

**Conversation Cafe Event
PARK HOTEL, THURSO, CAITHNESS
Tuesday, 30th August 2016**



Supported by Caithness Drug and Alcohol Forum,
Highland Alcohol and Drugs Partnership and the
Scottish Recovery Consortium

Recovery is the process through which an individual is enabled to move on from their problem drug or alcohol use towards being an active and contributing member of society
(Road to Recovery, 2008)



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Background and Research

Conversation Cafe Visit to Glasgow

Aim: To visit three different Recovery Community projects run in Glasgow to establish how they started, who was/is involved in their development and what they each offered. How are they used by the community to make them sustainable alternatives for those in recovery?

Explore how this could be adapted to support and sustain a community led recovery project in Caithness.

Three projects identified as being good examples of recovery communities were (1) PARC/RENEW, (2) The Arc and (3) The RAFT project.

- (1) RENEW – (**R**ecovery **E**mpowers **N**orth **E**ast **W**omen) is held at the Calton Heritage and Learning Centre and is a womens only group held each Friday from 10 a.m. to 2 p.m. The PARC (Parkhead Addiction Recovery Cafe) is held every Wednesday, both initiatives are through the **North East Recovery Community (NERC for short)**.

The project offers: Jobs/employability advice through Jobs & Business, SMART, alternative therapies (such as massage), a walking group and the womens group. They have a menu of options around recovery to choose from but the main focus is the cafe for the social element. They run shorter courses i.e. a self-defence class for women through Wise women Group which will run for six weeks. The Cafe is run by the volunteers who arrange their own shopping for supplies and do all the cooking. People still pay for food but at a much reduced cost.

The RENEW group influenced the employability side of the project to offer six work and 10 trainee positions, linked with Jobs and Business, to be commissioned over 3 years.

Very important to establish a good location – they indicated it can be an issue but in general the public are seeing that recovery communities are a positive thing.

- (2) The Arc - (**A**ftercare **R**ecovery **C**entre) based in Whiteinch Community Centre, **North west Glasgow Recovery Communities** The programme for their weekly recovery activities are based in Drumchapel on Monday and Tuesdays, the Whiteinch Community Centre on Wednesday nights, Fridays, Saturday and Sundays and on the Pheonix Futures premises on Thursdays although there are also Planning Meetings and a Possil Recovery Drop-in too.

The project came about through a conversation cafe event where services and service users had come together to look at possible peer led initiatives and to share their opinions. They were then offered the chance to be part of the solution rather than the problem. The project was ADP backed mainly with other funding support too. The conversation cafes created a buzz and interest from other volunteers built up. They arranged womens/mens groups and entered into a Strada Training Programme Partnership for volunteers personal development.

Volunteers offer their services i.e. for massages, Indian head massage, acu sessions, at the art bar, nail bar and in the IT room. The project just pays for the main hire and the volunteers expenses.

- (3) RAFT - **Recovery Adelphi Friday Time** - held at the Adelphi Centre and is a project run by ex-service users supported by services post treatment and during treatment. The project has been running for four years which is the longest run recovery cafe in Glasgow. They rent the cafe part of the Adelphi Centre and their main activities are NA meetings on Tuesdays and Friday nights. They also offer massage, acupuncture and the ORT group. The volunteers are contracted to work. As there are so many it has to be done on a rota basis so they volunteer fortnightly and are provided with a hot meal during their session. Around 7 volunteers can support the group on these nights. RAFT hold a newcomer budget for people who are homeless, begging etc. They offer training such as Committee Skills Training via FAS Families affected by addictions.

RAFT was a very much “run by the community for the community” based project who were very independent from others whilst still retaining a link with their local Recovery Co-ordinator.

Special thanks – John McCann, Recovery Co-ordinator and Eamon Doherty, Employability Co-ordinator, both employed via GGC who were instrumental in the planning and organising of these visits and thanks must go to them both for their time, dedication and patience over the whole research visit to Glasgow.

Conclusion:

Three different models were looked at, each with their varying levels of support both financially and from Services. An important factor was that in every project the service user was at the centre of the discussions around shaping the future needs and direction of the respective projects. Success has depended on adapting to meet the ever changing needs of the service user, their families and communities. By empowering the development of peer mentors, volunteers and communities the outcomes are that people are sustaining their recovery and they are changing people’s cultures and perceptions.

Voluntary work and employment opportunities create a pathway and chance for progression. There are no criteria or qualifications needed just an understanding that volunteers must not turn up under the influence and rules re expected behaviour. These projects are seen as a place of safety to build up confidence, self esteem and skill sets and a pathway to employment and into the community.

Working Group

Anne-Marie Quigg

Treatment & Development Lead Officer
Scottish Recovery Consortium



Ranald

SMART Facilitator
Vice-Chair of Caithness Drug & Alcohol Forum
Recovery Activist



Carlene

SMART Facilitator
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Service Lead/Advanced Practitioner
Caithness and Sutherland Drug and Alcohol Services
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Lesley

Chair of the Caithness Drug & Alcohol Forum
Health Improvement Co-ordinator
Substance Misuse Services – Caithness and Sutherland



Sharon

Development Manager,
Highland Alcohol & Drugs Partnership



Aileen

Admin Officer
Highland Alcohol & Drugs Partnership



The working group came together in June 2015 and was made up of recovery activists, staff from Caithness services and members of the Highland ADP. Due to distance most meetings took place in Inverness with Caithness members travelling over 200 miles by road each time to attend planning meetings.

Special thanks must go to Anne-Marie Quigg from the Scottish Recovery Consortium who supported and encouraged the working group to plan and organise the event and who graciously hosted our Conversation Cafe on the day itself. Anne-Marie displayed such patience and understanding and kept everyone motivated, excited and buoyant on the day. Thank you to Clare Mills, Listen, Think, Draw who kindly accepted our invitation to graphically record and capture the themes, emotions and positive ideas and energy during the event.

An additional acknowledgement must go to the family of one of our working group who not only donated the use of their beautiful hotel for our Cafe but kindly and courageously shared their own family experience on the day. To all those who shared their personal stories please accept our sincerest appreciation for the contribution you made to the event. Lastly thank you to everyone who attended from across Highland. Although the distance and road conditions to Thurso are challenging many of you made the spectacularly scenic drive to take part in our event, so thank you all for your dedication and support of *[Recovery Rises in Caithness](#)*.

Purpose of Recovery Conversation Cafe

The purpose of the *Recovery Rises in Caithness* event was to bring together service users, families, community members and staff who lived or worked in the Caithness area. Each participant received a personal invitation to the Recovery Conversation Cafe with the knowledge that they could contribute in the discussions around the table.

