



**CRYFACH
TECACH
GWYRDDACH**

**STRONGER
FAIRER
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Feedback on Substance Use Questionnaires 3/12/2024

#GweithioDrosGaerdydd
#GweithioDrosChi

#WorkingForCardiff
#WorkingForYou





Background

Aim

To understand how substance use support services, interventions, and current accommodations meet the needs of our service users and to identify any gaps.

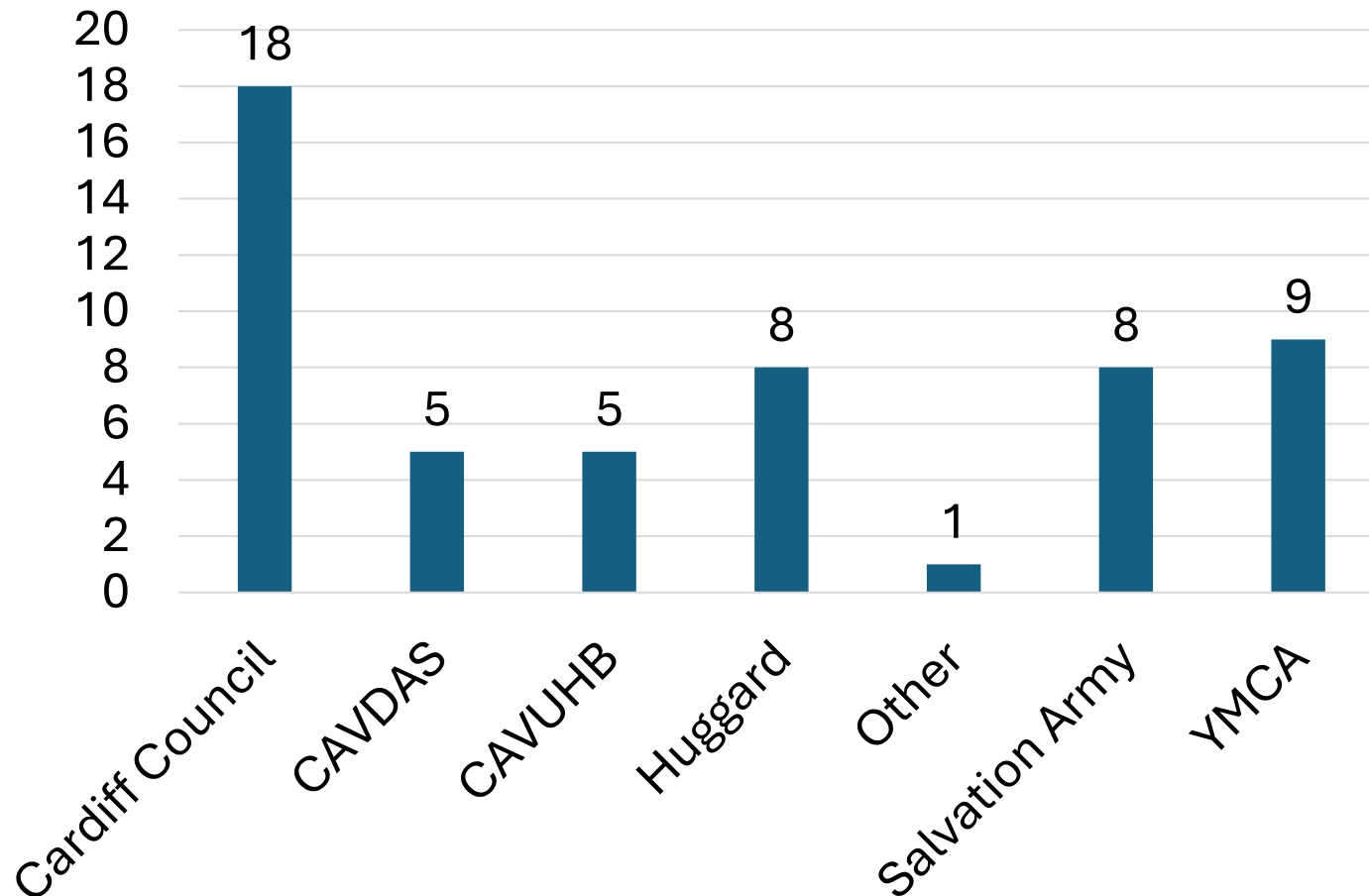
Approach

In consultation with partners and people with lived experience, we developed two surveys: one for staff and one for service users. These surveys were distributed amongst our networks.

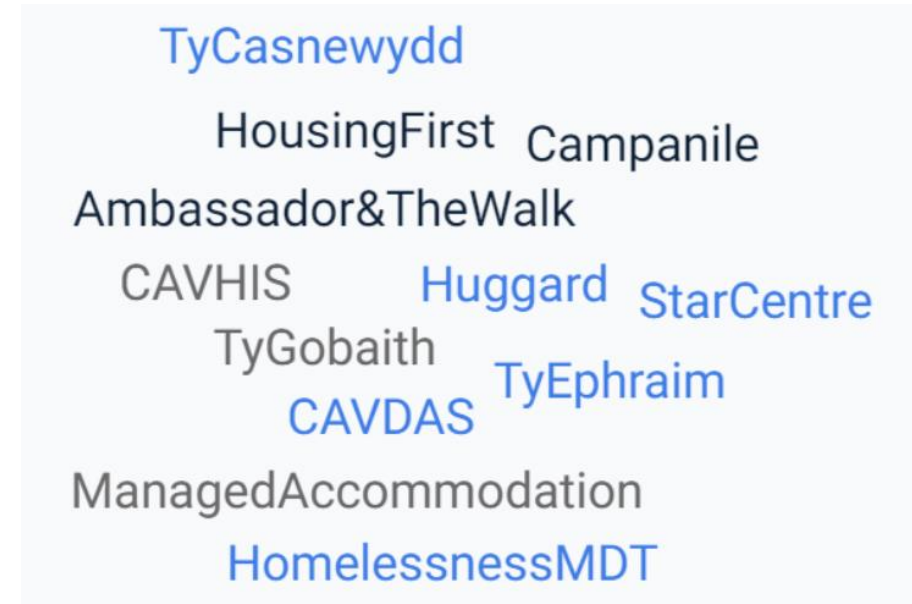
Staff: Who Responded?

