

“Building Recovery from the Inside Out”



Recovery Conversation Café

**HMP Prison Inverness,
13th July 2016.**



Supported by Scottish Prison Service,
Addictions Social Work and the
Highland Alcohol and Drugs Partnership

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, 2009)

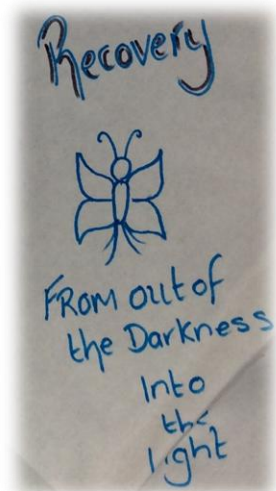


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Background

The prevalence of substance misuse problems (problem drug use, alcohol use and tobacco use) of those in prison is high. The prison setting provides an opportunity to reach those who are 'hard to reach'. If successful, effective treatment and recovery has the potential, combined with other behavioural and purposeful activity support, to reduce the likelihood of further reoffending as well as contributing to a reduction in health inequalities.

- 50% of prisoners surveyed stated that they were drunk at the time of their offence and 38% report that their drinking affected their relationship with their family. This is in contrast to 14% of men and 9% of women in the Scottish population saying they had an alcohol problem.
- 44% of surveyed prisoners reported being under the influence of illicit drugs at the time of their offence and 39% reported that drug use was a problem for them on the outside.

(Stats Extracted from Needs Assessment- Reducing Drug and Alcohol Related Harm in Highland, Highland Alcohol and Drugs Partnership, February 2016)

The implementation of the Quality Principles is a Ministerial Priority that sets out the standards of care that those with substance misuse problems can expect to receive when they engage with treatment services.

At its centre is 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 as well as system-wide education, training and outreach.

"World Style" Conversation Cafe and Recovery Events

Aims of Conversation Cafe

Recovery transformations are taking place in individuals and organisations all over Scotland. Conversation cafes are taking off as a tool for the dialogues that need to happen in order to cultivate new ideas of recovery in treatment and catalyse action in communities around recovery. They provide an opportunity to encourage deeper and more meaningful dialogue in large groups around issues that are important to the participants. It is a way to listen deeply for connections and themes that might point to potential actions or changes in perspective. A conversation cafe can be used to share learning, allow insights to arise and to treat problems of disconnection in communities. The cafe format allows all participants to connect as humans, not as a job title or service user status. It creates a sense of mutual belonging among the participants and breaks down social phobias and

barriers between groups. It also releases energy caught up in the hierarchy of status or non status and allows the participants to combine behind ideas.

People with or without a recovery story leave conversation cafes energized, enthused and with a sense of having truly been heard, while also hearing the other people in the conversation. That in itself is a great treatment for the isolation tendency of addiction.

Exploring Questions that Matter

Cafe conversations are as much about discovering and exploring powerful questions that matter as they are about finding effective solutions.

(Extract from Scottish Recovery Consortium)

Working Group

Our working group was made up of staff from several agencies – Karen Walters, Addictions Social Worker, Louise Wright, Social Work Team Manager, Sheena Macsporrán, Programmes Officer, SPS, Peter Rawlinson, Head of Offender Outcomes, Vince Lyall, NHS Addictions Nurse, Sharon Holloway, Development Manager, Highland Alcohol & Drugs Partnership and Steven and Ross, Prisoners c/o HMP Inverness.

Natalie Beal, Governor welcomed everyone to the event and Karen Walters acted as Cafe Lead Host for the day.

Purpose of Building Recovery From the Inside Out

Conversation Cafe

The purpose of the Cafe was to provide an opportunity to engage with prisoners, staff, agencies and community based recovery activists to discuss how best to improve the recovery potential within and outwith HMP Inverness. By highlighting the existing service provision and what community and prison based services linked into these it enabled any gaps or new approaches to be identified which could help improve and develop recovery planning for the future. The hope is that the information gathered can strengthen links for supporting those in recovery, motivate others to change their behaviour, forge new and positive relationships between services in the community and help unlock potential to transform the lives of prisoners at HMP Inverness.

