

## Background

In Dundee City, drug and alcohol treatment services are provided by the Dundee Drug and Alcohol Recovery Service (DDARS) which offers a mixed-model approach delivered by a multidisciplinary team in collaboration with social work, criminal justice and third sector services operating in three regional clusters across the city.

The aim of this service model is to offer the right care, in the right place, at the right time for every person. It consists of both drop-in and appointment based services alongside an assertive outreach component and additional services for children, families and intensive input for expectant mothers. All elements of the service seek to provide same day access to treatment (MAT 1) and assertive outreach to those at the most risk of harm (MAT 3).

## Impact

What began as a small scale test of change, prior to the start of the COVID-19 pandemic has now evolved into a service model supporting approximately 50 new referrals each month, while supporting on average 1400 people at any given time.

## Learning

The development of the role of non-medical prescribers in the team has been a significant lever in improving service delivery along with the positivity and resilience of all the team members. Another enabler has been the introduction and availability of Buprenorphine treatment with demand for clinics now doubling and positive feedback from people choosing this form of medication.

The development and growth of the service has not been without its challenges, in particular in relation to the identification and maintenance of suitable premises, maintenance of adequate service staffing levels and logistical challenges of prescription deliveries. Despite these obstacles, they continue to receive positive feedback from people accessing support.

## Top Tips

- Multi Agency Leadership buy-in and support is critical to success
- Identify the right premises for delivery of services
- Developing a robust workforce plan to support roles such as non-medical prescribers

## Next Steps

Ongoing review of the service model. Focus on demonstrating people's feedback and acting on this to support future service design and continuous improvement.