

pRogReSsion

News & Information for CADS

Clients from CADS Consumer Team



Issue 68

April—
August 2022

Greetings CADS clients

We are missing you. Everything changed on 17th August 2021 when Omicron appeared and it's been months since we have seen clients face-to-face.

Because so few clients were coming into CADS sites we opted not to publish our usual end of year of pRogReSsion but so much is going on that we felt we needed to get something out to you even if its only available online for now and at some of the community pharmacies utilised by AOTS clients.

First piece of big news: **CADS finally has an 0800 number!**

So many of you have suggested this over the years but we were always told it cost too much. Well, COVID changed that. The money became available to deal with the huge amount of work that is happening over the phone. We hope this will be a huge help for people with no or little data or credit.

Second piece of big news: **the new CADS South has opened** in Ronwood Ave—and it is very different to the previous unit in Lambie Drive.



Image of CADS South Ronwood Ave

We used to get quite a bit of feedback about the size of the group rooms at Lambie Dr—we think you will be pleased with the size of the new rooms—they are huge in comparison! Once again it shows how important your feedback is.

Not seeing clients has had a massive impact on our ability to get feedback via surveys and suggestion boxes. But that hasn't stopped Renee who spent a lot of the last 18 months talking with clients over the phone, hearing how CADS was working for you (or not) during these strange times.

Marc has been working a lot on the impending move of the in-patient detox unit to the flash new Ak City Mission whare in Hobson St. The name of the service is also changing: it will now be known as Medically Managed Withdrawal Services. He explains why on p3.

He also outlines some of the findings from the 2021 IPU survey and there's more about that on pp.6-7. A big thank you to everyone who took part. It will be interesting to see if a different environment and the addition of new roles to the in-patient unit change some of those survey findings.

And that brings me to the third big piece of news which the team is really excited about: **the Medically Managed Withdrawal Services team will include peer support specialists.**

CADS have had peer support roles in the Pregnancy and Parental Service for several years now but there hasn't been any money to expand into other CADS teams—until now.

The idea is to have 3 peer support specialists available in the unit to cover mornings, afternoons, evenings and weekends. And in time we hope to expand peer support into other parts of CADS too—so if you are interested in joining CADS as a peer support specialist keep an eye on Seek or give me a call for a chat.

Til next time, stay safe Sheridan

(CADS consumer advisor)

Ph. 09 815 5830



Please tell us about your experience of CADS by taking part in the Specialist Mental Health and Addictions Services survey which you can access via this QR code



CADS COUNSELLING SERVICE UPDATES - RENEE CONSUMER LIAISON FOR CADS SOUTH, CENTRAL, WEST, NORTH AND CAP

Hello to you pRogReSsioN readers!

Tis the new year and looking like crazy Covid is the new normality?

It is a hard time for everyone but we are still here, still a phone call away. Groups are still running via Zoom and fingers crossed it won't be too long before we all will be back in the building having groups there.

CADS South clients will love our new address on Ronwood Ave—it's spacious and new and the group rooms are huge! Flashiest place on the block! This photo shows the reception area—lovely.



CADS West isn't far behind—upgrading at the same address. In the meantime they are residing on the next floor up (2nd floor). If all goes smoothly we should be ready to move back to the first floor around April/May.

If you do happen to come to a CADS site and are not sure if we are open, we are (our usual hours).

We do encourage you to ring first and make an appointment, but if coming in is your only option at the time, take note of the signage at the door and follow the directions.

There will be someone to greet you and to ask you some screening questions.

Our new 0800 number will help with no data or credit. It will help you and us if you call us first.

Talking to You Through Lockdown

I would like to share with you that over our last lockdown I got to call a lot of people engaged with our service.

I tried to reach as many as I could who weren't joining the Zoom groups. Of course it is important not to lose contact with anyone who is feeling isolated and or struggling with their drug or alcohol use.

One of my favourite stories I heard was a gentleman rowing out to the middle of a lake in a small dinghy to get coverage to attend group each week.

Coverage, data, privacy (or finding a quiet space) were some of the main

reasons for Zoom to not work for some clients. A lot of our older folk just find technology too overwhelming.

Please know that we can help with a lot of these issues that stop you from being connected.

I am not sure if waiting for face to face is the answer if you are seeking help. Talk to your case worker about it. of course if you have anything you don't want to share with your case worker but want to speak with someone, call me!

I really enjoy connecting with clients and being a consumer liaison means that I am the clients' voice.