Caithness has a colourful history and culture however due to its rural location accessibility to services and supports can be difficult for people experiencing problems with drug and alcohol. There is a strong feeling of community and there are several recovery activists who have been involved in driving forward the vision of recovery with the aim to have more community based initiatives and options in Caithness.

This Conversation cafe provided an opportunity to capture some of the ideas and suggestions for practical approaches and changes which could be made to enhance the support for those in recovery and to also develop a vision for sustaining recovery in Caithness.

Guest List

We are delighted to say that 66 people attended the Recovery Conversation Cafe representing services ranging from Criminal Justice, Drug and Alcohol Services, Housing, Prison, Citizens Advice Bureau, Education, Youth Development, Police, Health, Third Sector agencies, Church Members, Local Councillors, Peer mentor/Volunteers as well as those with lived experience, family and community members.

Every guest shared their knowledge, expertise and valuable insights during the discussions and we were able to capture this information in various formats.





Seeding the Questions

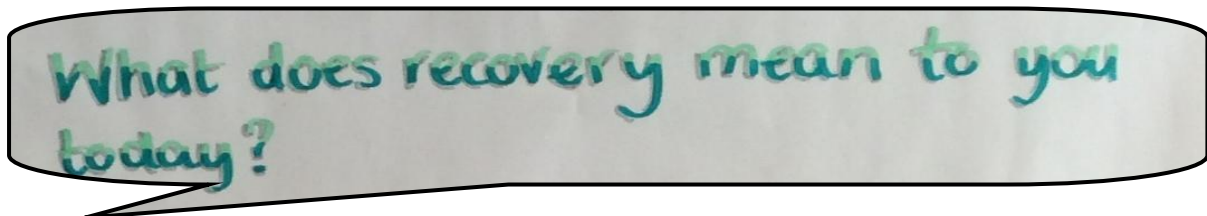
Café conversations are as much about discovering and exploring powerful questions that matter as they are about finding effective solutions. The Café format revolved around three key questions which aimed to explore what recovery meant to people, what the future of recovery in Caithness might look like and what they could contribute to the vision of recovery in the future.

Each question was preceded by a 'seed' - someone sharing with the group a powerful personal experience, a story or film which set the scene for the question.

Small groups of 4-6 café participants discussed each question and were asked to record their thoughts, feelings and reflections directly onto the tablecloths in front of them. These were collated on 'Café News' boards. By providing opportunities for people to move in several rounds of conversation, ideas, questions and themes begin to link and connect. The Feedback sections show the points gathered from individuals. These have been collated into themes to make the feedback easier to follow and to help the main ideas stand out.

Seed 1/ Question 1:

Seed 1: Share done by two participants of Recovery Cafe who have lived experience.



Feedback for first question.

Asset Based

- Healthy body and mind
- Happy
- Opportunity
- New beginnings
- Bravery
- Personal
- Scary
- Ongoing
- Everyday
- Journey
- Being able to function
- Individual
- Personal journey
- Not being controlled
- Not being dependant
- Natural recovery
- Being ready to make changes
- Setting out of a block
- Regain control of your life – better self esteem
- Being where you want to be
- Commitment
- Individual
- Self medicating for untreated early trauma
- Wanting recovery, wanting to feel better.
- Coming back to life.
- Everything
- Recovery – a new life.
- Living a better life.
- Getting your life back.
- Strong, brave
- Talk, available, collective memory
- Individual journey
- Desperation
- Commitment
- Brave, Strong, Ongoing battle, Constant battle, feeling “alive” again, Best decision ever made.

Recovery Capital

- ❖ Rollercoaster
- ❖ A family and community journey
- ❖ Recovery is a journey
- ❖ Assisted recovery
- ❖ Sharing.
- ❖ To feel that they belong to a recovery family
- ❖ Recovery is not just about the individual it also affects the family & friends.
- ❖ “Triggers” to fall into it,
- ❖ what “triggers” recovery
- ❖ Community
- ❖ Challenges of internet
- ❖ Making true connections to people again.
- ❖ Harm reduction.
- ❖ Not just treatment – everything that comes after as well.
- ❖ Sharing being alive!
- ❖ Recovery changes lives.
- ❖ Support
- ❖ Impact of the collective memory
- ❖ Family support.

Achieving Equality

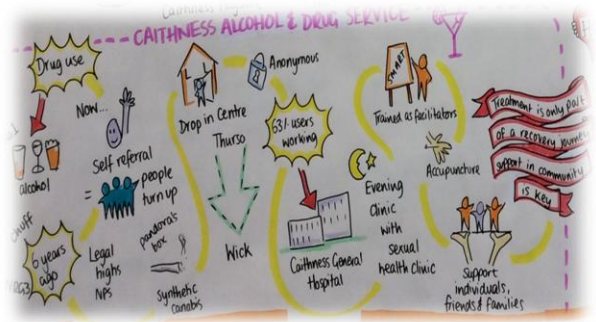
- Makes a difference when people you know (believe in recovery)
- Inspirational
- Fulfilling potential
- Don't give up
- What makes me different from those who become addicted?

Empowerment

- ✓ Freedom
- ✓ Living your life without the pain of addiction
- ✓ To be able to function and contribute to family & society
- ✓ Recovery means freedom, options

Seed 2/ Question 2:

Seed 2: Share done by Lesley, Ranald and
Overview from Bev – setting the scene.



Overview of Caithness Treatment Services, Beverley Horton

I have been asked to give an overview of treatment services and their development in Caithness spanning the last 12 years since I began working here. I began work as a Community Mental Health Nurse in Caithness in 2004, before this I worked at a drug and alcohol treatment service. I was the only dedicated treatment practitioner for Caithness. At that time referrals were only accepted from General Practitioners and the predominant drug of use in Caithness was alcohol and this still remains the prominent drug of choice. All referrals were for people who were concerned about their alcohol use and no referrals for drug use were being received. Shortly after I started this role I was joined by my colleague and together we began to realise that there was some drug use in the county but that no referrals to treatment services were being received. We decided to try and raise the profile of our service and give ourselves a name initially... 'Caithness Drug and Alcohol Dependency Service'. We also slowly moved to 'open' referrals which meant anyone could refer to our service but we would encourage self referral. Our referral rates started to rise and we began to receive referrals for treatment for both drug and alcohol use.

Six year ago we saw the emergence of New Psychoactive Substances, then known as 'legal highs' being used in Caithness. We became aware that some people who were using these substances were becoming very unwell. There was also a lot of concern from family and friends however we were not receiving any referrals to our service from people using these drugs. We increased our own knowledge of these substances and particularly harm reduction advice that would be useful for people who chose to continue to use. Once we had accomplished this we decided to remove 'Dependency' from our service name as we felt this may be a barrier to people referring themselves if they did not consider themselves dependent on substances. We also felt that if people could approach us anonymously this may help people feel more comfortable about contacting our services. We also wanted family and friends to be able to gain some support/knowledge as well.