54 Responses

Organisation



Service

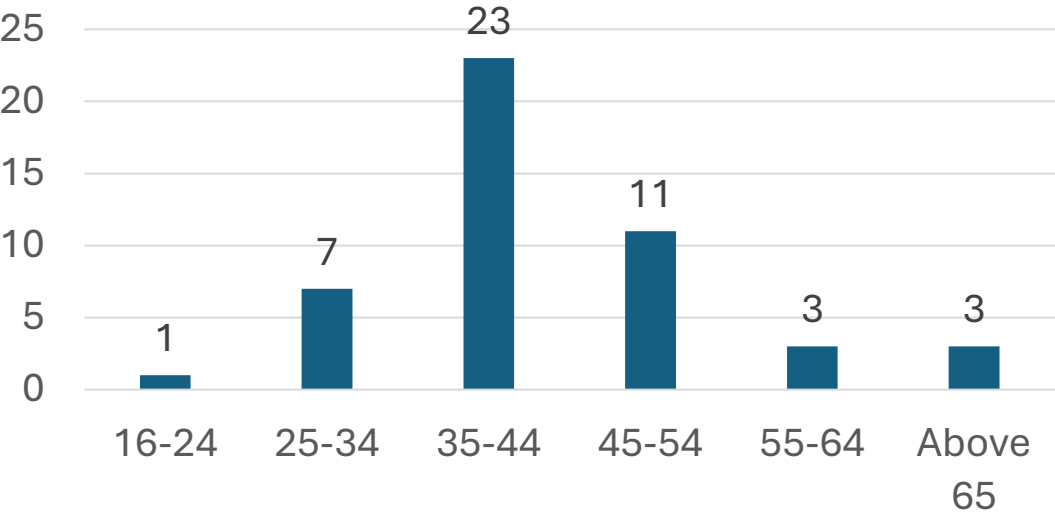


Service User: Who Responded?

