Katie swanned off to Australia to be with her husband (very selfish!!!) and Donald decided to spend more time with his wife who retired recently. Luckily we replace Katie with Jenny who brings a wealth of life experience and understanding to us, and soon we shall have two new members, who will be joining at our AGM.

We sadly said 'goodbye' to Rita Keyte from ADP as she has been with us since we started back in 2003, and we wish her well in the future.

I can't finish my report without saying 'thank you' to a number of people involved with FIRST.

I am sure everyone is aware of the skills, knowledge and commitment of our Service Manager, April and appreciate her hard work and caring leadership within the Organisation. I would like to thank her most sincerely for everything she does here and hope she will continue for many a long day.

My thanks too, to all the Staff at FIRST and their continuing high standard of work and support. Thanks to Chris from Social Work Contacts who hardly misses a Board meeting and is always there to help us.

Thanks to the Board Members who are very supportive and enthusiastic, and are not slow in putting forward ideas for improvements.

Finally, my thanks to all our Funders, who, I am glad to say, can see their money is being spent productively and often successfully for the benefit of the people we are trying to help, our Clients.

Lena J. Graham
Chairperson

GROUPWORK UPDATE

Over the past year we've continued with the weekly Walk & Talk groups, which run in ten week blocks with two week breaks in between. These continue to be popular with our clients. One of the Rehabilitation Workers stopped me in the corridor last week to say that she had just assessed someone at Drop-In, who mentioned they had heard about our Walking group and that it sounded great. This is the kind of feedback I like to hear. We've also had a Motivation Group, Relapse Prevention group and two Women's groups.



OVERDOSE PREVENTION/ INTERVENTION GROUP

New to the programme this year was the Overdose Prevention/ Intervention group. We successfully delivered one in Dunfermline, which was well attended. This is a one off group which aims to provide our clients with information on risk factors, decreasing the chances of them overdosing, and giving them the basic knowledge and skills to respond effectively if they witness an overdose.



ANXIETY MANAGEMENT GROUP

Another new addition was the Anxiety Management Group. I have always included a session on Anxiety in previous groups such as the Women's Group and the Relapse Prevention Group. However it became clear that there was enough information and material to make this a group in it's own right. So far we've had three, they run over five weeks and include sessions on Thinking errors associated with anxiety, the physical symptoms of anxiety, and how to deal with both. The feedback I've had so far on this group is good, with clients saying they have found it very helpful.



CLIENT CASE STUDIES *

CASE STUDY 4

John is a thirty-six year old man who first started using drugs when he was eleven years old as it was very easy to get drugs in his area. John realised he had a problem by the time he was sixteen and by the time he was eighteen he was injecting heroin. John also served several custodial sentences. However, despite his unsettled background, John had been a very good Junior Boxer.

John presented to FIRST on the advice of his Psychologist as he was experiencing PTSD, poor sleep, panic attacks, anxiety and feelings of intense anger and guilt related to a traumatic incident. At this point, John was with Addiction Services and had been with them for four years on a methadone programme. However, he was using illicit valium and heroin on top of his prescription as a way of coping with events in his life.

The main focus of my input was to help John look at his social and leisure activities and put some structure to his week, possibly returning to work or college at some point in the future.

John was keen to go on FIRST's Walk and Talk groups. However, things were not going well with his relationship and it was having a very negative impact on his life. At this point he moved back into his own home.

We looked closely at John's situation and he very quickly cut down then stopped using heroin but felt that the only thing that could help him sleep was the use of illicit valium. We looked at his sleep routine. John made some changes and his sleep started to improve. He also went back to the Boxing Club and found not only did it help him sleep but it helped him to focus, de-stress and relax.

John was put on a valium detox programme. This would allow him to be monitored correctly and was much safer than using street valium.

All this had a positive effect on John. He was also doing well keeping all his appointments with FIRST, Addiction Services and with his Psychologist and had started a Counselling Course at College.

John was doing well, taking full control of his life, slowly reducing his valium and having completed Part One of his Counselling and passed his Assessments; he was going on to Part Two of the Course.