What you have to say about your experience is what all of CADS want to hear. If we can improve on our service for those who use it is the utmost importance.

Unfortunately our feedback suggestion boxes are very quiet lately because so few people are coming in but we have an easy to find feedback form on our CADS webpage available to you. Just go to www.cads.org.nz/contact/

Please just ask your facilitator or clinician or anyone on the end of a CADS phone call how to give feedback. I for one would really value it. Big or small, you don't have to say who you are if you prefer.

Complaints, suggestions, questions and conversation are all available to you. Just ask.

Covid rules can be confusing, with what is happening a lot of the time, as it is forever changing.

Communication is important. Every time there's a change in the traffic lights we update the info on our website at <http://www.cads.org.nz/more-info/brochures/fact-sheets/>

And you will find this info available at our units, sometimes outside like on the Pitman House door.

Those who are attending a CADS Zoom group will be hearing any CADS updates, but for those who are not attending a group, please, keep in touch with us, we are all in this together.

Stay safe out there, Renee

09 815 5830 ext. 45175
or 021 592 143

MEDICALLY MANAGED WITHDRAWAL (DETOX) IS ON THE MOVE

—FROM MARC CONSUMER LIAISON FOR MEDICALLY MANAGED WITHDRAWAL SERVICES

Well the big move is moving ever closer, and still not quite here yet. That is of course the move to Mission Homeground for the CADS Medically Managed Withdrawal Service.

You might know it by one of its many other names like Medical Detoxification Services IPU or 'Detox' which is the name I hear most.



We have a new name as we are moving away from the old terminology of Detoxing. Withdrawal is a better description of what happens in our unit.

Detoxing can be misunderstood with detox drinks, diets, shoes and many other options offered on Google, none of which will help with withdrawal from alcohol and drug dependency, well not in any currently proven way.

So a move is a good time to bring our name in line with what we do.

All going well we should be in before the end of April, but if you have been following the dates they have changed quite a bit, so let's hope all works out. That being said, Elm St have moved and are now situated at Homeground.

So we are close. Here is a photo of one of the yet to be inhabited bedrooms—behind the saloon-style doors is an en suite bathroom. Everyone gets their own—nice.

2021 Survey Results

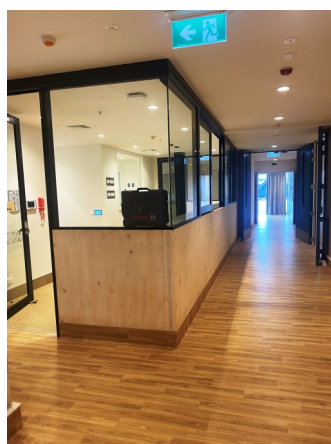
We have also been working on last year's survey report where we take the results and feedback from all the surveys we receive from clients during the year and compile them into a report to take to staff and management.

First off I would like to thank the 199 people that filled out the survey. It really helps to give CADS an idea of how the service is doing and how responsive it is to the people who use our service.

Reading through the survey report (see pp 6-7 for the results) it is clear that although the service was stretched with the extra pressure of COVID, what wasn't compromised was the need for people to be heard and to be able to ask for help.

That is a great strength, as it can often be one of the first things to go when services come under pressure.

Although wait times to get into the unit were longer than we would like, for people who were able to drop everything and come when someone cancelled there was a possibility of shorter wait.



This year I talked to many people who had a bag packed waiting to come and got a morning call and were in the unit starting their withdrawal later that day.

You will see on p.6 there were some really high ratings for some of the questions, and some to work on.

We have made suggestions about how we do the food in the hope that we can work with the kitchens to provide the food our people need as they come through a withdrawal.

We can still work on the family involvement for those who want it and actively offer it to those who it could be a positive intervention.

We are also looking forward to the addition of Peer support roles in MMWS to support people's arrival and assist as people work on their plans going forward and how best to support their recoveries as they go back into the community.

Having peer support specialists as part of the MMWS team is an exciting step and I look forward to having more people on the unit with their own lived experience of addiction and recovery as this has been something the CADS Consumer team has been wanting for a very long time.

If you would like to contact me I am available Monday to Wednesday and Friday. Feel free to call me on **09 8155830** or **021 982 432**

Please leave a message or send a text if you don't get an answer and I can call you back.