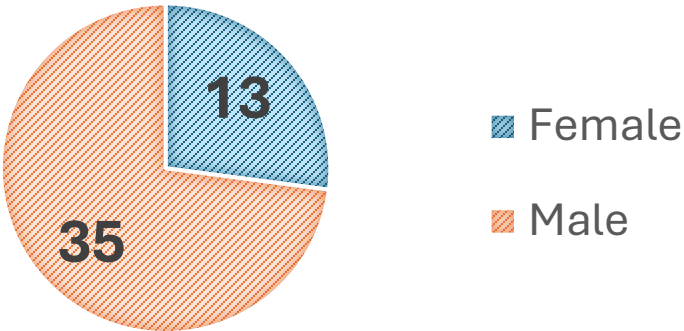
48 Responses



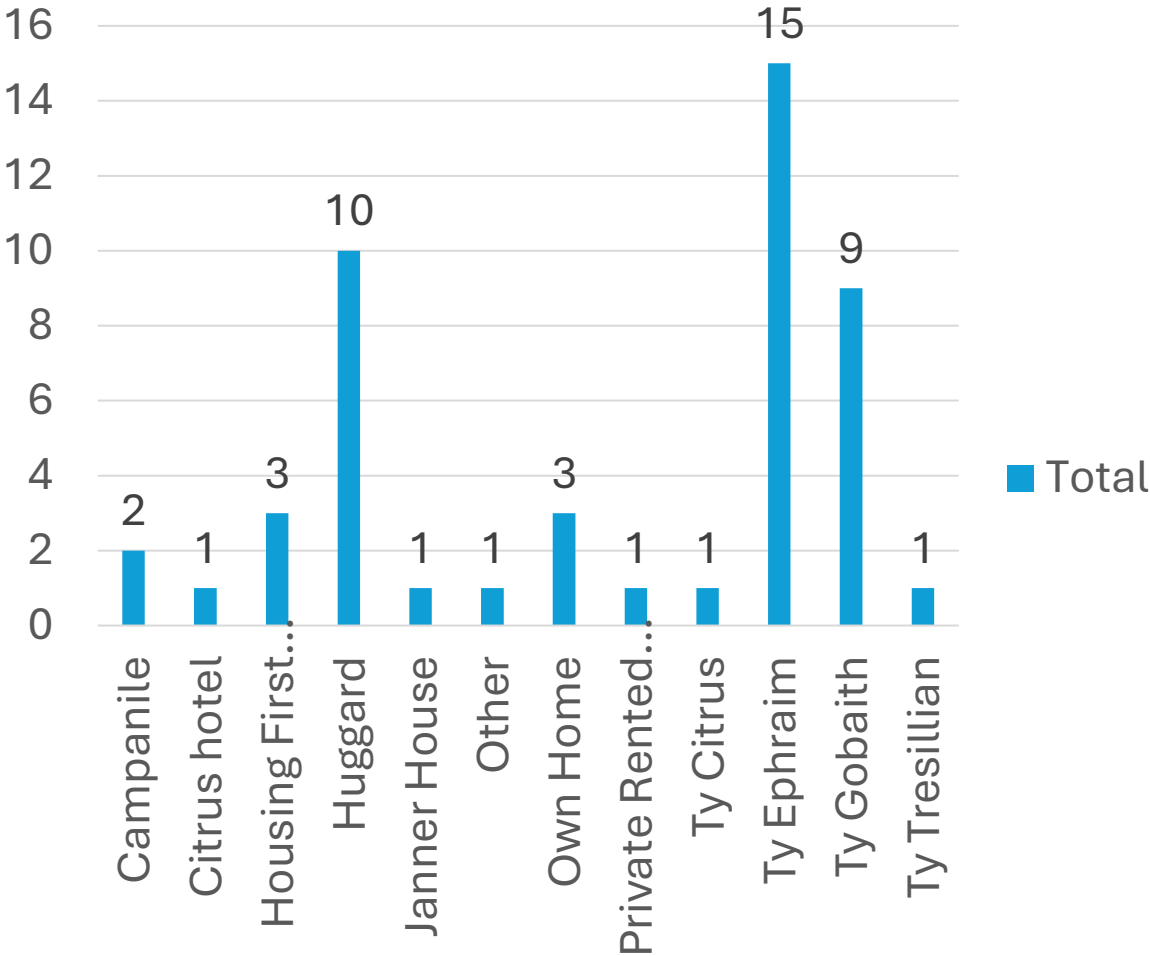
AGE



GENDER



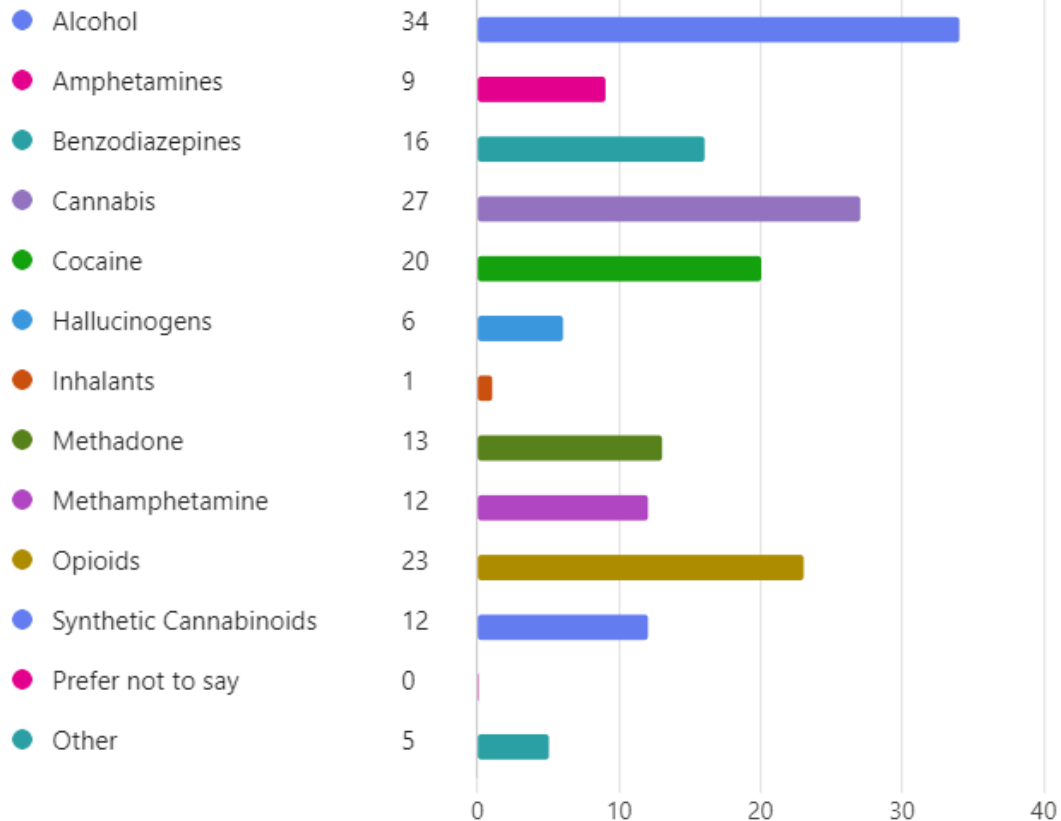
ACCOMMODATION



Substance Use Type

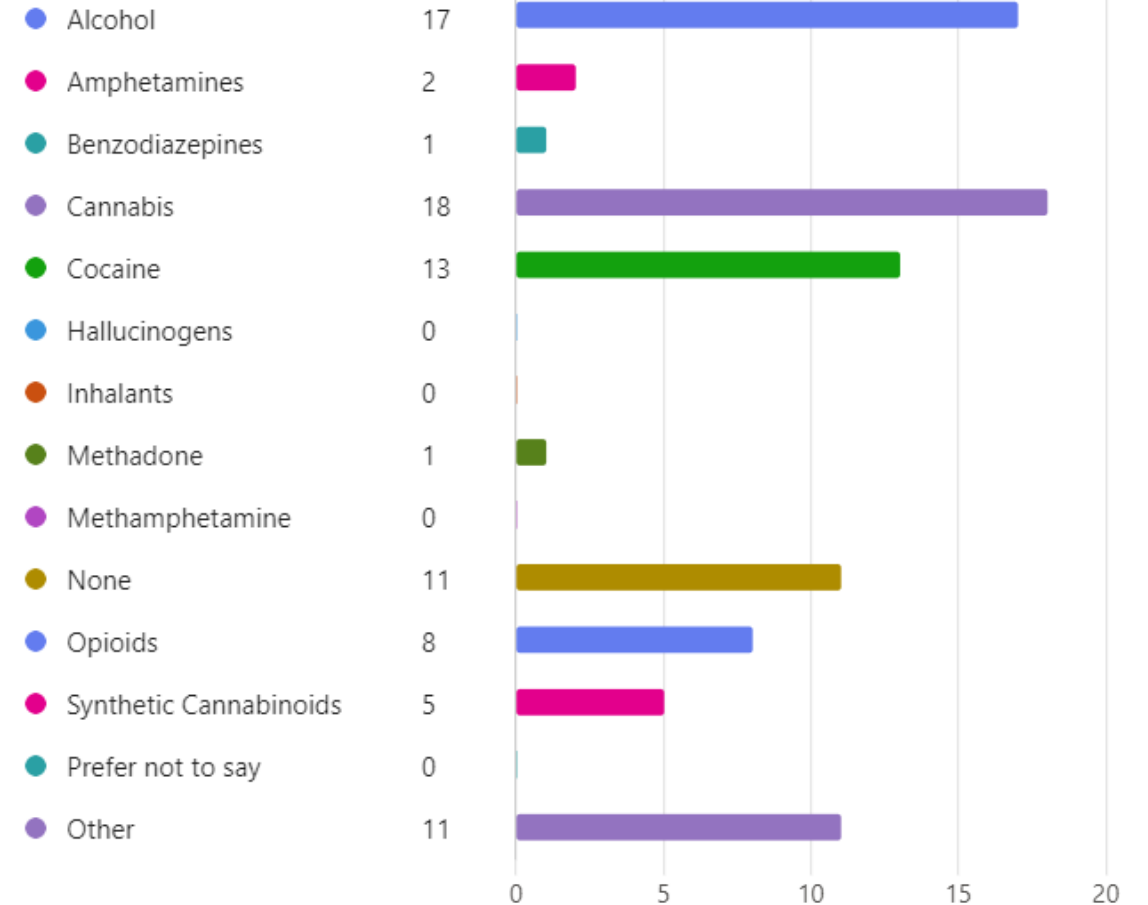
