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## ENTER AND VIEW REPORT

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Reset  
Tower Hamlets Drug and Alcohol Service  
Beaumont House, Mile End Hospital  
October 2018



NOVEMBER 3, 2018  
HEALTHWATCH TOWER HAMLETS  
Mile End Hospital, Bancroft Road, London, E1 4DG

## Background

The Local Government and Public Involvement in Health Act 2007 places a duty on providers of health and care services to allow Healthwatch members to access their premises to talk to users about their experience of services. These are referred to as Enter and View Visits.

The main purpose of our Enter and View visits is:

- To hear and see how people experience the service
- To collect the views of people at the point of service delivery
- To collect the views of carers and relatives of service users
- To observe the nature and quality of services
- To collate evidence-based feedback
- To report to providers, regulators, Local Authority and NHS commissioners and quality assurers, the public, Healthwatch England and any other relevant partners
- To develop insights and recommendations across multiple visits to inform strategic decision making at local and national levels

Visits are conducted by Authorised Representatives, who are trained local resident volunteers, supported by Healthwatch staff. It is not an inspection, it's a chance for local people to talk to other local people about how their needs could be better met within the local health system and to feed that information back to providers and commissioners.

In October 2018 Healthwatch Tower Hamlets decided to undertake a series of Enter and View visits to homeless and substance misuse services to understand peoples experience of the services and how they thought they could be improved. The feedback will also be included in a wider piece of work looking at how well services work together to support people with physical and mental health needs.

## Purpose of the Visit

Our discussions with service users at Reset at Mile End Hospital aimed to gather feedback on:

- Issues regarding homelessness, substance abuse, domestic violence, and access to health and social services.
- The effectiveness of substance abuse services at Reset at Mile End.
- How the variety of support services work together to support the service user.
- The key challenges for homeless people when accessing health care services and how they could be overcome.

## Positive aspects

- The service was clean and bright.
- There was good signage to direct service users to the appropriate place.
- All members of staff had their name tags clearly displayed.
- Reading materials- such as magazines and flyers advertising services offered within the centre- were available for free.

## Aspects to be improved

- Some service users were not aware of their appointment times and were made to return at a later time or date.
- Service users were confused as to the difference between drop-in and scheduled appointments. They were unclear that the drop-in service was for assessment only.
- One service user commented that receptionist staff were “rude and unable to understand at times”.
- Service users were unclear about their ability to have more one to one time.

## Recommendations

1. Improve communications between staff members and service users to ensure that service users are aware of their appointments times.
  - a. This could possibly be achieved by way of reminder texts or emails.
2. Provide training to receptionist staff in order to improve service user-staff relations.
3. Increase opportunities for service users to access one to one appointments and/or increase service user knowledge of how the 1:1 appointment system works.
4. Increase incentives and opportunities for service users to become service user peers.
5. Increase allowances for service users who miss appointments due to mental and/or physical reasons.
6. Improve communications for those who miss their allotted appointment times, and are therefore moved into a first come first serve basis.

**Provider:** East London NHS Foundation Trust  
**Date/Time:** Thursday October 18<sup>th</sup>, 10 am- 12 pm & Thursday October 25, 11.15 am-12.30 pm  
**Healthwatch Tower Hamlets Members:** Benita Pursch and Taylor Scott  
**Address:** Mile End Hospital, Bancroft Road, London, E14DG

## Summary of Findings

### Information on the service

Reset Treatment is the entry point of treatment for drug or alcohol related rehabilitation. It consists of a number of teams including the assessment team and the drug intervention team. Reset also has a Drug Intervention Programme (DIP) team which works with the criminal justice system to receive referrals from the police. The teams work with service users at both pre and post arrest to tackle drug or alcohol misuse and other signs of antisocial behaviour.

Tower Hamlets Reset substance misuse service is divided into three distinct services, Reset outreach, Reset Treatment team, and Reset Recovery Support. The outreach team refers people to Reset Treatment from day centres or from street settings. Reset treatment team receives service users from the outreach team, the service user's general practitioners or from a patient referring themselves. This team specialises in prescribing interventions, as well as behavioural therapies. Reset Recovery Support receives service users solely from the Reset treatment team. This final team specifically works with service users who have a mature record of sobriety. Social and behavioural therapies are utilised to support service users.

### Observations of Enter and View Representatives

#### Environment-Main Entrance to the Hospital

- At the entrance, outside the hospital, the signage which indicated the location of the centre was clearly displayed.
- The receptionist at the main entrance was easy to identify and greeted service users and visitors upon entrance.
- The waiting area was clean and had comfortable seating.

