

<b>Reference Number:</b> UHB 315 <b>Version Number:</b> 1	<b>Date of Next Review:</b> 7 Apr 2019 <b>Previous Trust/LHB Reference Number:</b> N/A
<b>E-DAS</b> <b>( Entry – Drug and Alcohol Services)</b> A single point of engagement for individuals with substance misuse issues  <b>OPERATIONAL POLICY</b>	
<b>Introduction and Aim</b>  This document provides a framework that underpins the current operations of the EDAS service, its management and governance, structures, roles , responsibilities and the relations to the parent organisations and the Area Planning Board (APB). This includes expected best practice across the service with guaranteed minimum standards.  The policy, and related guidance and procedures will be subject to continuing review and development.	
<b>Objectives</b>  This Operational Policy outlines the intended role of the ‘EDAS’, as a consortium of three substance misuse services: <ul style="list-style-type: none"> <li>- TAITH</li> <li>- Cardiff and Vale UHB Community Addiction Service</li> <li>- Community Alcohol and Drug Team (CADT) social work team</li> </ul> Supported by: <ul style="list-style-type: none"> <li>- Recovery Cymru</li> <li>- Tearing Your Hair Out</li> <li>- Footsteps to Recovery</li> <li>- Bridge Programme- Salvation Army</li> </ul>	
<b>Scope</b>  This procedure applies to all EDAS staff in all locations including those with honorary contracts.	
<b>Equality Impact Assessment</b>	An Equality Impact Assessment has been completed. The Equality Impact Assessment completed for the policy found

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	here to be no impact.
<b>Health Impact Assessment</b>	A Health Impact Assessment (HIA) has not been completed as HIAs will be completed for all related clinical policies that determine clinical practice within EDAS.
<b>Documents to read alongside this Procedure</b>	E-DAS referral procedures E-DAS assessment guidelines E-DAS onward signposting / referral pathways E-DAS information sharing protocol E-DAS record keeping protocol E-DAS Memorandum of understanding Strategy document for development of Substance Misuse ICPs
<b>Approved by</b>	Mental Health Policy Group Mental Health Clinical Board Quality & Safety Committee

<b>Accountable Executive or Clinical Board Director</b>	Mental Health Clinical Board
<b>Author(s)</b>	Neil Jones/Vicky Wiles

**Disclaimer**

If the review date of this document has passed please ensure that the version you are using is the most up to date either by contacting the document author or the [Governance Directorate](#).

Summary of reviews/amendments			
Version Number	Date of Review Approved	Date Published	Summary of Amendments
1	7/4/2016	21/06/2016	New Document

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## **1. Introduction**

This document provides a framework that underpins the current operations of the EDAS service, its management and governance, structures, roles, responsibilities and the relations to the parent organisations and the Area Planning Board (APB). This includes expected best practice across the service with guaranteed minimum standards.

The policy, and related guidance and procedures will be subject to continuing review and development.

This Operational Policy outlines the intended role of the 'EDAS', as a consortium of three substance misuse services:

- TAITH
- Cardiff and Vale UHB Community Addiction Service
- Community Alcohol and Drug Team (CADT) social work team

Supported by:

- Recovery Cymru
- Tearing Your Hair Out
- Footsteps to Recovery
- Bridge Programme- Salvation Army

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## **2. Purpose and Aims**

EDAS provides a service across Cardiff and the Vale of Glamorgan, to meet the specific requirement for a single point of access to substance misuse services.

To provide a seamless and streamlined approach to entering into a system of integrated drug and alcohol services, working in partnership to meet service user's needs.

The UHB vision of caring for people and keeping people well is consistently shared in the service delivery.

The E-DAS service represents a commitment by the three consortium partners to:

Deliver a comprehensive engagement and assessment service and timely referrals to access appropriate services for all residents affected by Drug and Alcohol misuse in Cardiff and the Vale of Glamorgan.

EDAS will provide a service through the provision of a relevant assessment, initial engagement plan, and referral .The service enables access for all those wishing to access structured substance misuse services in Cardiff and the Vale.

Access to other less structured interventions and support services will continue as sign posting and information from EDAS.

### **2.1 Accessibility**

To provide and distribute easily accessible and readable information about the E-DAS service to other services and the wider community.

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To provide a simple 'professional' referral system, with prompt referral processing, service user engagement and partial booking appointment system.

To provide welcoming and engaging open access environments in Cardiff and the Vale of Glamorgan, suitable for all service users to complete a referral to access service.

