



The Quality Principles

Standard Expectations of Care and Support in Drug and Alcohol Services

Your recovery belongs to you. It is up to you to progress your recovery in partnership with services. You should co-operate with staff and services that will, in turn, empower you to achieve your goals.

These Quality Principles have been laid out as a journey starting with access to a service leading on to assessment, recovery planning, review and beyond. No one Quality Principle is more important than another and each is of equal standing.

1. You should be able to **quickly access** the right drug or alcohol service that keeps you safe and supports you throughout your recovery.
2. You should be offered **high-quality, evidence-informed treatment, care and support interventions** which reduce harm and empower you in your recovery.
3. You should be supported by workers who have **the right attitudes, values, training and supervision** throughout your recovery journey.
4. You **should be involved** in a full, strength-based assessment that ensures the choice of recovery model and therapy is based on your needs and aspirations.
5. You should have a **recovery plan that is person-centred and addresses your broader health, care and social needs**, and maintains a focus on your safety throughout your recovery journey.
6. You should be **involved in regular reviews** of your recovery plan to ensure it continues to meet your needs and aspirations.
7. You should have the opportunity to be **involved** in an ongoing evaluation of the delivery of services at each stage of your recovery.
8. Services should be **family inclusive** as part of their practice.

The Recovery Philosophy

The **Recovery Philosophy** states that everyone deserves to recover from addiction to drugs and/or alcohol. It exists to support the recovery journey by ensuring people are treated with dignity and respect when they choose to access, and work in partnership with, drug and/or alcohol treatment and support services.

1. **You should be seen as capable of changing and becoming positively connected** to your local community.
2. **You should have access to information on different pathways to recovery, including long-term recovery.** This information should be provided in ways that you can understand.

- 3. You should be able, whether seeking recovery in the community, a treatment service or while in prison, to set your own recovery goals**, working with others to develop a personalised recovery plan based on accurate and understandable information about your health, including a wide-ranging, holistic assessment of your needs and aspirations.
- 4. You should receive support from organisations or health and social care providers that are positive about recovery.**
- 5. You should be treated with dignity and respect.** If you relapse and begin treatment again, services should welcome your continued efforts to achieve long-term recovery.
- 6. You should be able to access services that recognise and build on your strengths and needs** and coordinate their efforts to provide recovery-based care that respects your background and cultural beliefs.
- 7. You should be represented by informed policymakers** who remove barriers to educational, housing and employment opportunities once you are on the road to recovery.
- 8. You should be able to access respectful, non-discriminatory care from all service providers** and to receive services on the same basis as anyone else who uses health and social care and third sector services.
- 9. You should have access to treatment and recovery support in the criminal justice system that is consistent and continues when you leave.**
- 10. You should be able to speak out publicly about your recovery** to let others know that long-term recovery is a reality.

For more information you can contact the organisations below

Drink Smarter provides information and advice on alcohol

<http://www.drinksmarter.org/>

free helpline **0800 731 4314**

Know the Score provides information and advice on drugs

<http://knowthescore.info/>

free helpline **0800 587 5879**

Scottish Families Affected by Alcohol and Drugs provide information and support for family members affected by substance use

<http://www.sfad.org.uk/>

free helpline **08080 10 10 11**

The Scottish Drugs Forum can signpost you to services in your area

<http://www.sdf.org.uk/>

Alcohol Focus Scotland can signpost you to services in your area

<http://www.alcohol-focus-scotland.org.uk/>

The Scottish Independent Advocacy Alliance can provide support for you to have your voice heard

<http://www.siaa.org.uk/>

The Scottish Recovery Consortium raises awareness of recovery from drugs and alcohol and has information on Recovery Communities across Scotland

<http://www.sdrconsortium.org/>

Scottish Recovery Network (Mental Health) raises awareness of recovery from mental health problems

<http://www.scottishrecovery.net/>

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