THE ENVIRONMENT MAKES A DIFFERENCE - ANDREW CONSUMER LIAISON FOR AOTS/ AUCKLAND OPIOID TREATMENT SERVICE

Hello to readers of pRogReSsion.

Here at AOTS it feels like a long time since we saw lots of clients turning up for face to face appointments. For me and other members of the CADS Consumer Team it has been a challenging time.

A big part of the job is gathering feedback from clients about their experience with the service. A lot of this gathering occurs when clients come into the service. So there hasn't been too much feedback lately.

So much of what we do has been drastically altered by the global pandemic. For AOTS clients it has meant phone consultations with key workers and doctors.

It would be interesting to learn how that has been for AOTS clients. For some it might be preferable to have appointments over the phone (or by Zoom maybe). Others may miss the face to face contact. Others may prefer neither!

If any AOTS clients have feedback they would like to share about how the Covid19 pandemic has impacted their treatment, please call or text Andrew on 021 325 597

Feel good about where you are

Feel good about what you are doing.

A few days ago I visited CADS South new premises at 7 RonWood Ave in Manukau. It is in the building right on the corner there, by the round-about.

It is a beautiful, new, clean premise that I am think clients will appreciate. The clinic rooms (where you see the doctor) and the meeting rooms are all brand new. It's been a long time coming, but worth the wait.

CADS / AOTS West is also being renovated. So that premises will also be re-opening soon and all clean and new. CADS West was nearing a tiring and frayed state so it is good news for clients and staff.

CADS Inpatient Unit (IPU – some know it as 'Detox'), many readers will be aware, will be opening in brand new premises in Auckland City (Hobson street) later this year. This will be in a beautiful modern, new building. Of all the new CADS premises mentioned here, this is the most striking. It looks like a five star hotel! The project has been subject to numerous delays, cancellations etc...like every other aspect of our lives in the last 2 to 3 years.

Entering a beautiful, clean and new service helps makes clients feel positive about their treatment journey. The nature of the premises helps to confirm the value of the engagements and work that occurs there.

While our environment changes in a positive way, our need for client feedback does not change. Feedback on all aspects of treatment experience is welcome and valuable to us....include feedback on changes to the environment.

NEWS FLASH! ROADSIDE DRUG TESTING IS ON THE WAY

Parliament has passed the Land Transport (Drug Driving) Amendment legislation which means random roadside drug testing is coming in next year.

The goal is to deter people from driving while under the influence of drugs

Drivers who test positive will be fined and stopped from driving for a minimum of 12 hours.

Oral fluid testing can detect the most common drugs that are used by drivers in NZ including:

- * P/ methamphetamine
- * THC the psycho-active ingredient in cannabis
- * Benzodiazepines which have a sedating effect
- * MDMA (ecstasy)
- * Opioids
- * Cocaine

The new law will be reviewed after three years



SOME TIPS ON AVOIDING OST HEADACHES—ANDREW

In pROgReSSioN issue # 66 there was an article about a few things AOTS clients can do to encounter minimum hassle during their OST.

I am going to outline these points again, because I think it's important. The points listed are matters that come up again and again when clients have problems with the service.

One piece of advice worth picking up



on is to not take changes to scripts and prescribing too personally. Sometimes I have spoken to clients who are breathless with rage over a cancelled

or withheld take-away dose. The difference is they will drink the medication at the chemist instead of

at home. It is an inconvenience for sure ... but doesn't really warrant a murderous rage.

Even though you might just be really annoyed because this is yet another thing in life to have to deal with, such a disproportionate burst of anger could be a red flag to treatment providers.

Anyway, here are five (six if you count the point above about avoiding angry reactions to script changes) points to follow that should create a hassle free treatment experience:

1. Always attend AOTS appointments scheduled for you.
2. Try really hard not to miss doses.
3. Try to limit requests for changes to your scripts.

4. Don't present at AOTS appointments (or dispensing) excessively high...
5. Know when your new script is due (esp. if in GP Shared Care).

There are many different scenarios in which the issues above may play out. If anyone would like to talk in detail about issues like these in your treatment experience, I am very happy to discuss with any AOTS client. Here are my contact details:

Andrew AOTS Consumer Liaison
Phone 09 815 5830 ext. 45568 or
mobile 021 325 597

Well that is all until next time. Best wishes to all readers. Get vaccinated (if you want to...probably a good idea), wear a mask and keep your hands clean. Bye.