#### Environment and hygiene within the centre

- The corridors of the centre appeared to be cleaned thoroughly.
- Signs were clearly displayed which accurately and effectively guided service users and visitors.
- Staff members were friendly and were happy to help if service users or visitors had questions.

## Patient Feedback

Service user responses focused primarily on access to services, specific services offered, staff members, and the role of services in supporting recovery. Service users frequently mentioned plans for the next step in their recovery. Though integrated care was briefly discussed with service users, little feedback was given pertaining to this topic. Service user feedback also focused on issues surrounding mental health and homelessness and how these topics effect access to services.

### General feedback on Reset Treatment

Service users were generally positive about their experience at Reset. Service users favoured one to one sessions as opposed to group sessions as they preferred environments that prioritised their needs and treatment plans. Some service users mentioned the tendency of programs to drop service users from a programme if the service user's treatment was not going successfully. Service users felt frustration as a result. Finally, some service users provided feedback on long waiting times and the miscommunication between staff and service users which resulted in improper appointment times.

#### **Service User 1, 30-year-old Bangladeshi male**

*"At Reset I use one to one services but not group sessions because I suffer from antisocial behaviour as a result of my mental illness. In the beginning Reset was hard to access. This was because there were difficulties with booking ahead and waiting times. Now that I've been here it has gotten much easier. I will say though that I feel that the people at Reset could be a bit more respectful and understanding. Sometimes they are rude. If some people were a bit more patient and more understanding of what I'm going through it would be better. Sometimes when people are rude to you, you just want to walk away."*

#### **Service User 2, 36-year-old white woman**

*"The staff at Reset respect me and my needs. At Reset I attend both group sessions and one to one sessions, but I like my one to one sessions more. I'm going to try to only do that from now on. I'm not saying I'm anything special, but I don't think I belong in a room with other drug users. I don't take heroine, so I can't relate with them."*

#### **Service User 3, 65-year-old white woman**

*"They respect me at Reset. I would like more one to one services because different people have different needs it doesn't work when you put all of us in one room. We are just talking over one another. But so far, Reset is helpful and understanding."*

#### **Service User 5, 64-year-old white man**

*"I've been to Reset before, but they kicked me out. What happened was this: we had to do a drink diary and the worker looked at my drink diary and told me he didn't see me making progress. He asked if I wanted to do alcoholics anonymous, but I didn't want to because it was boring. When he asked me why I wasn't making much progress, I told him that my goal wasn't to be abstinent but to have my drinking problem controlled. So, he put me on a service break, and I couldn't come to anything at Reset for six*

*months. I could be a service user peer, but I couldn't attend groups. So, I drunk more during that time period. In those six months, my friends didn't want to see me anymore and I had to quit my band. It was bad. But now the six months are over, and I am back. I wouldn't have come back but my GP told me to.*

*Reset used to have a benefits adviser but he no longer works here. I don't know if they have hired another one. I like the old advisor because he made time to have a face to face appointment with me instead of making me call. I don't like talking to people over the phone because of my anxiety. I don't like my group sessions they are loud, and nothing ever gets done in them. It is just people trying to talk over one another. I do confidence building exercises in my one to one sessions so maybe I'll be better at group sessions later I prefer my one to one sessions more."*

#### **Service User 6, 64-year-old white man**

*"I think the services at Reset complement each other really well. [Reset workers] seem to communicate well about my needs, as far as I know."*

#### **Service User 7, 35-50-year-old white British male**

*"I have been coming here for a couple of years, just to get methadone. It's all right I've had no problems so far. I come once a month. My key worker is all right I suppose. When I first started coming here, I asked for a different key worker, but she has calmed down a bit more. I am very relaxed, it's nice to be nice. You don't want to listen to someone who is doing that and that. I don't mind her now. I don't see no reason to change."*

#### **Service User 10, 40-50-year-old White British female**

*"I've been waiting for one and a half hours, my hostel sent me here. I have a sleeping disorder. Last year I came here and saw [the worker at Reset] about three or four times. He declared me fit. He would see me quickly by doing 15-minute appointments. He would just make me do loads of tests. After that, they just referred me to another place opposite Whitechapel mosque, but they are not helpful. I feel that English people are better at providing services."*

#### **Service User 11, 60-year-old Pakistani male**

*"I have to take the bus and change to a different bus. This month I came every two weeks, before that once every other week. This place is crazy, I have to wait for ages. I come here, and my paper says appointment, but on the system, it says next week. But then there is always an excuse. I forgot to pick up my script, so my key worker got mad. When you want to say something, they say to take a leaflet and make a complaint. I don't feel like they listen to me. Most of the people coming here take drugs but they stay the same. I have a wife and children. I am self-employed, but people don't believe it. I have a lot of life experience. I've been doing drugs for 25 years, but people don't believe that there is more to me."*

### **Feedback on Reset Treatment Staff**

Service users had positive opinions regarding the members of staff at Reset. Service users regarded their key workers as both a positive aspect and an instrumental factor of their recovery.