Staff Response:

69% of staff who responded held a caseload



Service Users Response:

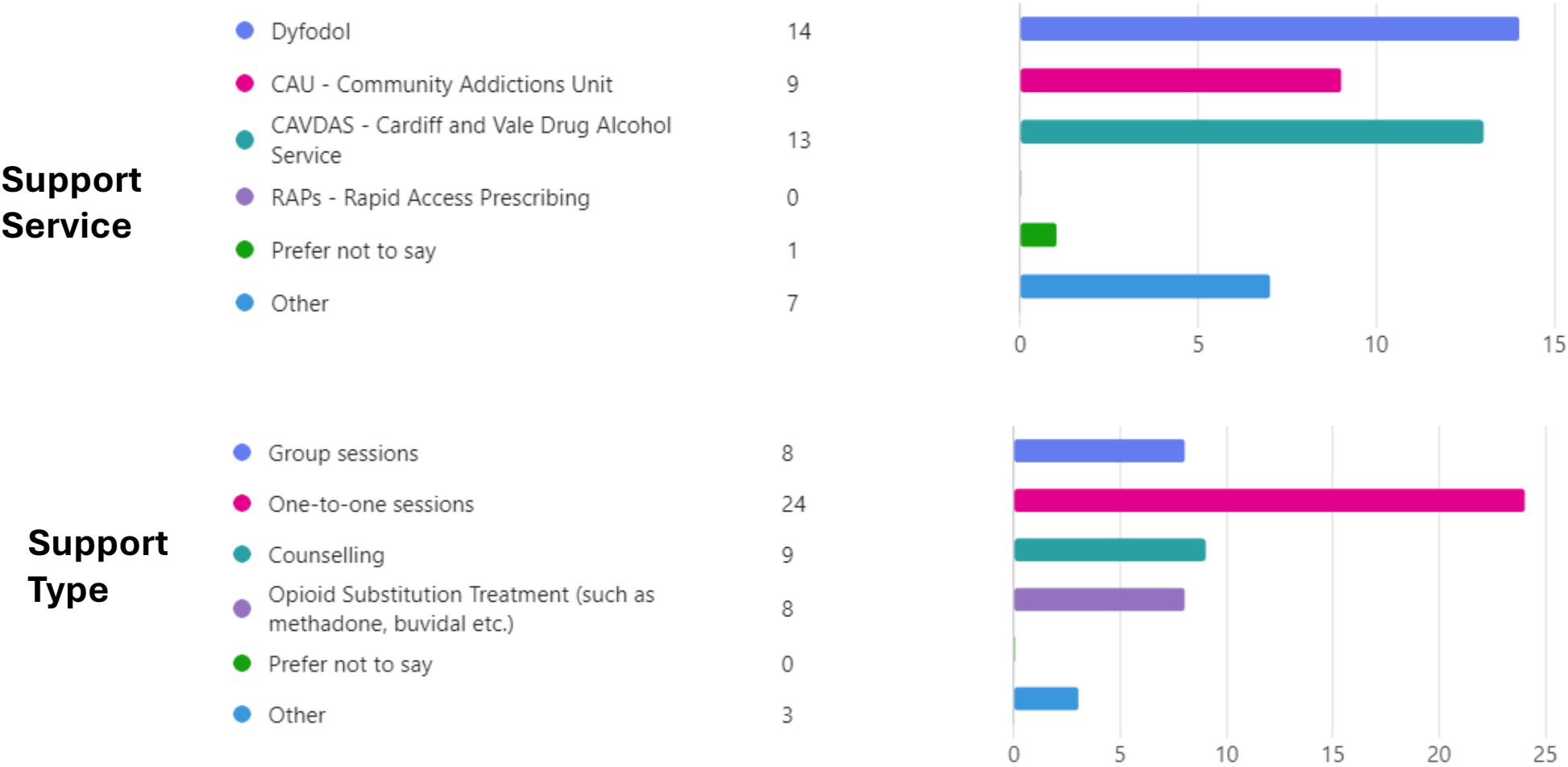
77% of service users who responded were currently using substance/s



