

Gaps and Blocks

Gaps and blocks identified in the implementation of a service users care plan, including difficulties in inter-agency co-ordination, should be followed up by the case manager. In the event that the issue cannot be resolved by the case manager, they should escalate the matter to the rehabilitation co-ordinator for resolution via a Gaps and Blocks Form (see appendix 2). Where, despite the efforts of the case manager and rehabilitation co-ordinator, the issue persists, the rehabilitation co-ordinator can, where appropriate, raise it at the next Drugs Task Force Treatment and Rehabilitation Sub-Group meeting, in line with The Rehabilitation Report.¹¹ As various partners will be involved in this forum, solutions can and should be sought to overcome these blocks. It is important to note that it is only the issue and/or block which should be discussed rather than the individual case. No names or identifying features should be disclosed during these discussions in order to protect confidentiality. Strict timelines must be put on this process in order to ensure that the service user does not regress in their efforts to attain an improved health status.

Where, despite the combined efforts of all involved, the Treatment and Rehabilitation Sub-Group is unable to resolve an issue, the gaps and blocks form (pertaining to that issue) should be referred by the Rehabilitation Co-ordinator for that area to the National Senior Rehabilitation Co-ordinator who chairs the National Drugs Rehabilitation Implementation Committee. Issues can then be pursued as appropriate at NDRIC level. Also, collectively, these forms will highlight where there are incomplete services and/or inadequate resources to provide a comprehensive rehabilitation service and inform future planning. Actions arising from the NDRIC discussions on reported gaps and blocks in services should be reported back through Rehabilitation Co-ordinators to the Treatment and Rehabilitation Sub-Groups. Again, strict timelines are required.

GAPS AND BLOCKS REPORTING FORM

This form is for recording when there are issues with the working processes or systems within drugs and/or alcohol services. Please DO NOT identify the service user at this stage. If more detailed information is required the service user will need to give consent. Please discuss possible solutions with relevant team members before completing form. Feedback will be received within ten days of sending the form to; (please email is possible)

1. Project name:

Date:

2. Case Manager Name and Contact Details:

3. Please provide a three line overview of the problem.

4. Please list the actions and communications thus far (identify who, what, and outcome for each step).

1.

2.

3.

4.

5.

5. What is the outcome or the current situation.

3. Can you make practical recommendations for how this situation could be improved for your service user or others?

Before sending this form, the case manager has discussed this issue with the staff team and / or a peer case manager. As line manager I feel that this issue warrants attention through the gaps and blocks protocols.

"A framework through which service providers will ensure that individuals affected by drug misuse are offered a range of integrated options tailored to meet their needs and create for them an individual rehabilitation pathway."