To provide convenient opening times, as defined by service users

To provide assessment and interventions in other environments when it is not possible to use E-DAS sites, including clients own home as appropriate.

To ensure that EDAS manages referrals and assessment to deliver (WAG key performance indicator (KPI) expected referral to assessment waiting times.

## 2.2 Assessment

To provide a full comprehensive assessment service, for adult drug & alcohol service users (age 18 and above), on behalf of structured intervention providers within the treatment system.

To provide a model of 'Shared and informed decision making' which will encourage service user's to work together as active partners in making choices about their care

To develop holistic initial engagement plans with service users and refer onto the most appropriate health & social care services based on individual need and individual choice.

Deliver a choice 'menu' of intervention options, providing recovery focus journey with support from assessment staff.

## 2.3 Health Promotion, Harm Reduction and Recovery

To promote a recovery oriented integrated treatment system for adult drug & alcohol service users from the initial engagement and beyond.

To support service users to improve their overall health and wellbeing with inclusion into mainstream communities and promote reintegration

To encourage the development of a 'recovery community' and facilitate its access by empowerment of service users.

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To provide harm reduction advice and information and facilitate access to needle exchange programs and referral for BBV and sexual health service

## **2.4 Families and concerned others**

Support families and concerned others to play an active role in the treatment and recovery of the service user where agreed.

Support families and concerned others where a service user is not fully ready to engage in active treatment.

To provide information to families and concerned others to access ongoing support.

## **3. Management Responsibilities**

### **3.1 EDAS Team Leader/ Management Team**

Performance & monitoring effectiveness

The management structure is designed to support the delivery of the front line service:

Monthly meetings—with defined agenda and minutes taken

Oversee the delivery of EDAS

Monitor performance to agreed standard, and share reports with APB

Ensure contract adherence

Management of personnel issues – team members.

Operational issues

Weekly medical review meetings

Ensure the interface with referral pathways and stakeholders operates effectively

Plan appropriately to deal with changed circumstances, demand and new opportunities

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Review and act upon clinical governance group recommendations

Agree training opportunities and placements for students, staff and volunteers

One member to report quarterly to the APB delivery group

Performance Management

To provide the Welsh National Database for Substance Misuse (WNDSM) with performance data

To deliver agreed local performance data efficiently on a monthly basis within the consortium.

#### **4. Consortium Team Membership**

Managerial roles, other than the team leader are within existing service resources and retain management responsibility of each seconded member of staff.

This will be inclusive of application for training opportunities /need ,annual leave/special leave requests and sickness absence reporting as per employing service manager and EDAS team leader.

##### **4.1 Team Members**

###### **CAU UHB**

Team Leader- Band 7  
Registered Nurses- Band 6  
Health Care assistants  
Admin and support staff

###### **CADT**

Social worker  
Social work assistant

###### **TAITH**

Engagement worker .

All team members will contribute both generic and professional skills to the team and are expected to adhere to performance as stated within individual job description and uphold professional standards at all times.



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All EDAS practitioners will have caseload responsibility for clients from engagement appointment, assessment completion until point of discharge. It is the practitioner's responsibility to communicate discharge requests to the administration team for process.

Team members will participate in group and individual caseload supervision and seek management support as required.

Team members will actively participate in monthly EDAS staff meetings, and contribute to development and service improvement.

Staff team members will adhere to own employment minimum requirements for mandatory training and participate in other relevant training as part of EDAS team development. This is set to maintain ongoing professional development and as set out in staff annual PADR's in agreement with team leader and line managers.

Ongoing supervision is to be available in:

- Assessment
- Engagement skills
- Care planning and onward referral

#### **4.2 Other support and supervision**

E-DAS team leader will maintain informal support and supervision on a day to day basis for all staff especially in the event of untoward incidents. The E-DAS support and supervision network should strive to ensure there are both formal and informal opportunities including:

Group supervision

1:1 individual supervision

New staff members received in EDAS in secondment role will be provided with a full 2 week induction programme, this includes EDAS base and with the wider community of substance misuse services in Cardiff & Vale.

New employees of Cardiff & Vale UHB will be required to attend additional UHB corporate induction training and induction procedure.

EDAS will provide placement opportunities for nursing students with EDAS registered nurses as trained mentors.

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Students will be provided with an induction pack/checklist and will be included in a 2 week induction programme, negotiable pending length of placement allocation.

## **5. Quality and Safety**

The management team will monitor adherence to:  
Delivery of Quality and Safety programme in line with the standards and practice of C&V UHB.