Substance Use Services

Service Users Response:

65% of service users had engaged with substance use support services.



Support Services: What is working well?

Staff Response:

- 1-1 sessions
- Peer support / lived experience
- MDT services
- Therapeutic based interventions
- Face to face
- Harm reduction approaches

Service Users Response:

- 1-1 sessions
- Peer support / lived experience
- Buvidal
- Non-judgemental

'I have been with CAU since I was 18 years of age now i am 39 years of age and the best thing that has ever worked for me and i recommend it is buvidal'

Support Services: What could be improved?

Staff Response:

- Reduced caseloads
- Reduce waiting lists
- Access to primary care
- Partnership working
- Increase assertive outreach offering
- Referenced improving accommodation

Service Users Response:

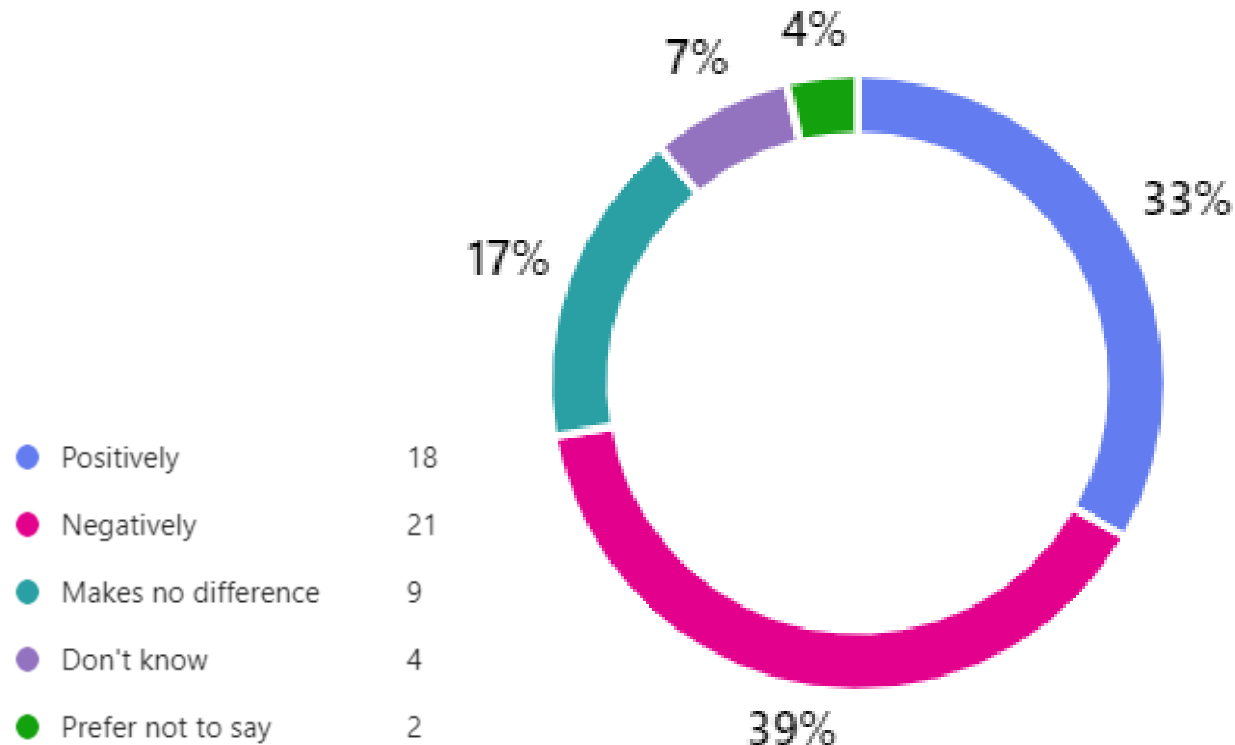
- Reduce waiting lists / access to support
- Referenced improving accommodation

'Services are siloed.. need to be better joined up - ie, one GP service or practice for homeless people using substances.'