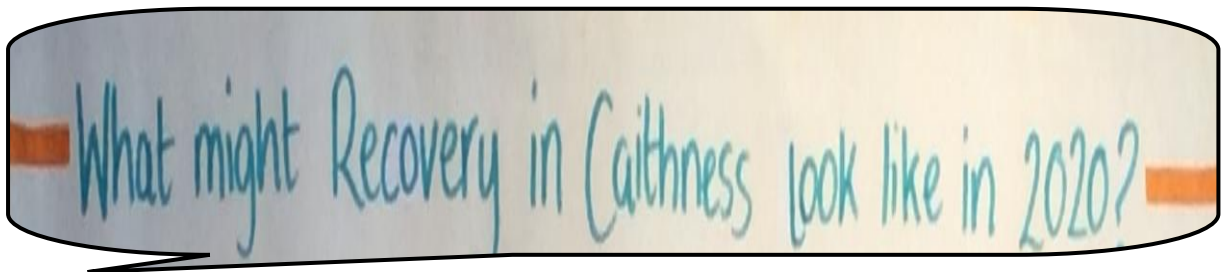
We decided to try a 'drop in' service once a week for two hours in the west of the county. We advertised this widely as "available for anyone who was concerned about their own or someone else's drug or alcohol use and that it was confidential and can be anonymous". After a few months' people started to use this service and we repeated this on the east of the county and it was also successful. The Highland Alcohol and Drugs Partnership carried out a survey around New Psychoactive use in Caithness two years ago. This highlighted that 63% of people who responded to the survey were in employment. Our service was 9 - 5 so we felt people that were working those hours would be unable to access our service at all.

We were aware that there was an evening clinic which occurred once a week in our local general hospital. We approached them and asked if we could run a 'drop in' at the same time and they agreed. We began an evening drop in two years ago and we now have three 'drop in' clinics a week that are used regularly. Last year we decided to evaluate these 'drop in' services and discovered that half of the people who had attended were either using new psychoactive substances or were

concerned family or friends. This has been our most successful service development to date and is now being replicated in other areas of the Highlands.

We have had our challenges, at times we have had shortages of staff and people wanting help with their substance use have had to wait longer than we would have liked. I am pleased to say this is no longer the case and we are now fully staffed with a team of 7 multidisciplinary practitioners. We have built effective partnership working with many agencies over the years. We have also formed effective relationships with people in recovery and that has helped us to mould our service to meet local need. We have been able to support the development of additional peer support groups within the community and we are now in a position to begin to provide training packages and support to other agencies who are supporting people in the community who use substances.

Despite all the positives I have already stated, we know that treatment is only a part of some people's recovery and it is the support and opportunities in a person's own community that makes the difference. I feel sure that with the developments that have already happened in Caithness and going forward, recovery will continue to rise in Caithness.



Feedback for second question

Asset Based

- A second chance. A day at a time. Every day is a new day.
- Sustainable.
- Transformational.
- The bigger picture – life beyond abstinence.
- Regaining life.
- Depends on continued support from services.
- Excitement & Momentum.
- Smoother but still battling problems. Never ending.
- Accepted.
- Unknown.
- Personal journey.
- Like Wick Harbour – we can walk from one side to the other without falling in the water.
- First step to new life, no more downward spiral to dark depths, Happiness self respect!
- Hope.
- Recovery needs to come from the person.
- Acceptance.
- Heartache and sadness addictions bring.
- Journey to a new life.
- Clarity.
- Whole person.
- Family pain.

Recovery Capital

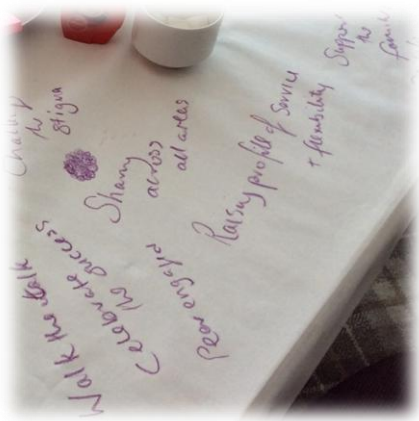
- ❖ Getting smarter about technology to support people.
- ❖ Outreach services.
- ❖ Accessible.
- ❖ Staff training.
- ❖ CRAFT Robert Meyers.
- ❖ Accessible info for workers to support recovery.
- ❖ 2020 closer interaction between NHS & Criminal Justice
- ❖ More support for families affected by addiction.
- ❖ Dry house locally.
- ❖ Strengthening communities
- ❖ Community Empowerment.
- ❖ Peer support strengthening.
- ❖ Well supported agencies (knowledgeable).
- ❖ Equal access to support.
- ❖ Move from professional-led to shared.
- ❖ Since SMART? People more open & confident talking about addiction & recovery – ownership, control, self help/support.
- ❖ Involvement of family & friends.
- ❖ In 20 years more alternative therapies.
- ❖ More involvement from employers, church, community groups.
- ❖ Community projects.
- ❖ Peer support → high profile → 7 days a week → easy access → info freely available.
- ❖ Work with under 16's.
- ❖ Peer support.
- ❖ More services for families and addicts.
- ❖ Groups for children of addicts.
- ❖ Support clients with everyday living e.g. appts, budgeting, etc.
- ❖ Supporting schools.
- ❖ Services as accessible as supermarket.
- ❖ Families included in treatment support.

Achieving Equality

- Community acceptance.
- Increased profile of recovery.
- Giant iPhones (like in Eastgate) to tell young people what there is available to do – diversionary activities.
- Greater recognition of family and peer support.
- Reduced stigma.
- More awareness and education.
- Public awareness.
- Positive language – “recovery rather than substance misuse”.
- Use of social media.
- More publicity and more awareness in the community
- Less stigma, more education for the public.
- Challenging the stigma.
- Understanding not judgement.
- Change the focus → success not negativity.
- Less stigma.
- A more positive approach.
- Benefits of recovery well understood.
- Reducing stigma.
- Less stigma & less judgement.
- Education to remove stigma.
- Stigma.
- ❖ Community facilities/resources developed by and for people in recovery.
- ❖ Mutual aid supporting DTTO, CPO’s.
- ❖ Multi-agency support for addicts, family & support workers.
- ❖ Easy access availability of services.
- ❖ Info & education at services – presentations, champions, people in recovery.
- ❖ Peer support alongside professional support.
- ❖ More channels available for people to explore.
- ❖ Support.
- ❖ Drugs crisis team.
- ❖ More educational based so less recovery required?
- ❖ 24 hours.
- ❖ More peer support groups.
- ❖ Person centred led (mentoring)
- ❖ More groups targeting teenagers.
- ❖ Community solutions.
- ❖ Early education/better promotion of services.
- ❖ Power of peers, greater involvement in shaping services.
- ❖ Family resource for recovery.
- ❖ Supports to make that change – (no matter how small) relationship building – services, family, friends, court, support, break cycle of offending, building relationships.
- ❖ Importance of peers & other support – mentors, family & friends.
- ❖ Information about recovery in schools.
- ❖ More prevention, earlier stage.
- ❖ Effective resources.