### **5.1 Equality Impact Assessment**

Cardiff and the Vale Health UHB are committed to providing an environment where staff, service users and carers are provided with consistent equality of opportunity.

EDAS staff team will promote equality and diversity for all, monitor to maintain standards, and challenge any failure to meet these standards.

### **5.2 Complaints**

All complaints should be dealt with in accordance with the most appropriate parent agency's process as appropriate. All complaints regarding the service should be directed to the UHB complaints department.

### **5.3 Service User feedback**

The E-DAS service will work with the APB service user representative and service users on independent service user questionnaires

## **6. Risk Management**

EDAS operates a zero tolerance policy to violence and aggression towards staff, others and property in line with UHB guidelines.

### **6.1 Incident Reporting**

Members of staff have a duty of care to themselves and to others with whom they come into contact in the course of their work laid down in the Health and Safety at Work Act 1974 and the Health Board's [Health and Safety Policy](#). All

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staff are required to participate in and comply with the Health Board's [incident reporting procedure](#) using the C&V UHB Datix system and [risk management policy and strategic framework](#).

Hazards to staff, clients or others should be reported immediately to line managers who should be responsible for ensuring that appropriate action is taken to ensure safety.

## 6.2 Security

All staff must wear photographic identification and be responsible for own issue of local authority – Housing options centre access cards and car parking permits.

Personal attack alarms will be issued to staff by Housing options security staff or alarmed rooms are provided. Any concerns regarding risk management should be discussed with the team lead.

All visitors to EDAS will report to security staff at reception and enter Staff and students will receive an induction to the housing options site and comply with requirements for weekly fire and response alarm testing at the Housing Options site.

The Housing Options centre building maintenance is the responsibility of the Cardiff Local Authority.

All staff will adhere to mandatory training of management of violence and aggression training.

## 6.3 Off site working, including Lone worker procedure

The lone worker procedure conforms with [Health Board policy](#).

It is the responsibility of all workers who are working away from base to inform the administration team holding the lone work log, of outside base activity throughout the day regarding place and expected times of arrival and departure. Assessments away from E-DAS site should be agreed with the Team Lead incorporating risk assessment and documented rationale for home visit requirement.

Home visits will be conducted with two members of staff or arranged with another health professional involved in client care.

Responsibility for recording and monitoring lone worker activity lies with the E-DAS Administrator or nominated deputy.

Staff team have responsibility for compliance with training requirements and responsibility to maintain own safety and minimise risk in line with UHB policy and local authority premises contractual agreement.

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## **7. Use of Information/Record keeping**

### **7.1 Identifiable service user information**

All staff are responsible for all records that they create or use in the course of their work. This responsibility is defined both in law and in individual professional guidelines covering the handling of records. The Health Board's [Records Management Policy](#) gives details of those responsibilities and the standards expected.

The following is expected of all EDAS staff:

Record and file all relevant referral, assessment information, monitoring and information, etc. appropriately in the client PARIS record and / or the service user's paper record. Paper records including results, reports, correspondence must be filed in the client's PAPER records.

### **7.2 Referrals**

Self/Professional Referrals are accepted by telephone/fax/post or in person at either EDAS Cardiff/Vale clinic.

Electronic referrals are accepted from mental health service professionals and through PARIS electronic record system.

Referrals should be processed within one working day of receipt, using the PARIS electronic record

### **7.3 Appointments/Partial Booking System**

Appointments for assessment should be offered within 10 days of an activated referral (i.e the client has verbally consented to the assessment process)

Professional referral letters will be scanned and recorded in Paris alongside the electronic referral which will be managed by the team administrator, and discharged following a two week no contact period.

The team leader will monitor referrals and allocate priority accordingly.

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Clients making contact to EDAS to arrange appointment for assessment will be offered a flexible appointment service to choose from date/time options to maximise attendance and to accommodate client needs.

All service user appointments to be recorded in the appropriate section of PARIS.

## 7.4 Assessments

All assessments should be conducted in accordance with agreed standards and within current EDAS clinic structure. Consent forms must be signed as part of the assessment. Copies of the signed consent form should be retained in the service user's paper notes or scanned into Paris records. The assessment should be recorded such that the onward intervention provider, without knowledge of the service user, can with reasonable ease, extract the information included in the assessment document.

Audit/assist tools will be completed with client at assessment appointment and discussion held regarding scoring.

Written information should be available for clients on commonly used substances, E-DAS, all referral options, commonly signposted services, common associated problem areas and services available.