After eight months input from FIRST, we agreed to close John's case. He still had the support of Addiction Services but felt he had the skills and motivation within himself to keep moving forward.

Kenton Francis
Area Co-ordinator

SERVICE MANAGER'S REPORT

It's been another busy year here at FIRST with over six hundred individuals presenting for assessment. Triage has been well utilised, particularly in the Kirkcaldy area. We never know what's going to happen at FIRST's base on a Wednesday Morning in terms of numbers but all the staff are great at "pitching in" to ensure everyone is seen and things run smoothly.

Our Groupwork, whilst never having huge numbers, clearly makes a vital contribution to the recovery of our clients who do take part. Feedback received is always positive, with clients reporting an immense feeling of achievement, particularly in relation to their participation with the Outdoor Activities Programme.

Likewise with volunteer and client matches – not huge numbers but always positive feedback.

Not surprisingly, funding has and continues to be a key concern for FIRST as we can only exist if funding is available. Whilst we operate as cost effectively as possible and are "experts" at saving it still costs a substantial amount of money to keep a Fife wide service going. At a time when finances have never been tighter, across all the sectors, we hope that funding will be available to us to keep the service operating in its' current form.

In my role as Chairperson of the Third Sector Managers group I have been involved in regular discussions with my fellow Managers where there has been genuine concern as to what the future will bring. However the unanimous view has always been to do all we can to keep services running thus ensuring that clients receive the help that they require when they require it.

Partnership working as always has been high on our agenda and we have continued to work with Fife NHS Addiction Services and the Drug and Alcohol Project Limited to deliver services such as the Alcohol Partnership and the Prescribing and Rehabilitation Service. The Four Way Agreement is now up and running – another excellent example of partnership working. Our staff also give support to a number of different agencies including Homestart, The Zone, Clued Up and the Scottish Drugs Forum.

In terms of Inspections, Evaluations and Audits we fared really well. Our Annual Inspection from the Care Commission (now SCSWIS) was carried out in September 2010 and the results can be seen in this Annual Report. Our 3rd Year Evaluation from Fife Council was done in October 2010 and the Central Registered Body in Scotland (CRBS) carried out a Compliance Audit at the beginning of 2011. All feedback was very encouraging and verified that we are doing things well.

All in all a very fruitful year with much to be proud of. As always this would not be possible without the hard work and dedication of the Staff, Volunteers and Directors and I'd like to thank them all for their commitment to FIRST and for the support they give to me. I hope that we can continue to prosper over the next twelve months and be given the opportunity to do what we all do best – provide a community based rehabilitation service to those who require it and help these individuals achieve their goals and be all they can be.

April Adam
Service Manager

* Names have been changed to protect confidentiality

CLIENT QUESTIONNAIRES

Background

In order to obtain feedback a number of clients were randomly selected and a questionnaire was issued during April 2011. A total of **33** questionnaires were returned during this period. These were clients who had been in this service for a period of time and had an understanding of what FIRST was.

The questionnaire asked about: -

- s The referral process to FIRST
- s Client Appointments in terms of (1) time of appointments and (2) venue for appointments
- s Groupwork
- s Volunteer Support
- s Rehabilitation Staff
- s Length of time with the Service
- s Moving on / being referred on to other services
- s Benefits of being a client of FIRST
- s General Comments (Positive and Negative)
- s Personal Details: (a) Gender
(b) Age Group
(c) Area of Residence
(d) Employment Status
(e) Substance of Concern
- s Final Comments

Information gathered from these completed questionnaires demonstrated the following:

Referral Process

There was **100%** satisfaction in terms of the Referral Process with clients reporting that they or their referrer found it an easy process.

Clients were referred via the Following avenue:

Triage	18	(54.5%)
Hospital	2	(6.1%)
Someone else referred	11	(33.3%)
Did not answer	2	(6.1%)

Clients were advised to refer/referred to FIRST by the following agencies:

GP/Hospital/ CPN	4	(12.1%)
Social Work	2	(6.1%)
Addiction Services	11	(33.3%)
Housing Agency	2	(6.2%)
Bethany	1	(3.0%)
Psychology	1	(3.0%)
YMCA	1	(3.0%)
FIRST Leaflet	1	(3.0%)
Not Answered	10	(30.3%)

CLIENT CASE STUDIES *

CASE STUDY 2

David attended triage at FIRST in September 2010. He was concerned about his alcohol use. Referral was also made to Addiction Services. David was consuming in excess of 20 units daily.