Empowerment

- ✓ Early intervention for young people.
- ✓ Flexible hours of services.
- ✓ Asset based approach.
- ✓ Early years education.
- ✓ Recovery will be visible in Caithness.
- ✓ Recovery to be celebrated in



- community.
- ✓ Reduction in numbers, increase in engagement.
- ✓ Skills in conveying hope.
- ✓ Listening actively to people in recovery.
- ✓ Highland wide is actually Highland wide.
- ✓ Raising awareness.
- ✓ Continued offers of welcomed help and unfortunately only a slight drop in those who have recovered.
- ✓ The person has to want the help.
- ✓ People being ready to change with supports to be there to help the change.



Seed 3/ Question 3:

Seed 3: The [Highland Alcohol & Drugs Partnership](#) Recovery Walk 2015 film was shown as the third seed for our event as it captured the feelings of excitement and hope from those who took part in the walk in Glasgow last September. The film provided an opportunity for some of the walkers to share their recovery stories which have gone on to inspire and encourage others to get involved in recovery activities such as the annual Recovery Walk. We would once again like to thank everyone who took part in the film for allowing their experience to be shared in this capacity. The film is now available to view on the Scottish Recovery Consortium's website and via the link below.

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

[See more](#)

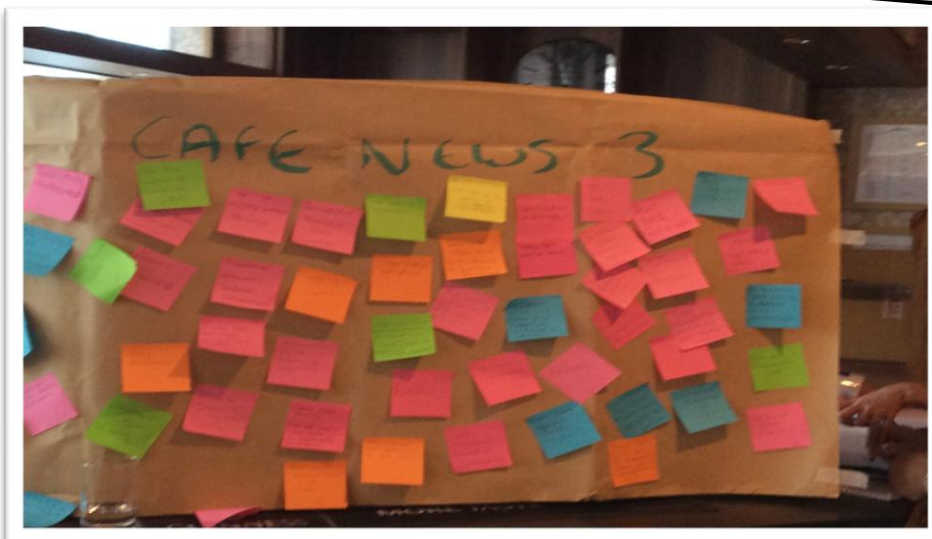
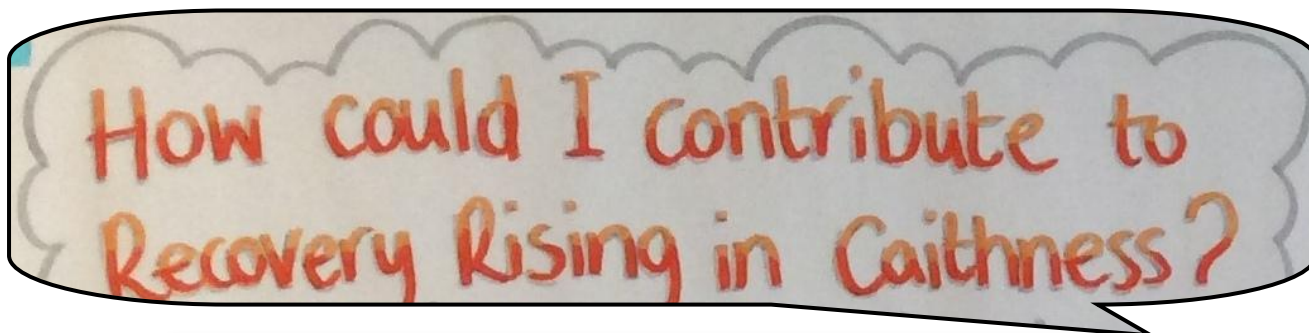


Highlands Walk film

[youtube.com](#)



Recovery Highland Team Flag for 2016 walk designed by recovery activists.



Feedback for third question

Asset Based

- Focus on today everyday...
- Surf club free entry under privileged/kids.
- Make sure I know who to approach.
- I could make more people aware of groups available.
- Belief.
- Understand more about SMART recovery.
- Taking an asset based approach.
- I would like to help people in recovery by talking or volunteering. It is good to have "other" people not in recovery to get involved.
- Understand it takes a long time.
- Learning from community assets.
- Asset based approach (existing strengths) (sustainable communities).

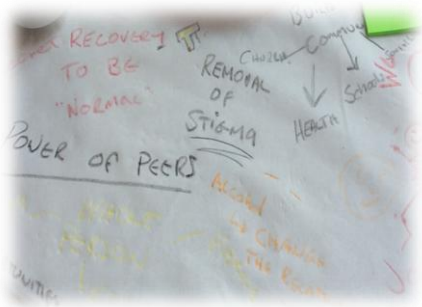
Achieving Equality

- All agencies work together as opposed to in competition.
- Reduce stigma – education schools "who"??
- Improve understanding, reduce stigma, challenge "culture" seeing the results...
- Challenge stigma within our community.
- Be more aware. Get rid of the stigma of being an addict.
- Reducing stigma by raising awareness.
- Remove the stigma of being an addict normalise.
- Make people aware of how to get support.
- Make recovery normal.
- Reducing stigma – talking about recovery- normalising it.
- Education – reducing stigma, people well supported in recovery "talk".
- Changes in culture.
More publicity.