Accommodation Impact

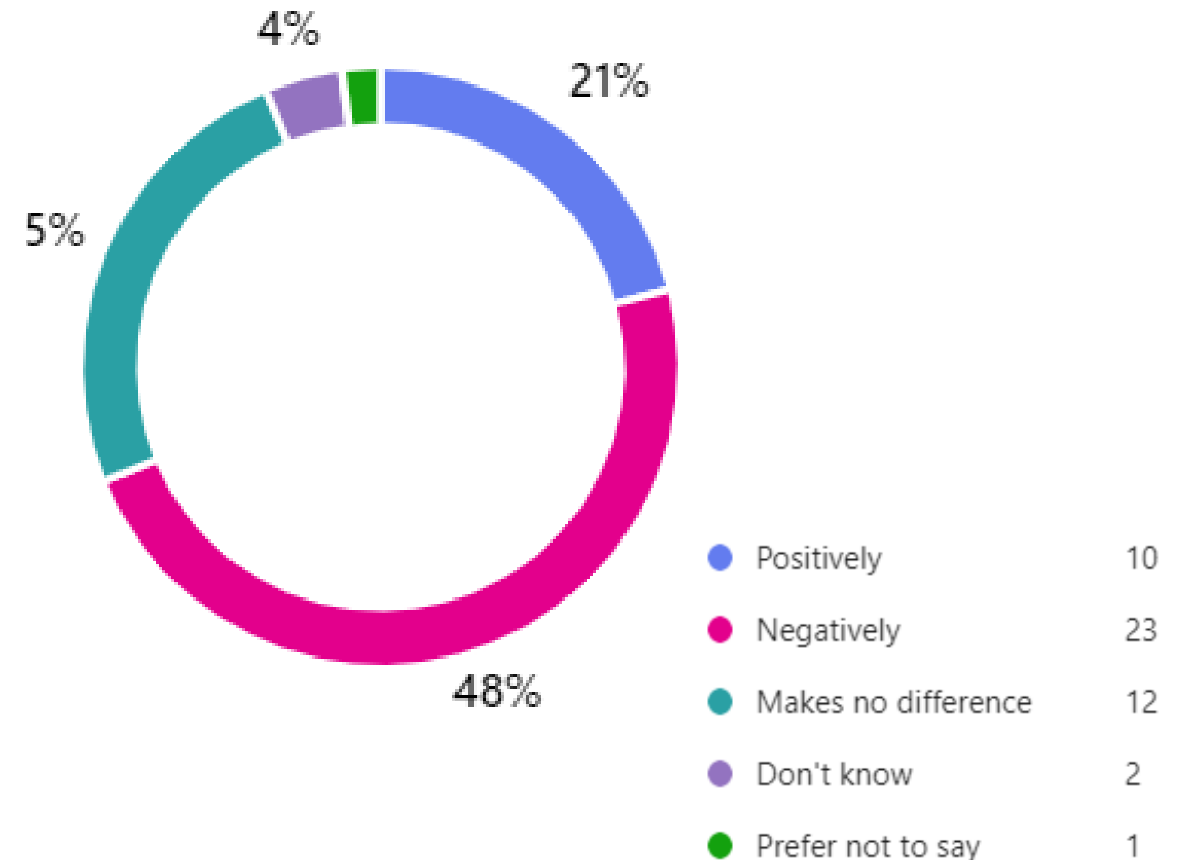
Staff Response

How do you think accommodation impacts on those who use substances?