David had been detoxed in the past and remained alcohol free for a year. However, he had not received support for Relapse Prevention and relapsed when he thought he could only drink at the weekend. David was also suffering seizures on a regular basis.

David and his Rehabilitation Worker developed an Action Plan, aiming for him to alcohol free and develop skills for him to remain abstinent. During the three months, up until his hospital detox, he worked on a plan of harm reduction, using a diary and reducing daily consumption, whilst sustaining his motivation.

After his detox, David completed a course on Relapse Prevention and has remained alcohol free since.

David has not suffered any seizures since becoming alcohol free and is now attending the Step In programme with a long term goal of securing employment.

Brenda Muir
Rehabilitation Worker

CASE STUDY 3

I have been working with Steve since March 2010. At that time Steve was drinking approximately 7-8 litres of Cider daily. He suffered from severe paranoia and had low confidence and self-esteem. His family relationships were strained and he was homeless and living with a relative in an unhealthy environment. His physical health was very poor as was his mental health.

I encouraged Steve to register as Homeless and shortly afterwards he was placed in a cluster flat and in receipt of support from Frontline Fife.

Steven's physical health deteriorated and this spurred him onto achieving abstinence. We worked on safely reducing his alcohol limits and a referral was made to the Community Alcohol Team. By the time he received an appointment, Steve was alcohol free and we worked together on structured Relapse Prevention. It became apparent after a lapse lasting 2 weeks, that Steve was suffering from Post Traumatic Stress Disorder (PTSD). I referred Steve to Clinical Psychology for assessment.

After completing one-to-one work in relation to his confidence/self-esteem, this improved enough for Steve to attend the Walk and Talk group. Through this he has went on to complete the Anxiety Management group and the Activity Group at Lochore Meadows. Steven has now got his own tenancy, which he signed for in April 2011, he has been alcohol free since 17th December 2010 and his confidence and self-esteem has improved dramatically. He continues to attend appointments with Clinical Psychology and reports that his family relationships and his physical and mental health have greatly improved.

I continue to work with Steve on a fortnightly basis.

Arlene Hanafin
Rehabilitation Worker

* Names have been changed to protect confidentiality

CLIENT CASE STUDIES *

CASE STUDY 1

Gemma referred herself to our Service at the beginning of January this year, seeking support around her increasing binge drinking.

She disclosed that she had been involved in an incident in late December, with a Taxi Driver and the Police. She had been charged with breach of the peace and assaulting a Police Officer.

She also told me that she was sent home from a training course, which was work-based. She had been drinking the night before that, and presented as confused and under the influence of alcohol.

She is a Nursing Auxiliary and was declared unfit for work after that.

At the time of referral, my client was off sick from work, awaiting the court case for the Police incident.

My client appeared anxious, nervous and tearful.

We compiled an Action Plan and concentrated on the main points, like her anxiety and self esteem, relapse prevention and improving her motivation.

We met on a weekly basis, working on relapse prevention, using FIRST 'Tools', also addressed self esteem issues.

I referred her on to DAPL, for structured counselling and worked through a 'self esteem' workbook.

I liaised with OHSAS, reporting my client's progress, also supported her at a meeting with her Human Resources Manager.

When her case came up in court, I wrote a detailed report on my client's progress, highlighting that her self esteem had improved and she was appearing less anxious now. This was on the 30th March.

She has remained abstinent from alcohol and has joined a Sports Club, which she enjoys.

I referred her to FIRST 'Anxiety Management' group and continue meeting with her on a fortnightly basis now.

She has gone back to work last week and looks happy, fit and more confident.

We are now looking at College Courses. My client would like to do an HNC in Social Care, and I feel that she is capable to do this.

I am very happy about my client's recovery and progress.