#### **Service User 13**

*“When I first arrived at the Mile End hospital I was not treated with respect. I think that they acted this way because it was a new service and they were a bit nervous on how to treat people who had addiction problems. Once I gave them my feedback they started to treat me better. I am currently still going to Mile End Hospital. I have asked for an assessment of my mental health online, but my Mile End key worker never followed up on me about that, so I didn’t bother to bring it up.”*

#### **Service User 14**

*“The more days I was getting clean, the more confident I was getting, and when I got to 90 days, then I was willing to keep going and keep going. And that’s when I found abstinence. \*\*\*\*\*l, the family worker, she was pushing me. She was my champion, she’s awesome.”*

#### **Service User 15**

*It’s a support system. Because I’m from background of Muslim, so it’s kind of taboo to talk about it with my family, alcohol and drugs, and you know, people will judge you straight away, you feel ashamed. It’s better for this kind of places, the people are, you know, more accepting, and not judgmental. So, it’s good. The staff are quite nice, really wonderful, nice people.*

#### **Service User 16**

*At first, I had a hard time understanding which key workers worked together.*

#### **Service User 17**

*I find Whitechapel better because my key worker is someone I know and I’m familiar with I’ve got case workers around me that I know.*

#### **Service User 18**

*“[There is a] family worker here, who is awesome, she’s brilliant. She came to social services meetings that I had to go to support me, because that’s where I felt the struggle was, that I didn’t feel that I had anybody on my side, and when I came into Reset, then I realised that I had a team of people rooting for me.”*

### **Opinions about access to health services in Tower Hamlets**

Service users generally found it hard to access Reset at Tower Hamlets for various reasons. Reasons varied in type and included: distance, cost of transportation, low concentration of treatment centres, and inappropriate appointment times. These reasons affect substance misusers disproportionately due to the often hectic lifestyles led by service users who are burdened by addiction. One service user commented that the centre’s habit of dropping users from services if they missed one appointment was “unfair”.

### **Service User 2, 36-year-old white woman**

*“I feel like in general there needs to be more services offered within Tower Hamlets. This would make it much easier for people to access appointments. For example, I was at a centre who would kick you out if you missed one appointment. The thing is, I suffer from mental health issues and sometimes I can't help it if I miss an appointment. A bit of understanding from that centre about my issues and needs would've helped.”*

### **Service User 4, 57-year-old white man**

*“Reset is hard to access because sometimes they give me appointments that I can't come to, like appointments in the middle of the day when I'm too busy to come.”*

### **Service User 10, 40-50-year-old white woman**

*“I have to walk here from Hackney”*

### **Service User 19**

*“It was really hard to get treatment for my addiction at first back in 1998. It took me eight months before I could be seen by a doctor. It honestly would've taken longer if I hadn't went on TV and talked about how long I was waiting to get into the hospital. After going on TV I got in for treatment two weeks later. It put a toll on my family that I went on TV but I was out of options.”*

## **Opinions about integrated care in Tower Hamlets**

Although asked about integrated care, most service users did not have a grasp of what it was. When asked whether they thought all of their different services worked well together, not many service users had an opinion.

### **Service User 1, 30-year-old Bangladeshi male**

*“When it comes to doctors combining my mental health needs and my substance abuse services, it's been difficult, but my doctors are helping. I would like to have one doctor who can help me with both. But I don't know if there are any doctors like that in Tower Hamlets.”*

### ***Disclaimer***

*Please note that this report relates to findings observed on 18 October, 2018- between the hours 10AM and 12AM- and 25, October 2018 - between the hours 11:15AM-12:30PM. Our report relates to this specific visit to this service and is not representative of the experiences of all service users and staff, only an account of what was observed and contributed at the time.*

*This report is written by volunteer Enter and View Authorised Representatives who carried out the visit on behalf of Healthwatch Tower Hamlets.*