Recovery Capital

- ❖ Education at early age.
- ❖ More engagement between public & CDAF.
- ❖ Become better educated.
- ❖ Know what is available in community for referral – assisted signposting.
- ❖ Support for voluntary sector.
- ❖ Joint working.
- ❖ Being aware of what is happening & available.
- ❖ Maintain and develop new links with Inverness.
- ❖ More outreach for Caithness.
- ❖ Peer led groups.
- ❖ Education, spreading the word.
- ❖ Support for loved ones and family members.
- ❖ Better use of VC to address issues of remoteness.
- ❖ AA groups & other self supporting sustainable groups.
- ❖ More peer led groups.
- ❖ Family, family, family.
- ❖ Drug/alcohol free social events.
- ❖ Partnership working with education.
- ❖ Closer working with prison.
- ❖ Education.
- ❖ Drug and alcohol info sessions at school via rock challenge initiative.
- ❖ More events like today.
- ❖ Take a longer time with referrals to give them a better chance.
- ❖ More accessible information.
- ❖ Use of VC/teleconference facilities.
- ❖ Collaborative working/sharing information.
- ❖ Recovery cafe.
- ❖ More support for families/close friends.
- ❖ Education – starting earlier, primary needs too.
- ❖ Intelligence re recent trends from people in recovery.
- ❖ Sharing information.
- ❖ Peer mentoring.
- ❖ SMART – more coherent consistent training.
- ❖ More support for young people & workers feel more skilled to offer support.

- ❖ Raising awareness at an early age.
- ❖ Peer support.
- ❖ Flexible, out-of-hours drug crisis service.
- ❖ Higher profile
- ❖ Rurality – services integrated.
- ❖ Rehab.
- ❖ Integration of services – quick referral pathways, access to all services required, partnership working.
- ❖ Local treatment centre – in-patient centre, links to the community – follow up support.
- ❖ Better integrated services.

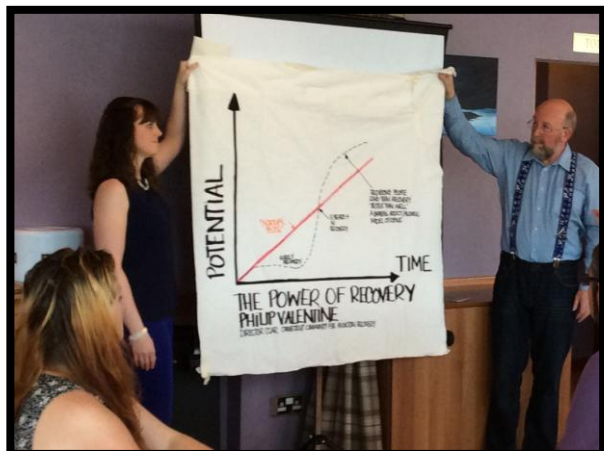
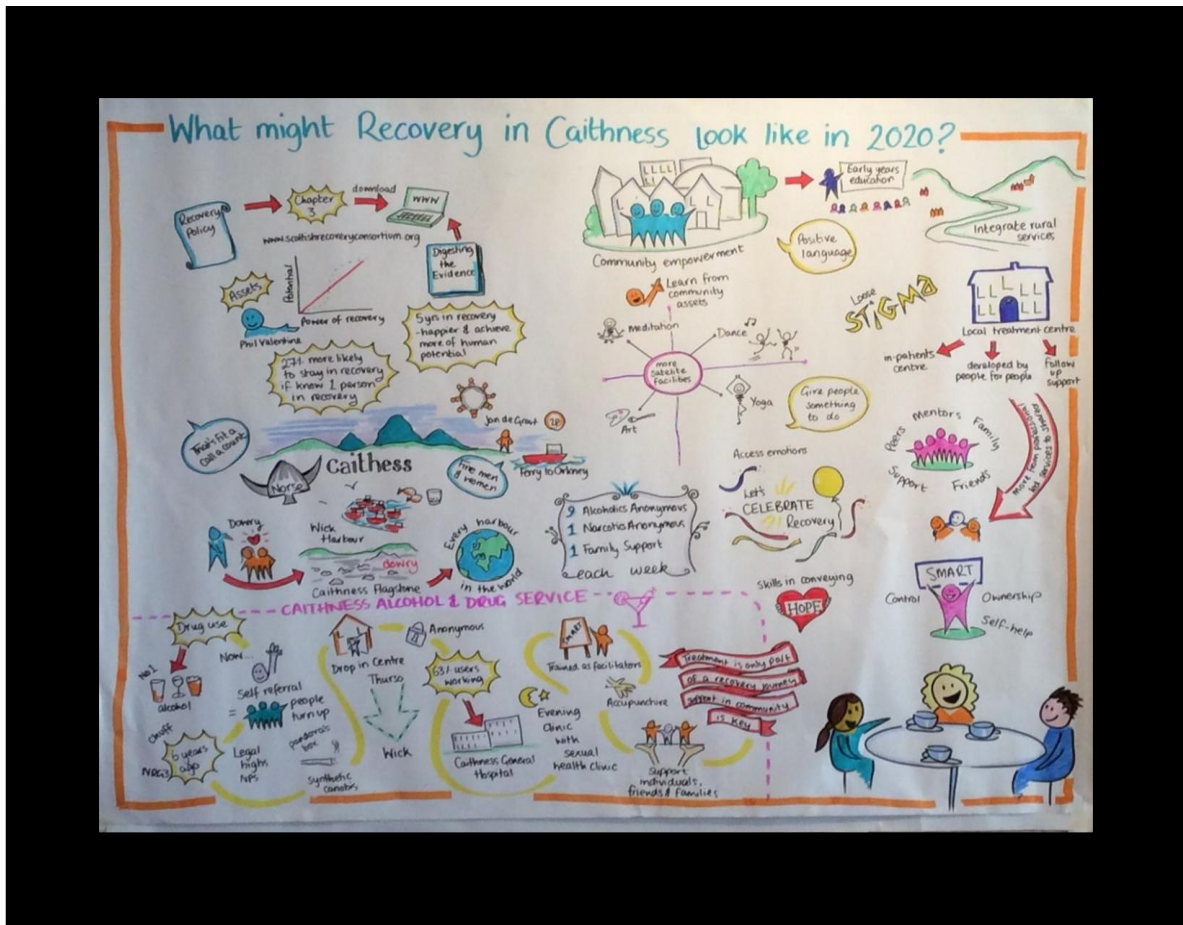


Empowerment

- ✓ Yoga, mindfulness, meditation, arts therapy, drumming.
- ✓ Keep the momentum going.
- ✓ The next conversation cafe!...
- ✓ Referral.
- ✓ Making people more aware of alternative activities.
- ✓ Assist people to approach services available.
- ✓ Lived experience shared in community.
- ✓ Continue to support access to training locally.
- ✓ Raising awareness.
- ✓ Being more aware of what is available.
- ✓ Get more involved.
- ✓ Listening, signposting, supporting.
- ✓ Support for all.
- ✓ Recovery for all.