Eva Gray
Rehabilitation Worker

* Names have been changed to protect confidentiality

CLIENT QUESTIONNAIRES

Appointments

In relation to times and venues for appointments **100%** of clients reported that the time suited. **97%** felt the venue was accessible with only **1** client feeling that the venue was easy to get to. **91%** felt venue was near their home, **3%** felt it was not and the remaining **6%** did not answer.

Groupwork

Groupwork was being/had been accessed by **15** (45.5%) of clients surveyed. Groups attended included Walk & Talk (**9**), Women's Group (**1**), Relapse Prevention (**2**), Overdose Prevention (**2**) and Anxiety Management (**4**). Please note, of the 15, some attended more than one group.

Clients commented in their own words that:

- s *Awaiting to start Anxiety Management. / Waiting on Walk & Talk / OD Prevention*
- s *They are helpful*
- s *No it was good*
- s *I really enjoy my walk n talk group*
- s *Would like to attend more groups*
- s *Helped me a lot, given me back my self respect & confidence. Put things into perspective*
- s *Walk & talk is great. Brill walks, and Donald and Caroline are fab, really good to talk to and always a nice relaxed atmosphere. Also any other people that join the group is always good. I look forward to the walk group - fantastic.*
- s *Enjoy the groupwork - the one place I actually feel normal around people*
- s *Enjoyable and helpful. The more I attended the better I felt.*
- s *I prefer to work 1-1 with my Rehab Worker, because I suffer from panic attacks in a group situation*
- s *Attendance poor except anxiety group so not able to complete whole group*
- s *Not attended yet (starts 6/4/11)*

Volunteer Input

Only **1** client had a Volunteer within the Service . The client reported that he/she found the Volunteer helpful.

Staff

100% of clients reported that they were finding/had found their Rehabilitation Worker helpful.

Some of the comments received were written by the clients as follows: -

- s *Yes, very helpful listned to everything I had to say got on great.*
- s *They take there time to sit and listen.*
- s *Paul is helpfull in everyway.*
- s *Enjoy coming to see worker.*
- s *Paul was very helpful & help me with everything he could. It helped me alot.*
- s *Always very encouraging and supportive towards my needs.*
- s *Good.*
- s *Always gives good advice and listens to my problems.*
- s *Liz is extremely helpful, easy to talk to, friendly I feel at ease to talk to her about anything. She's a friend.*
- s *Yes the best worker iv ever had with 1st before I had 2 female workers which didnt understand etc, feel better with a male worker many thanks.*
- s *Yes as he explain's everything clear to me.*
- s *She has helped me a lot.*
- s *Listens, gives advice when needed. Keeps me on the right track.*

CLIENT QUESTIONNAIRES

- s *Helps keep me on track, and gives me ideas to what I need to move forward and stay happy.*
- s *Very well with all the difficult problem's alcohol has made in my life and listened with great patience and care to help change my entire lifestyle. Thank you Paul from John.*
- s *Able to talk & feel that support or advice is helping me to be drug free. Helps me to keep thinking about the good things I have done.*
- s *Eva is very helpful addressing my problems and helping me.*
- s *Motivating and precise.*
- s *Very helpful.*
- s *Very helpful and understanding.*
- s *Very helpful.*
- s *My rehabilitation worker has been very helpful, also has helped me through difficult times, and helped me to get into a course called step in and helped me to apply for a college course aswell.*
- s *Gives me support. Helps me through difficult periods in my life. Grateful to have service, don't know what I would have done. I know I would be dead or in jail.*
- s *She is very down to earth & friendly. Its hard to put into words, but I feel comfortable with her & I can open up & be honest.*
- s *Listens to me and helps me understand ways to deal with problems differently not using drugs or violence.*
- s *Very helpfull and easy to understand and good listners when got a problem.*
- s *Now. Where to start. I have never known a more dedicated, caring person, who is always willing to listen and give great advise & being able to understand each person's problems. Christine is a wee positive dynamo, which reflects back and makes you feel out of this world, makes you feel brill in yourself, and makes you feel like a person not a label. Top woman my wee hero. What a star.*

How long have you currently been with FIRST?