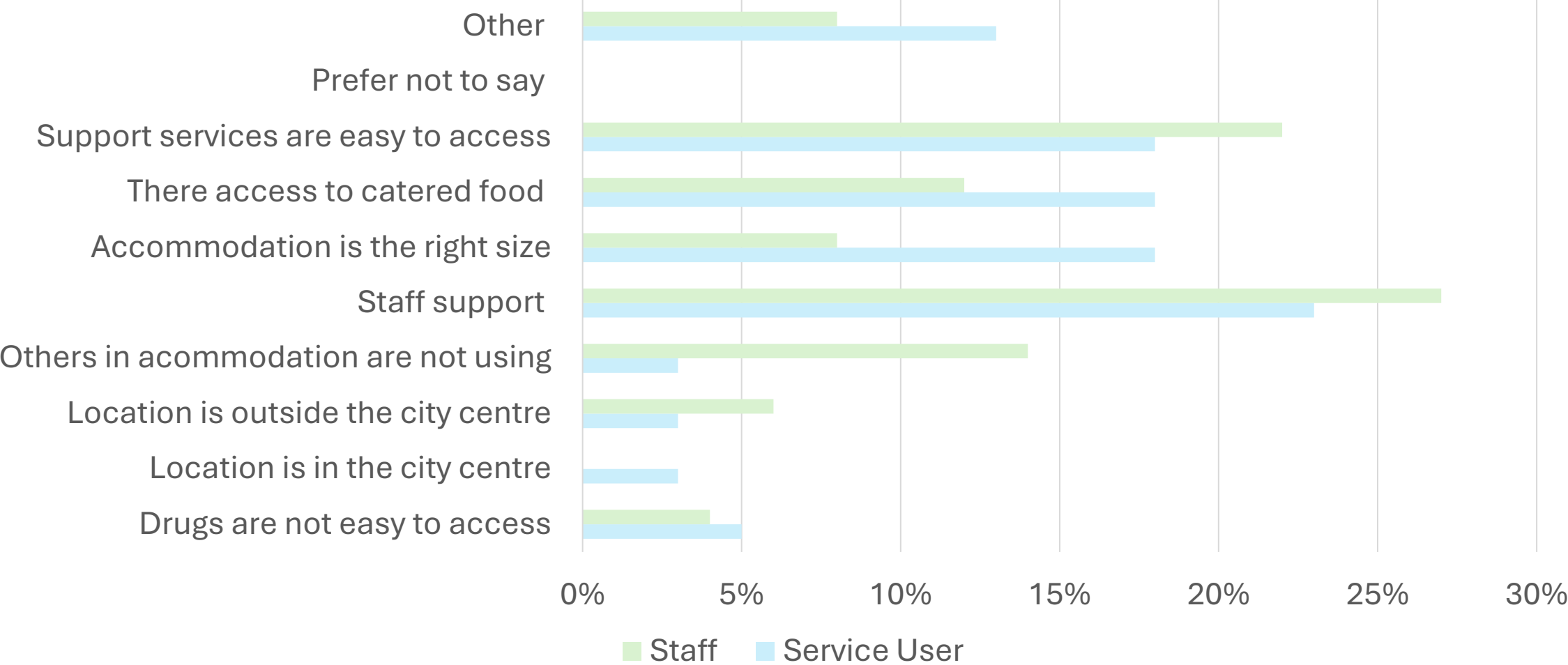
Service User Response

How does your current accommodation impact on your substance use?