Gallery







The working group and Clare from Listen, Think, Draw



Whole Group

After the small table discussions it is important to initiate a period of sharing discoveries and insights in a whole group conversation to allow a chance for patterns to be identified, collective knowledge to grow and possibilities for action to emerge. From this ideas for personal change or growth can be identified and pledges for supporting recovery in the future can be made.

Commitment to the future

Each Café participant was given the opportunity to sign up to a 'Recovery Commitment' - a pledge to put into practise what they have learned as part of the Recovery Conversation Cafe either in their own personal lives or in the services they work for. These commitments were gathered in at the end to be posted back to participants at a later date to remind them of the challenge they set themselves. Obviously we have left these anonymous as they reflect both personal and professional commitments for the future.

Commitments

- To ensure Throughcare Support Officers seek out appropriate contacts for those clients in Caithness
- Supporting all areas to engage in a recovery conversation local to them. Champion the recovery agenda
- To continue to stay recovery focussed with clients
- Keep working
- Keep and hold onto the positive energy and sense of mutual care and support that was here today and to pay it forward.
- To share my experience of working in recovery with both colleagues and clients. To invest my own time learning and listening to people in recovery / with life experience. To expand my own knowledge and understanding
- To continue to support the measurement of outcomes (I am from public health)

- To continue to work towards an asset based approach to recovery.
- To provide a supportive, nurturing environment for people who want to engage in a recovery journey
- To help support people into recovery. Identify obstacles and help people overcome them
- Be patient
- To be positive, non judgemental and supportive
- Supporting the conversation café and help to raise awareness and reduce stigma
- To use my professional position within Caithness to continue to promote development of recovery focussed initiatives.
- Share and promote my understanding of recovery with all partners and services involved
- To be more understanding
- To highlight information on local resources available on Project Facebook page. knock on doors to source help in my immediate area to help service users in my project to receive help to recover. To have an inhouse gathering of service users to allow them to have a voice and let them know that help is available and help their road to recovery and personal journey.
- Raise awareness of recovery and be more aware and accepting myself of recovering adults
- Continuing to work with CDAF and being more aware that students and people I work with could be in recovery
- To ensure our students are aware of services and support available to them and those in recovery know we support them in their journey

- To continue my own recovery and to help others know about meetings and process information, spread the word !!
- Continue to support my wife on her recovery road, who is supporting others through meetings and events
- Volunteer to support
- A complete change of mindset a positive mind breeds a positive life. To always remember that the life with a hangover was not a life. To live every day being grateful for what I've got. To appreciate my beautiful son is in MY custody because I chose sobriety
- To grow family support it is so needed to help the addict into recovery
- To make recovery visible in my local community and challenge negative attitudes and stigma
- To improve my knowledge
- To prioritise support to ensure a practical development by and for people in recovery in the Caithness Area
- Work collaboratively to develop high quality intelligence that supports the recovery community
- I would like to help people in recovery. I will share the stories I have heard without naming names. Also I will support people in recovery by trying to eradicate the stigma towards these amazing people.
- To spread awareness of recovery and services available to people in recovery. Educating people who want to know more.
- To create a service people want to use. To celebrate individual success. To make a difference in peoples' recovery.
- Encourage greater engagement between young people (eg. Youth Forum) and Caithness Drug & Alcohol Forum

- To speak / chat to another alcoholic and drug addict that I haven't met .
- To carry on carrying the message that recovery is possible and filled with hope, as I continue to attend AA, NA, & SMART groups in Caithness. I commit to remain open-minded and encourage open-mindedness so that many different routes to and through recovery are possible.
- The Housing Service will play any part it can in promoting recovery in Caithness
- The desire to recover
- Start an NA meeting in Sutherland
- To signpost my clients to the help available in Caithness
- To speak out and tackle stigma within my community.
- Visit agencies in Caithness so I can refer people I work with and make a connection between them
- Get involved visit groups, find out what's out there
- To stay sober and help others
- I will volunteer my time for 6 hours a week to help facilitate 2 SMART recovery meetings in Caithness. 1 in Wick and 1 in Thurso. I will also complete the online SMART training for families in the hope that we can offer something soon for people living with and coping with a loved one in active addiction.
- To continue to work with the recovery working group to promote recovery in Caithness for REAL outcomes. Community as a whole!
- To continue to support the recovery focus across Highlands and encourage others to get involved

- To find out why students don't have drug and alcohol education in their training and seek to change this.
- Continue to help others to recover and develop recovery initiatives in sunny Caithness. :-)
- Continual public awareness and support for those involved in engaging clients to reach their goals
- To be more aware of positive recovery and listen and support
- Commit my time and energy to recovery in Caithness. Peer led groups. Support for anyone wanting help.
- To get back into exercise to keep my mind clear. Help others to know and be aware of recovery
- Be an effective listener and better educated in what is available (service wise) in our local community - for effective signposting and help
- To be more aware and have a better understanding of recovery
- Continue to support those in need and share today's events with my colleagues.
- Get staff within HMP Inverness to be involved in the recovery of their care. To understand that what they do impacts on the individual, the family and the wider community

Comments & Feedback

At a Council Committee one of the Caithness councillors who had attended the recovery cafe, and another member, stood up and told everybody how great the event was in Caithness. They said it was an extremely positive experience for them and had changed their attitudes towards folk with drug and alcohol problems because they could see that recovery does happen.

They stated they were very touched by the stories from those with lived experience, particularly the Mum whose son had died and also C's story, particularly her strength and resilience. They were also very impressed by the commitment and skills of workers in the Caithness area and spoke highly of the work of the Forum.

At another presentation thereafter, where members of the NHS Highland board were present, some of them stated they had been at the Council Committee the week before and spoke about how they had been impacted by what the Councillors had told them and that they thought what had happened in Caithness was inspirational and had them talking all day about the need to promote recovery. It made them feel more hopeful that things can and will change.

Survey Feedback – 21 surveys completed.

Q1 Which of the following options below best describes you?

ADP/Treatment Provider	38.10%
Other staff	38.10%
Person in recovery	23.81%



Q2 Have you attended a 'world style' conversation café before?

Yes	23.81%	No	76.19%
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Q3 Have you attended an event focused on recovery before?

Yes	57.14%	No	42.86%
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Q4 What was your overall experience at the Recovery Rises in Caithness conversation café?