Less than 3 months	4	9—12 Months	4
3 – 6 Months	9	1 year +	6
6—9 Months	8	Did not answer	2

Moving on / Being referred on to other Services

16 clients had been referred on to other services (whilst still receiving a service from FIRST). These services are: -

DAPL	4	Auchmuty Learning Centre	1
Addiction Services	3	GP (Counselling)	1
Psychology	3	ABE	1
Home4Good	2	Cruse	1
Next Steps	2	Volunteer Centre	1
Fife Council Housing	2	Link Living	1
Step in	1	College	1

15 clients had found this an easy process. The remaining **1** client did not answer this section.

Benefits of being a client of FIRST

Clients were asked to describe, in their own words, what the benefits are to them by being a client of FIRST. **87.9%** of Clients made comments as follows:

- s *Through attending FIRST it really helped me, get of drugs and gave me a goal – to achieve, overall it was very helpful indeed.*
- s *It is helping me to get on with my life and find ways to deal with things.*
- s *Paul help's me with the more brick's and mortar of putting my life back to gether as in keeping me on the ball making doctor/dentist appointment's and thing's like that health etc.*
- s *Any help I need I know I can get or Rehab Worker will try best. Gives me confidence.*

CLIENT PERSONAL EXPERIENCES

STORY 3

At first, I didn't know where to start with this story—my story!!

I suppose its because how do I describe the ending? As stories always have a beginning a middle and an end. Stories are always similar to life, but in not way as easy.

To get to the happy ending in real life, its up to us to make it the happy ending—or at least a decent ending.

My beginning, didn't have an easy childhood then descended into domestic abuse, womans aid, homeless scatterflats blah-blah, lets just say things were so bad even my poor wee dog went into foster care!

BUT

Luckily, I found a really good friend at that time, helped me through, sorted stuff out, helped me to sleep, ok obviously DRINK.

Forgot things were crap, how rubbish my life was. Only problem was my friend made my life spiral out of control.

You'll all know it takes you a while to realise things are way out of control, I thought I was hiding it well until my kids pulled me up, then I really started to hide it!!

So anyway, my middle, I got re-homed so much is a blur but somehow I decorated and furnished my home while being constantly sozzled, how I done that, I don't know, probably never remember.

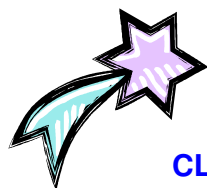
So we are now at the ending, Id like to say Im done and dusted, sadly not yet, thruthfully Im still a work in progress, had slip ups, bad days but at least now, I have found a friend, Tracy from F.I.R.S.T. She's helped me move on, Im at college thanks to her, Im getting there – slowly. Least Im no sitting 24-7 drinking anymore, my confidence is rising day by day.

So everyone who knows what Im on about, as yet Im not at the ending. I reckon Im a 'to be continued'.

We'll all get there, we'll all work it out they say the first step is asking for help, I've got a bit of determination still and I WILL get to the ending. Hope you all work it out too.



* Names have been changed to protect confidentiality



CLIENT PERSONAL EXPERIENCES

STORY 2

Debra, age twenty-four. My addiction nurse told me about FIRST and said it would be a good idea for me to go along and talk to them.

As with most new things I was quite nervous and had heard from other drug users what FIRST was so I had a picture in my head that turned out to be totally wrong like.

I met a man at a drop in place who asked me some questions and then asked me to think about what I wanted and what I thought I could achieve. I felt I was listened to and that it would be worth giving it a go.

I waited a couple of weeks and then I got an appointment to go and meet another worker, again I felt nervous and a bit sick as I hated the life I had been in and thought normal people would judge me.

In the beginning we had some paperwork to do but the whole time I felt it was all about me and what I wanted, I never felt judged or looked down on and in fact I began to trust my worker and was able to discuss honestly the life I used to lead.

Since I have been working with FIRST I have been able to keep away from heroin and have reduced my methadone script. I am about to meet with a detox nurse who will hopefully support me to come off methadone all together.