Structure of the Event

- Introduction and welcome.
- Share shown as a short film by person with lived experience.
- First question – **What does recovery mean to you?** - To start initial conversation in small groups. Participants encouraged to write, doodle or draw key ideas on tablecloths. At the end of discussion a table host remains at table whilst other participants serve as travellers to carry themes and ideas to another table to start new conversations.
- Share done by an invited guest with lived experience.
- Second question – **What should happen to promote recovery in Prison?** - followed by discussion in newly formed groups.
- Short film to highlight Recovery event followed by opportunity to move around room looking at display boards showing what currently is on offer to support recovery within HMP Inverness.
- Recovery Tree – participation comments or feedback.
- Whole group conversation.
- Personal pledges.

Guest List

Around **32 external guests** attended representing more than 20 partner agencies/services across the Highland area including –

- housing,
- NHS health,
- CAB,
- treatment,
- criminal justice,
- Job centre,
- employability,
- third sector
- children and families services.

Several of our invited guests had lived experience of recovery and are actively involved in mutual aid group networks across Highland.

Around **12 staff** working across the Prison from Throughcare, Addiction workers, Programmes, Social Work and Family Support took part in the discussions together with **15 prisoners** who were all engaging with recovery programmes and treatment services within HMP Inverness.

Some of the prisoners who took part had successfully passed the SMART Facilitator Training which had taken place the week prior to the conversation cafe event. Staff from HMP Grampian also attended to share their experience of recovery from within after holding a conversation cafe event within their own establishment.

With nearly 60 participants in total the cafe offered a diverse and positive atmosphere for discussions to take place with everyone sharing their knowledge, expertise and valuable insights.

Seed 1/Question 1:

Kenny's lived experience – film clip. Local to this area Kenny's story shared his history of drug and alcohol use and time spent in prison, his reflections of the early stages in his recovery, challenges faced and practical things which had worked for him personally in his road to recovery.

What does Recovery Mean to You?

Participants in the Conversation Café were asked to discuss “*What does recovery mean to you?*” and invited to write or draw comments and thoughts on the tablecloths provided. The things that participants identified as meaning recovery included the following:

Acknowledgement of change

Acknowledging change came across strongly, with ‘*recovery means change*’. Comments showed recovery is individual to the person, different for everyone and that there is a need to ‘*find what works for you*’. People noted that recovery is an ongoing and life long process and ‘*journey of self development*’ and ‘*getting life back*’.

Support networks

The importance of support networks came across clearly, particularly peer support, peer-led groups and recovery meetings and communities. The comments identified that recovery means ‘*building new networks*’ and changing your circle of friends to get ‘*safe people*’ and positive influences in life. There were numerous references to feeling lonely and the loneliness associated with leaving people behind. Family involvement in the support network was also mentioned and that recovery means

‘*connecting with family again*’ and ‘*seeing family recover too*’.



Planning

The importance of planning and recognition that you need to ‘*plan to stay stopped and have something in place*’ came across clearly. Participants commented upon being organised, developing a routine and goal setting. They also noted the issue of boredom and knowing how to fill the time e.g. hobbies, football, sport. It’s also about ‘*knowing your escape routes*’ for difficult situations e.g.

social occasions.

Improved health and wellbeing

Recovery also means improved health and wellbeing, for example, ‘*it’s about being better*’. People commented about being able to make positive choices, improved self belief and sense of freedom, such as ‘*Recovery – from out of the darkness into the light*’ and ‘*recovery means freedom*’.

Take responsibility and become motivated

A number of comments referred to the need to take responsibility, keep trying and having 'hope/faith in recovery'. Participants also noted the importance of belief and that the 'person has to want it'.

Relapse

There was clear recognition that relapse is 'part of the journey and okay', and that 'it doesn't mean the end of the world'. Recovery might mean shorter relapses and/or longer gaps between them. Several comments referred to dealing with embarrassment and not being judged when lapsed.

Identifying help

A number of barriers to recovery were identified, including identifying appropriate help. Some people commented upon the difficulties in knowing how, where or who to ask for help and the lack of help after you get out of prison.

Housing

The importance of housing to support recovery was also commented upon, such as having a 'secure base not [a] grotty B&B'. Participants noted that there is 'not enough appropriate housing' and that 'jail is better than hostel/community options.'

Challenging stigma and attitudes

Recovery also means challenging stigma and attitudes. Participants noted that there needs to be organisational change to 'shift professional's attitudes' and that 'set attitudes about individuals need breaking down' for example officers saying 'see you in 6 months' when leaving prison. It was also mentioned that it is harder to challenge negative attitudes in society than prison.