Something AOTS clients might find helpful is the Managing Mood group. All CADS units offer Managing Mood and there is one at Pitman House run by AOTS staff —though you don't have to be an AOTS Pitman House client to attend.

Managing Mood runs for 10 weeks though opens for new people to join every 5 weeks.

You get to learn and practice new strategies to help manage emotions in a healthy way. Skills you learn include:

- † Mindfulness
- † How to regulate your emotions
- † How to tolerate distress and survive crises
- † Ways to deal with anger, guilt, and shame
- † Interpersonal communication.

The next group starts at Pitman House on **Thursday 21 April 2022.**

Each session is 2 hours long and until we are able to meet face-to-face is happening on Zoom each Thursday from 11.15 – 13.15.

If you are interested in attending or want to have more information please speak with your key worker.



If you're keen on attending the group in one of the CADS units phone 0800 845 1818 to find out more.

Family Drug Support Aotearoa is a New Zealand wide organisation set up to support family/whānau & friends impacted by the alcohol and other drug misuse of people they care about. The aim is to provide support based on science, compassion and human rights. We support a harm reduction model Freephone [0800 337 877](tel:0800337877) or website <https://fds.org.nz/>

WHAT CLIENTS TOLD US ABOUT THEIR EXPERIENCES IN 2021 WITH CADS MEDICALLY MANAGED WITHDRAWAL (DETOX) IN-PATIENT UNIT

Everyone who is admitted to Medically Managed Withdrawal Services' in-patient unit is offered a survey before they leave. The aim of the survey is to find out how people in feel about the service provided and whether their needs were met and to use their feedback and thoughts to inform potential service improvements. This is especially important right now as the unit plans its move into the City Mission complex.

Last year 37% of the people admitted to IPU—that's 199 people—completed a client survey. They were:

- † gender diverse (2 people or 1%), male (66%) and female (40%)
- † Maori (9%), Pacifica (3%), Indian and Fijian Indian/Indo Fijian (6%) and 68% identified as NZ European/Pakeha or European
- † Mostly aged over 40 (2/3 of the clients) with just over ¼ aged in their 20s and 30s
- † Here is what they told us:

- | | | |
|-----|-----|--|
| 1. | 95% | found getting into IPU a satisfactory process; 4% did not |
| 2. | 18% | were admitted to the unit within 1 week |
| | 31% | waited between 1 and 3 weeks, and 48% waited 3 or more weeks |
| 3. | 76% | were satisfied with the waiting time and 22% were not |
| 4. | 81% | entered IPU with the goal of detoxing from alcohol |
| | 11% | entered IPU to withdraw from other (unnamed) drugs and only 1% to withdraw from opioids |
| | 3% | had an 'other' reason to enter IPU including "to get off the street"; pain management; and to organise residential rehab while in a safe environment |
| 4a. | 96% | felt they achieved their goal while in IPU |
| 5. | 96% | felt involved in their treatment planning |
| 6. | 83% | found the education groups helpful |
| 7. | 70% | felt encouraged to involve family/whanau in their treatment and 20% did not |
| | 59% | indicated this was important to them and 27% indicated it was not |
| 8. | 89% | felt their cultural and spiritual needs were respected by the service |
| 9. | 87% | felt well informed about what happens with all the information they provide to the service |
| 10. | 97% | felt they were always or usually supported by the staff |
| 11. | 97% | felt they were always or usually treated with dignity and respect |
| 12. | 32% | rated the food as excellent and very good |
| | 56% | rated the food as fair and good and 10% as poor |
| 13. | 96% | respondents said they would recommend the Detox unit to others |
| 14. | 25% | indicated they had used the sensory room mainly for calming and to help manage distress |
| | 19% | indicated the sensory room met their needs |



Nearly 3/4 of the people who took part in the survey gave their thoughts on **ways to improve the service:**

- † There were a lot of comments about the food, nutrition and dietary needs which some people felt could be better responded to when they are with the service. For example, there are more people who no longer eat meat or

certain types of meat, or require gluten free food

This increased feedback about food fits with the wider conversation happening throughout society about the food we eat so it'd be good for attention to be paid to nutrition and dietary need for people undergoing withdrawal.

- † Some clients find their first day/s difficult and suggested more support and better orientation to the unit is needed

- † Although there were positive comments about staff being available to clients there are ongoing requests for more one-on-one time and for access to

WHAT YOU SAY COUNTS—WHY YOUR INPUT IS IMPORTANT TO US

If you're familiar with CADS you are probably aware of our invitations to take part in things like surveys and group evaluations.