I haven't always felt like I wanted to go to my appointments with FIRST and have missed some of them when I felt down or couldn't be bothered as I felt my life had no way of every changing, but my worker stuck with me and gave me an opportunity to get through this bad time and I'm glad they did.

When I think about how much my life has changed I am able to smile and be happy that someone out there had a belief in me that I lost somewhere to a drug life.

I can now see a good future for me and my family, mostly I am able to believe in myself and that I can do it.

CLIENT QUESTIONNAIRES

- Any help I need I know I can get or Rehab Worker will try best. Gives me confidence.
- My benefits of here are Tracy is very good at keeping you with all moans and worries and making you understand what drink does to you.
- s It keeps me sane and good to talk to someone you trust.
- s Keeping a check on me, and to see if I am falling by the way side.
- s Having someone to talk to. Help me recognise the benefits of life without alcohol.
- s Getting advise & understanding about my whole life & drugs etc.
- s Having somebody to talk to is a great help. Having goals to aim for seems to benefit me.
- s Helped me to cut down drinking & smoking.
- s They are very helpful and understanding about my drink problem.
- s I've become drug free, managed to get life in order and get a new house where I can get support from family & friends.
- s Very helpful and supportive. There for me at any time. Can talk freely without being judged.
- s Keeps me focused, helps me see my good points.
- s Being able to talk with someone who does not tell you to shut up or do this or don't do that. B u t really helps people like myself to change and be happier, healthier, positive.
- s Helps me to see someone to keep moving in right way. Knowing someone can support me when I need it.
- s The benefits of being a client with FIRST is they manage to reach fellings or fix them or even y o u never felled before.
- s Support and health. Advice. Direct.
- s I feel I am getting my confidence back a bit more, I'm able to talk to Eva about anything good or bad. I wouldn't have been able to have such a positive outcome without any help I am getting so much support.
- s I find that having support and someone to talk to help to and easy many of my issues.
- s Don't feel alone anymore. Know that there are people out there that are willing to help without judging you.
- s Helped me get of heroin and stick to my methadone, helped me set goals, came along to social work meetings to give me support and helped me with other things as well.
- s Feel as if I have my life back, starting to feel like a "normal" person again. Still have good & bad days but able to cope without self medication or illicit drugs. I hope not to relapse as I have come too far to go back.
- s My worker listens to me & understands. She makes me feel comfortable in her company. S h e doesn't condemn me or "have a go" if I mess up. Her support makes me want to get better & stay better. Other support she has put in place is making (or helping to make) me feel whole again.
- s Able to talk about my problems with same person. Helps me to build a better life for myself & stay out of prison.
- s I've benefited alot from being with FIRST with Arlene, n, Caroline great help when I had my ups and downs.
- s It has giving me confiedecn in my self by helping me stay drug free and be more positive about my self I am now going to college – I am not so negative ie about what is going on in my life my boys are coming home soon.
- s Fab advise, always listen to what I have to say/my plans for a better future. Just being able to listen (cause I'm hard work, only joking) if I've any problems the staff will always phone me back retty much straight away. Great staff, cool people, always feel I have a final say as to what's going on.

General Comments

Clients were asked if they had any general comments (positive and negative). **63.6%** of Clients made comments as follows:

- s Positive Comments – kind, friendly, feel good factor in myself, makes me feel like a person, I always have a say in things/don't feel pushed into something I don't want to do. Brilliant advise of courses/opportunities that are available. Negative Comments – not really anything that comes to mind.
- s Don't want to go to groups as happy with one to one support. Like it that I can see same person & have a plan to move on & get better.