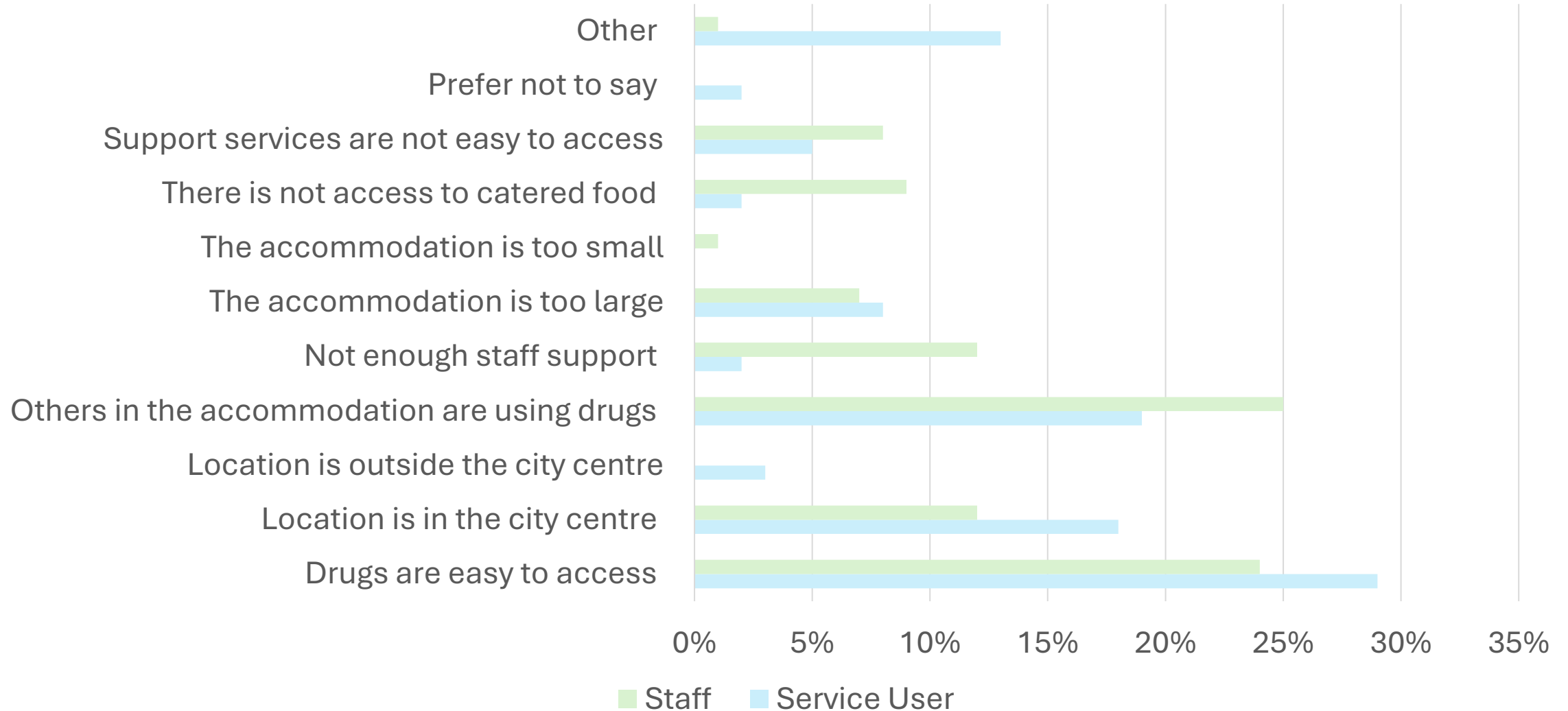
Positive Impact

Positive Impact



Negative Impact

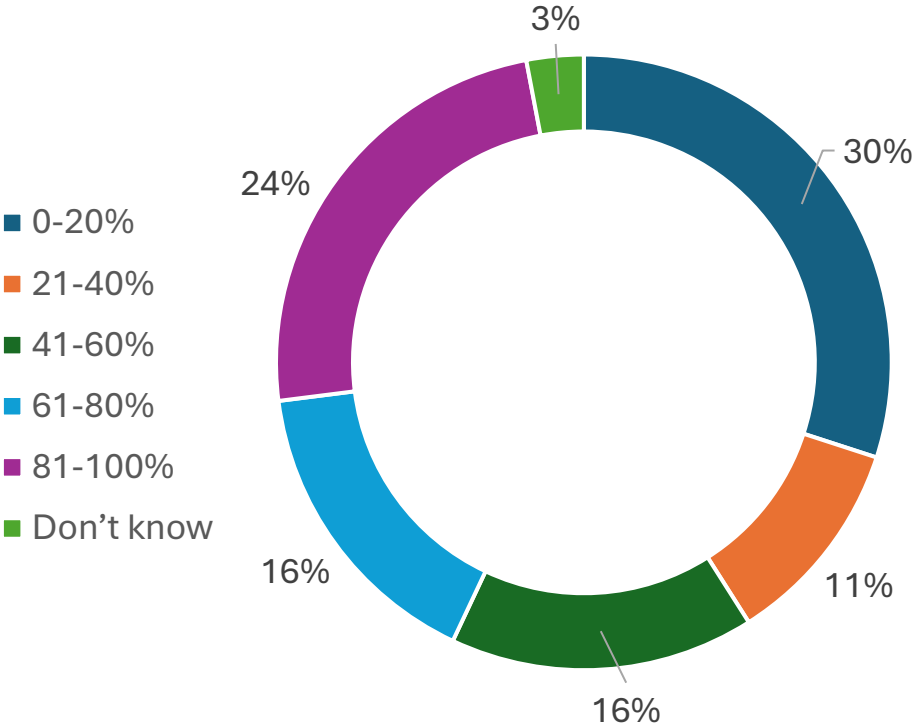
Negative Impact



Goals

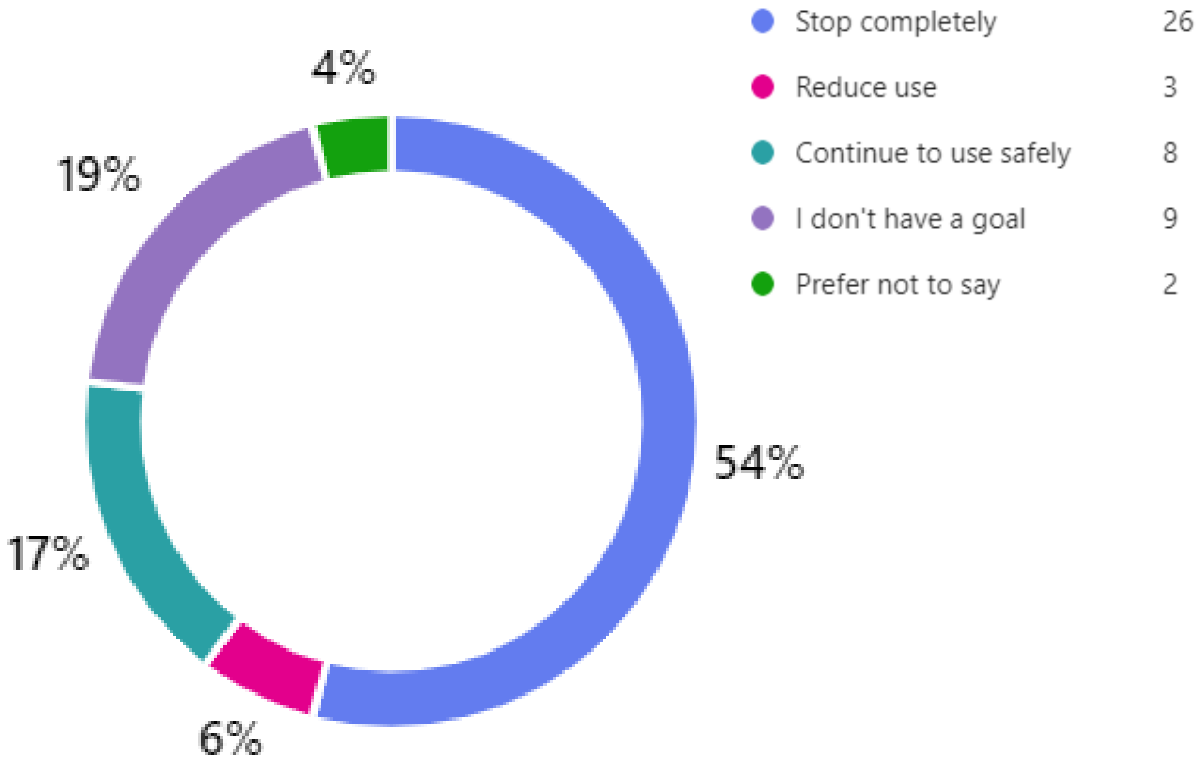
Staff Response

Of those who are dependent substances, what percentage of support plans feature the goal to reduce substance use?



Service User Response

What is your goal in relation to your substance use?



Staff/Service users Improvement Suggestions – Accommodation

- Specialist smaller dry accommodation or areas
- Enhanced harm reduction services on site
- Independent accommodation
- Detox
- Rehabilitation
- Specialist substance use workers based in accommodation
- Expand Housing First
- Appropriate exit plans



Staff/Service User Improvement Suggestions – Support

- Increase diversionary activities, volunteering, and employment opportunities
- Harm reduction programmes (including safe consumption rooms)
- Increased health involvement
- Substance use programmes focusing on understanding triggers and self-support
- Support with finances and budgeting
- Increase current support provision, including 1-1 sessions
- One-stop shop – ‘multi-agency’ in one place with assertive outreach
- Consistency!