Future Appointments should, where possible, be booked with onward referral services before the departure of the service user and written down on an appointment card.

If the service user, relatives or carers, do not have sufficient understanding of English or Welsh and the member of staff does not speak the relevant language, an interpreter should be available to assist in communication. The Interpreting service Language Line is available to all Health Board staff for short conversations or face to face interpreters can be arranged using the WITs service.

## 7.5 Record Keeping

All PARIS record keeping must be completed, incorporating those elements necessary to comply with the Welsh National Database for Substance Misuse (WNDSM). A correctly completed PARIS referral, comprehensive assessment, consent, Audit or assist tool, injecting assessment and referral plan must be correctly filed on PARIS within 5 days of the completion of the client assessment interview.

It is essential that information, on a service user's children, and other children residing with the client, is recorded within the central index section of PARIS,

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including any risks within risk assessments, with further notes and actions within case notes as necessary. Details of older children, with whom the service user has had no contact for some considerable time, are not required within central index.

Actions taken regarding safeguarding children to be recorded in the safeguarding case note module.

Subject to confidentiality, a letter detailing E-DAS involvement and the intended referral plan should appear on PARIS as letter/ report case notes. Letters should usually be addressed to the client, referrer and the service user's GP, and other identified professionals as agreed.

All contact relating to a client should be recorded on PARIS in case notes. All relevant investigations are carried out as appropriate, and recorded as per UHB policy

All EDAS practitioners will have caseload responsibility from engagement assessment appointment and until point of discharge.

It is the practitioner's responsibility to communicate discharge requests to the administration team for process.

Access to Records

Members of staff have a statutory duty (Data Protection Act 1998) to inform clients that information is being held by the Health Board which records details of their assessment, treatment and progress, and that these records are identifiable. Service users must also be informed of the right to request access to their records. This information should be given verbally and by offering the client the relevant information leaflet, informing the service user that all information is confidential but may be shared on a 'need to know' basis.

All applications for access to records must be made in writing to Assistant Health Records Manager at Whitchurch Hospital. An application form will be sent out for completion. As from 1 August 2008 the charge is £50 with no exemptions.

## **7.6 Confidentiality**

Confidentiality will be assured by adherence to the principles outlined in documents produced by appropriate professional bodies and Cardiff and Vale University Health Board's [policies, procedures and guidance](#).

Subject to the requirements of the law, E-DAS will take care to prevent the identity of clients being revealed without the expressed permission of the individual.

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All matters relating to clients' health are strictly confidential and such information must not be divulged to any unauthorised person. With access to PARIS, staff members have access to confidential client information, members of staff and other health service business. On no account may information on identifiable service users be given to anyone outside E-DAS other than authorised persons directly concerned with the diagnosis, care or treatment of the service user. If there is any doubt as to the authority of the person asking for information, advice must be sought

Within E-DAS a system of shared confidentiality is adopted to allow multidisciplinary treatment, but also for the purposes of allocation, advice and supervision. No information of a personal or confidential nature concerning individual members of staff should be given to anyone without proper authority.

When the children of a service user are believed to be at risk, the case will usually be discussed with the team lead and advice sought from team social worker. If appropriate and where possible consent is to be sought from the client, the case will then be referred to Social Services for assessment to the local authority Child Care Team. It is for them to decide whether or not any action is needed. The service user will usually be informed of the intention to refer the case and every effort made to retain contact with the client.

### **7.7 Mental Capacity Act**

The Mental Capacity Act applies to all individual decisions. It should be borne in mind that service users with substance misuse disorders may have impaired capacity for various reasons, either temporary (including intoxication) or more permanent.

The Mental Capacity Act makes it the responsibility of all clinical team members, involved in patient care, to assess capacity. E-DAS staff should attend Mental Capacity Act training, the team leader, and deputy, more in-depth training.

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## **8. Team Locations & Access Information**

The two EDAS bases are as follows:

### **Cardiff**

Housing Options Centre  
Hansen Street  
Cardiff  
CF10 5DW

### **Barry**

2-10 Holton Road  
Barry  
Vale of Glamorgan  
CF63 4HA

Tel no: 0300 300 7000 option 2

Email: [edas.enquiries@wales.nhs.uk](mailto:edas.enquiries@wales.nhs.uk)

### Opening Times

9 am-5pm Mon – Friday,

A telephone answer phone service will be available out of hours.

Messages will be retrieved on the next working day and responded to as appropriate.

Website: [www.e-das.wales.nhs.uk](http://www.e-das.wales.nhs.uk)



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