CLIENT QUESTIONNAIRES

- *I feel I am properly on the road to recovery. My biggest fear is being dumped when its "under control", where that's when Im likely to fall flat on my face again. I still find it hard to admit to having a problem, but I can face it through FIRST's help & support. THANK YOU, THANK YOU, THANK YOU.*
- s *I think if FIRST wasn't doing what it is doing there would be more deaths. I find FIRST to be helpful& supportive all the way through. I couldn't have done it without my workers Trish & Caroline.*
- s *I would recommend FIRST to anyone that has drug/alcohol problems, as the service and help is very good, the staff are very supportive and friendly.*
- s *Very useful service.*
- s *I don't feel Eva is judgemental. Support is excellent.*
- s *Very good service.*
- s *I've no negetive comments about FIRST. I have positive things to say about FIRST there workers and frien but easy to understan and to address your problems.*
- s *Good to know I can speak to same person who knows my history and can help me keep going through bad times.*
- s *All is said above. Thank you (god bless). Name supplied.*
- s *FIRST is an important & helpful group and important to keep.*
- s *It a good service to be involved with if you need help!*
- s *Am positive about FIRST theve helped me a lot.*
- s *Until I started to see FIRST I didn't see me ever stopping, now I'm positive I will.*
- s *Good work from your staff. Well done. Keep up good work.*
- s *Dont think could do without support at moment.*
- s *Would definitely recommend to others for support.*
- s *All positive.*
- s *FIRST has really help me.*
- s *It was a good place to go for help.*

Personal Details

Details of clients who completed the Questionnaire were as follows:

<u>Gender</u>	Male	20		
	Female	8		
	Not answered	5		
<u>Age Group</u>	25 and under	2		
	26—35	10		
	36—45	8		
	46—55	5		
	56—65	3		
	66 and over	4		
	Not answered	1		
<u>Area In Which Clients Resided</u>	Kirkcaldy	5	Dunfermline	5
	Levenmouth	1	Abbeyview	1
	Methil	1	Lochgelly	3
	Glenrothes	6	Cupar	3
	Cowdenbeath	4	Tayport	1
	Not answered	3		
<u>Presenting Issue</u>	Drugs	14		
	Alcohol	17		
	Both	1		
	Not answered	1		

CLIENT PERSONAL EXPERIENCES *

The journey for some of our clients during their time with FIRST (told in their own words)



STORY 1

Marnie's Story. I am 57 years old. I am a professional person with a responsible job. I am married for the second time to a person who is also in a professional job. We are house-owners and live in a very nice, quiet housing estate.

I first started to be supported by Fife Intensive Rehabilitation & Substance Misuse Team (FIRST) in March 2009.

In January that year I had consulted my G.P. about my anxiety and what I perceived to be my excessive alcohol intake. She initially referred me to a Drop-In Centre which took place on a Friday afternoon in the town centre. This was a difficult meeting but the staff there concluded that I was not physically dependent on alcohol and therefore they were not the most appropriate service for me.

The advisor suggested that FIRST would be more suitable to meet my needs and said she could refer me on to this team or I could do a self-referral if that was what I wanted.

In order to save time awaiting a reply, and also because I had taken the initial plunge, I felt compelled to carry out my resolve to get help. I therefore went home, picked up the phone and dialled. Had I not done it at that moment I would never have done it. My life would not have changed as it has and I would not be the person I am today. The person I spoke to on the phone at FIRST was surprised that I was doing a self-referral but was nevertheless very friendly and I felt at ease talking to him.

Consequently I got an appointment with an advisor in March and I have never looked back.

In March 2009 I met my support worker, Trish, and was immediately at ease with her and we quickly built up a good relationship and rapport which has developed throughout many days, weeks and months of adversity and hurdles to stride over!

Since then we have worked together in a very relaxed, friendly but professional manner and had a lot of fun along the way. A sense of humour is a vital ingredient! Not only has Trish advised and supported me on my alcohol issues but has guided me on financial matters therefore enabling me to get assistance.

Two years down the line, I thought I may be able to cope without the support of FIRST but life does not deal an easy hand and it seems we had a rocky path to travel on. At times obstacles and more hurdles loomed into the picture and I had to gather strength to tackle them head-on.

This as far as my journey goes up until now, I have managed to deal with my alcohol issues whilst holding down a responsible, professional job.

I did not envisage that it would take this long to complete my journey but as long as your are on the path, you simply hang on in there and have great hopes for the future.

I find now that I am a very much more self-confident person with a very positive outlook on life but I am realistic enough to recognise that there is a long way to go! I am confident of achieving my goals with the support and understanding of all the staff at FIRST.