- It was an inspirational and emotional event
- Relaxed, friendly and informative
- Engaging and well organised. Particularly enjoyed listening to the real life stories related to recovery and K's talk about her son.
- I really enjoyed the set up, very relaxed and informative and a great mix of people there to share experiences and ideas.
- It was good to hear different opinions and ideas.
- A very positive experience and left me enthused and hopeful.
- I liked the talks from people who had direct experience of recovery/family loss and what they think is needed to improve recovery in our area
- Very informative and positive.
- An entirely enjoyable experience providing opportunity for sharing of information and allowing ideas to be generated within services.
- Extremely positive and met some great people.
- Inspiring, collaborative, relaxed and enjoyed by all i spoke to after.
- Very good
- Very very positive vibes. Not ashamed to be in recovery any more.
- Great to hear folk's stories on how they have overcome alcohol, drugs or other issues.
- Very useful to have people from the local community from all walks of life focusing on recovery for one day.
- It was pretty brilliant. Great to see so many people there. Great shares, great experience. Lovely atmosphere. Friendly people & staff.

- Positive energy and a good diverse range of participants sharing experiences of recovery and what would support others.

Q5 What themes emerged in the conversations that you took part in at the event?

- The conversations were limited as the people who were in my conversation groups were not involved in Caithness services.
- How to improve networking and expertise.
- Can't actually remember that far back this survey would have been more useful if it was a couple of days after the event, I do remember thinking that drug and alcohol misuse can touch any member of society.
- That recovery is lifelong and involves family, friends and community and it highlighted that it is a positive experience and we need to have the right support available at the right time for all involved.
- We need to be more open, available and understanding.
- Mostly around self- and peer- focused supports and "doing" rather than being "done unto". Related to discussion of challenging professional judgements and value-bases; anti-oppressive and anti-discriminatory practice.
- The lack of information on what is available in our area. There was more available than I realised but didn't know about them.
- Communities are becoming more involved in supporting those with substance misuse issues.
- Focus needs to be on client involvement and their contribution to service development. Thinking outside the box and being more innovative with services available and how to be more appealing to engaging clients.
- Mostly around challenging stigma and discrimination and how services have to believe in recovery.
- Recovery and how agencies can join together.
- I think the main theme was what we could all contribute to more community things.
- Partnership working....Professionals alongside people with lived experience.
- Strength, courage and love.
- Community approach sustains recovery.. if we all do a little it will make a huge difference for people there was definitely a feeling of changing attitude towards people who use substances.
- I was part of working group. I was involved in everything. Just wonderful. I was also the 2nd seed.
- To be able to use our existing resources better, think out of the box, improve links with other agencies. Change the stigma around drug and alcohol use.

Q6 Did you leave the event with any new ideas?

Yes 84.21% No 15.79%

If yes, could you tell us more?

- The need to keep people in recovery for 5 years to enable them to reach their full potential.
- Focus on recovery rather than on misuse.
- Partnership working with the prison staff.
- I have a close family member in recovery and it has given me the opportunity to find out ways of helping and supporting him in his journey, and also groups and services that he can be a part of.
- Running a similar event with students to gather their own perspectives in this kind of safe environment where they won't be judged.

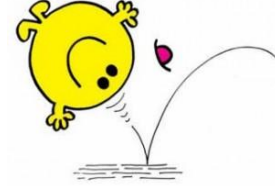
- Really about changing my approach to and conversations with people I work with who are in recovery; and to try to challenge the approaches of my colleagues.
- Involving family members more in recovery plans.
- It is a paradigm shift to believing that recovery matters and works.
- I would like to hold more conversation cafe style events in Caithness to keep the message live and the enthusiasm going. I feel it can also reduce stigma, if used correctly.
- I am more willing to take part in other recovery events
- Yes....I want to be part of this venture. The whole concept is amazing and possible if we all put in a little hard work.
- Work with the wider community to support recovery.... the treatment service can and should not try and support everyone.
- I am very keen to get recovery cafe open in Thurso. The event helped me see that working together with professionals will benefit this more.
- Staff need to buy in to recovery and we all need to change the language we use. Celebrate our successes more.

Q7 Please use this space for any final comments for the SRC that relate to your experience at the Recovery Rises in Caithness Conversation Café.

- ❖ It was wonderful to see the passion for recovery in Caithness. My only improvement would be that the majority of people there would have had a direct and personal interest in recovery in Caithness and as such had the power to take forward ideas and make them happen. There were a lot of people from out of area there.
- ❖ I would like it to be repeated so that we can discuss any progress.
- ❖ Really enjoyed how this event was "real" not chalk and talk but engaging the audience and the group sessions gave the opportunity to meet new people and learn new things about their experiences.
- ❖ Really enjoyable. Great mix of people. Should be more of these events taking place. Thanks you for holding the event in Caithness as we usually have to travel long distances to access events/training so it is much appreciated. Well done.
- ❖ I should like there to be a follow-up event at some time, even locally driven, so that the momentum is not lost. It was very positive and well attended by all sorts of people/helping agencies. I was very disappointed though that no one attended from the Integrated Children's Services (early years/education/children's social work) where there is a huge interface with people in recovery or pre-recovery.
- ❖ Very interesting, informative due to the speakers being willing to share so much personal information, well done to them.
- ❖ Encouraging to see people getting together from all parts of the community, not just professionals. Motivating to hear of success stories from clients but also being reminded of the tragedy and risk that substance misuse can bring to a family and how services can support, educate and guide people to even thinking about recovery.
- ❖ Would like to see more of these events and would hope that it raises awareness about recovery.
- ❖ It is an inspirational way to involve a range of service users/people in recovery and partners. Thank you to the team who made it happen.
- ❖ Thank you Anne-Marie you were a real asset on the day.
- ❖ Very enjoyable day, and made me more aware of services available to recoverists, and more hopeful for the future.
- ❖ Let's get started.....What do you want us to do to get things moving along.
- ❖ I really enjoyed listening to peoples stories and being there for people.
- ❖ Excellent day.....

- ❖ It took wee while to happen but it was worth the wait. The whole room was buzzing. People are still talking about it. Waiting to see what's going to come from this. My mum came along as well. Think it gave her better understanding of illness of addiction.
- ❖ Really enjoyed the event, it was hard work but well worth it and hopefully it will inspire others to try the cafe approach too.

The Recovery Bounce effect...



- ✓ Some participants from the Caithness Recovery Conversation Cafe attended the National Recovery Walk organised by the Scottish Recovery Consortium (SRC) in Falkirk in September 2016.
- ✓ Orkney participants are in negotiation with SRC about having their own conversation cafe.
- ✓ A Road to Recovery group is starting in Caithness on Wednesday 23rd November from 3-4 p.m.
- ✓ Peer Mentor SMART training opportunity has been arranged via the Highland Alcohol & Drugs Partnership to take place in February 2017 in partnership with HMP Inverness.
- ✓ The Highland Homeless Trust are discussing the possibility of having a conversation cafe event for their volunteers in Inverness.
- ✓ A conversation cafe event has been arranged to happen in Elgin through the Moray ADP.

