

SERVICE USER CHARTER

- The relationship between professionals and service users should be characterised by mutual respect.
- Service users have the right to receive a full assessment of all their needs by an appropriate professional and informed of all treatments available to them at the time, users should also receive updated information in relation to latest treatment options.
- Treatment should be promoted as a partnership agreement between service users and service providers, service users should also be encouraged to contribute towards their own care plan, treatment and be actively involved in the services they use.
- As well as providing help and assistance to those choosing to abstain from drug or alcohol use, services should also be able to assist those who wish not to abstain but wish to reduce risk and injury, 2nd to stabilising their substance use.
- Urine samples and other samples should be conducted in a respectful, non humiliating manor and their results should only be assessed In terms of treatment progress and then safe prescribing.
- No negative sanctions (i.e. discharge from service) should be used for missed appointments or non compliance with medication, other options should be found to address such issues, any decision to discharge the service user should be done so in the presence of a team meeting and when all other options have been exhausted.
- If a service user is discharged from a service and their treatment needs transferring to another team, all efforts should be made to assist in the seamless transfer onto that proposed service.
- Service users should be represented on committees that monitor standards and developments within drug and alcohol services.
- All service users have the right to have their views and opinions heard at policy level.
- All complaints should be addressed by an independent representative and not used negatively towards the complainer.