The simple reason for this is because without YOUR input the consumer team couldn't do our jobs.

We are here to present your thoughts and ideas to CADS though often we use that info so we can present



consumer perspectives to wider regional forums about addiction services in Auckland or even to national forums.

We regularly take part in discussions with the NZ Drug Foundation and the Ministry of Health and are able to draw on the info we get from you to put forward the perspectives and experiences of people engaging with CADS and of people currently using alcohol and other drugs.

WHAT YOU SAY COUNTS—AND IS CONFIDENTIAL

We never ask for your name and contact details in our surveys or evaluations and if you do add any identifying info we remove it so the survey or evaluation is entirely anonymous.

On suggestion/feedback forms people are invited to leave their name and contact details IF they would someone from the team to give them a call, otherwise it's not necessary there either.

When we report on survey and evaluation results or summarise what people have sent us via the suggestion/ feedback boxes we do include some of your free-text responses and sometimes we use these in our group workbooks and info sheets—again, this is done completely anonymously.

So please keep your thoughts coming. It is so important to everything CADS does and can even make a difference more widely than CADS.

WHAT CLIENTS TOLD US ABOUT THEIR EXPERIENCES WITH CADS MEDICALLY MANAGED WITHDRAWAL (DETOX) IN-PATIENT UNIT IN 2021 (CONTD.)

counselling support which has been a consistent suggestion by IPU clients for some years. It is hoped that additional staff including peer support will address this need for people while they are with the MMWS

† Some clients commented on missing out on time some aspects of care and groups when staff are away especially the physiotherapist and the group coordinator. Again we hope additional staff will address this too

† Clients would like access to walks and to have more outdoor time as people get bored and need fresh air and to stretch their legs. We're not sure yet how this will be managed in the city

† For the first time there were several comments about how noisy the unit could be. Some said they used the sensory room to get some peace and quiet. There were requests for staff to *Be vigilant around people shouting early in the morning ... Talking loudly* and for staff to encourage clients to use earphones rather than sharing their music, videos etc with everybody

While a couple of people commented that *some nurses don't knock before entering your room, just barge in* most of the comments about staff were really complimentary and positive. They were described as *amazing*

wonderful, kind and caring, extremely helpful, awesome, consistently good

It is great to see that most people—even during what can only be described as a challenging year for everybody— have a positive experience when engaging with the in-patient unit and that the service has continued to provide a high quality service that responds to people's needs wherever possible. Sure there are always things we can do better and clients often have great ideas on what those things are and how they could be done.

Thanks to everyone who took part.



CONTACTING THE CONSUMER TEAM

- † Sheridan works with all the CADS teams and is available 9am-5pm Mon—Fri. You can call her directly on 09 845 7520
- † Andrew (AOTS Consumer Liaison) works Tues, Wed, Thur and Fri 9am—4pm. Altho based at Pitman House Andrew can meet up with clients at any CADS unit
- † Marc (Medically Managed Withdrawal (Detox) Services) is available Mon, Tues, Wed 9am—5pm and Fri 9am—3pm
- † Renee (CADS Counselling Service including CADS Abstinence Programme) is here Mon—Thurs 9am—4pm



If you need to speak with one of us **phone 09 815 5830** & reception will connect you to someone from the Consumer Team

Each of the consumer liaisons can be contacted by calling or texting us on:

Andrew ext. 45568 or 021 325 597

Marc ext. 45108 or 021 982 432

Renee ext. 45175 or 021 592 143

TELL US WHAT YOU THINK

Providing feedback to CADS is easy: you can phone or text us, use the suggestion boxes, the complaints process or you can email us by going to www.cads.org.nz and clicking on Email Us Now

This opens another page where you can give feedback about...

- ☐ a Group »
- ☐ the service »
- ☐ the website »



You can also make a complaint on-line. Although all online complaints come to the Consumer Advisor they are managed and investigated by the manager of the service not by the consumer team).



You can email the Consumer Team via the Consumer Advisor at (it's a long email address sorry)

cadsconsumeradvisor@waitemataadhb.govt.nz

**All of the Consumer Team can be contacted on 815-5830
or the Consumer Advisor can be called direct
on 845-7520**

Do leave a message if there's no-one there as we regularly clear our voicemail

We need to hear from you if we are to accurately present consumer opinions and experiences so please feel free to get in touch. We look forward to hearing from you.