Our Learning

- It was very important, when planning the event, that we took into account the distance that participants would need to travel to attend the Recovery Conversation Cafe. We therefore opted for a slightly later starting time to ensure a more relaxed journey could be made across the beautiful rural landscape and winding roads to Thurso.





Assessment

Assets based approaches are an integral part of community development in the sense that they are concerned with facilitating people and communities to come together to achieve positive change using their own knowledge, skills and lived experience of the issues they encounter in their own lives.

Extract taken from “Asset based approaches for Health Improvement”

NHS Scotland

Health assets can be defined as a ‘collective resource that could be used to promote health and gain more control over the determinants of population health’ (1). An asset based approach is therefore about focusing on the positive capacity of individuals and communities rather than solely on their needs, deficits and problems (2).

A conceptual framework used to define health and developmental assets is drawn from a recent review of evidence (1) grouping them into three levels:

- Individual assets: e.g. resilience, commitment to learning, self esteem, sense of purpose
- Community assets: e.g. family and friendship networks – social capital, community cohesion, religious tolerance, intergenerational solidarity
- Organisational or institutional assets: e.g. environmental resources for promoting physical health, employment security and opportunities for volunteering, safe housing, political democracy and participation.

Much of the emerging evidence which is being badged as taking an assets approach comes from case studies and anecdotal accounts, and has not reached peer reviewed scientific journals. However some examples of its use internationally have been recently published in ‘Health Assets in a Global Context’ (1). Examples of current innovation can also be found at:

- *Asset Based Community Development Institute, Northwestern University, Chicago. www.abcdinstitute.org/*
- *Youth developmental assets, Search Institute, Minneapolis. www.search-institute.org/developmental-assets-are-free*

- A glass half full, IDEA e.g. Beacon & Old Hill, England www.bcrp.org.uk/content/about-partnership

For a link to the full article

www.cosla.gov.uk/system/files/.../hw120223item10appendix1.pdf

Recovery capital

Definition: . '**Recovery capital**' refers to the internal and external resources necessary for an individual to achieve and maintain **recovery** from substance misuse as well as make behavioural changes

The resources (social, physical, human and cultural), which are necessary to begin and maintain recovery from substance use, abuse, and dependence (Best & Laudet, 2010; Cloud & Granfield, 2008).

Achieving Equality

Stigma is a 'stain or attribute' marking out someone as unacceptable. It leads to prejudice and discrimination.

Dictionaries define stigma as an indelible mark or a stain, and the term is generally applied to an attribute or status that makes a person unacceptable in other people's eyes.¹ Stigma is different from disapproval of particular behaviours because it is not necessarily linked to the actions of an individual, but rather to what is assumed about 'someone like that'. It also goes beyond stereotyping, as the stereotypical perception of who or what the person is becomes their defining feature, obscuring other aspects of their individuality and becoming fixed and hard to change. Such stigma then often leads to prejudice and active discrimination.

The continuing stigmatisation of people with drug dependence will undermine the Government's efforts to help them tackle their condition and enable recovery and reintegration into society.

"Personal and professional attitudes can reinforce stigma and impede Recovery"

"If society is serious about promoting Recovery, it has to get serious about challenging stigma"

UK Drug Policy Commission, 2010

1 Lloyd, C. (2010). *Sinning and Sinned Against: The Stigmatisation of Problem Drug Users*. London: UK Drug Policy Commission. (Available at: http://www.ukdpc.org.uk/resources/Stigma_Expert_Commentary_final2.pdf)

Wallerstein N (2006). *What is the evidence on effectiveness of empowerment to improve health? Copenhagen, WHO Regional Office for Europe (Health Evidence Network report; <http://www.euro.who.int/Document/E88086.pdf>, accessed 01 February 2006).*

Empowerment

Definition: “voluntarily sustained control over substance use which maximises health and wellbeing and participation in the rights, roles and responsibilities of society” — UK Drug Policy Commission, **defining recovery capital**

“the essence of recovery is a lived experience of improved life quality and a sense of empowerment; ...the principles of recovery focus on the central ideas of hope, choice, freedom and aspiration” —

Best and Laudet

In practice, people can best be empowered to recover through the establishment of a recovery-oriented system of care (ROSC). The underlying philosophy of a ROSC is that treatment, review and aftercare are integrated and priority is given to empowering people to sustain their recovery.

Distinguishing features of a ROSC include:

- ▲ being person-centred
- ▲ being inclusive of family and significant others
- ▲ keeping people safe and free from harm
- ▲ the provision of individualised and comprehensive services – such as housing, employability and education
- ▲ services that are connected to the community
- ▲ services that are trauma-informed

At its centre it has strength-based assessments, which take account of individuals’ recovery capital, and integrated interventions and services that are responsive to a person’s needs and beliefs. There is a commitment to peer recovery support services, and most importantly, it is inclusive of the voices and experiences of people, and their families, in recovery.

It also provides for system-wide education and training, ongoing monitoring and outreach, is outcomes driven and evidence informed. A ROSC is an effective drug and alcohol system empowering service users to progress at their own pace through a care pathway from first entering drug, alcohol and other services to returning to the wider community and universal public services and activities.

Extract from The Quality Principles – Standard Expectations for Care and Support in Drug & Alcohol Services.

For a link to the full article.

www.gov.scot/Resource/0045/00458241.pdf

Community Empowerment (Scotland) Act

The Community Empowerment Act will help to empower community bodies through the ownership of land and buildings, and by strengthening their voices in the decisions that matter to them. It will also improve outcomes for communities by improving the process of community planning, ensuring that local service providers work together even more closely with communities to meet the needs of the people who use them.

The Bill was passed by the Scottish Parliament on 17 June 2015 and received Royal Assent, becoming an Act, on 24 July.



Recommendations for the future

- ***Support and encourage the development of Peer Mentor mutual aid and acupuncture groups in the Wick area.***
- ***Arrange for Recovery Matters training to be delivered to any interested staff and community members in the Caithness area. Dates and venue to be arranged with Scottish Recovery Consortium, supported by Caithness Drug & Alcohol Forum and HADP.***
- ***Arrange to pilot a drop-in conversation table for listening to the community's recovery needs which could happen weekly for a period of 3 months. Tie this in with the Reach Out Campaign.***
- ***Caithness Drug & Alcohol Forum to liaise with Apex (Delta) and Action for Children (Catalyst Project) Managers to look at best practice examples for engagement with peer mentor and families/young people to continue work in the area.***
- ***Development of family and friends SMART community based group.***
- ***Invite interested participants from the recovery cafe event to be involved in a "planning group" to discuss a recovery cafe model in Caithness.***
- ***Plan a review event for Recovery Rises in Caithness for one year to evaluate progress.***