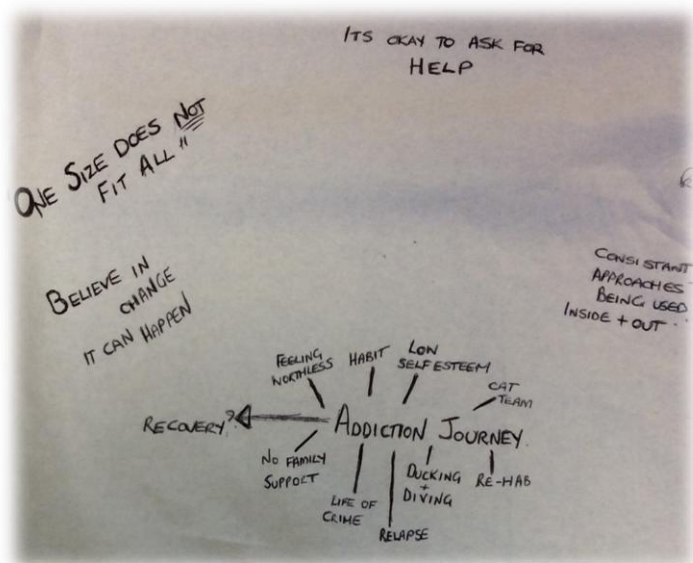
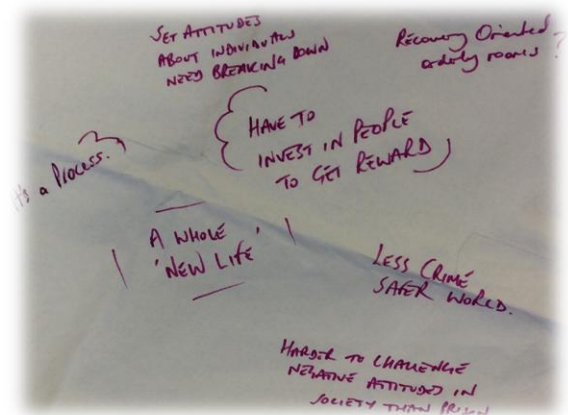
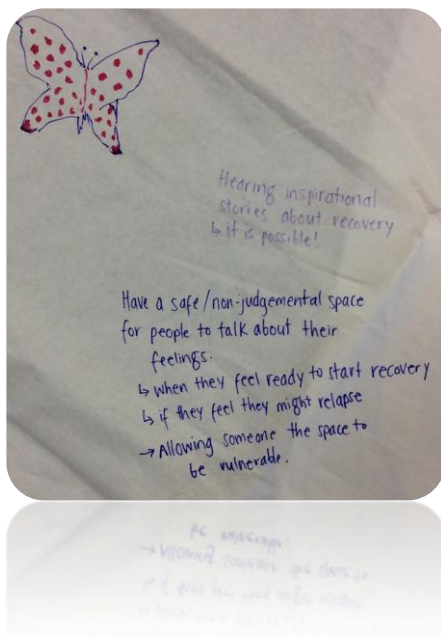


Figure 1: Word Art of themes associated with ‘what recovery means to you’



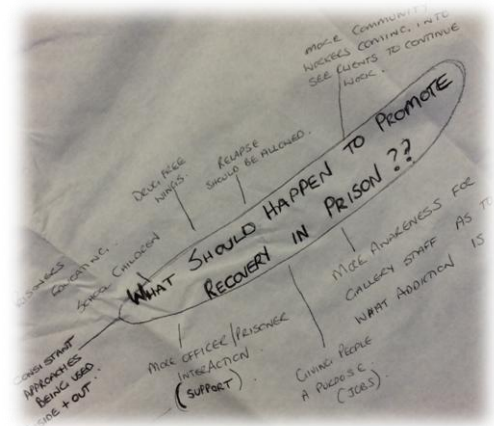
Seed 2/Question 2:

Mags lived experience – a powerful and emotive share by Mags who also had experience of being in and out of the prison system due to her involvement with drugs. Challenges included low confidence and self esteem and the need to find a “new identity” in her recovery. Mags also shared practical things she had done to establish a new positive network in her recovery, people, agencies and groups such as the ORT group she had been instrumental in starting down in Glasgow.

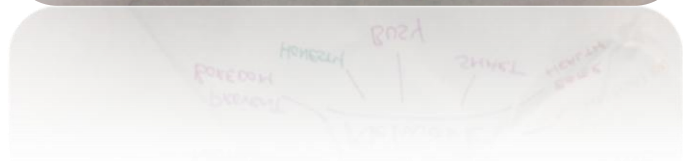
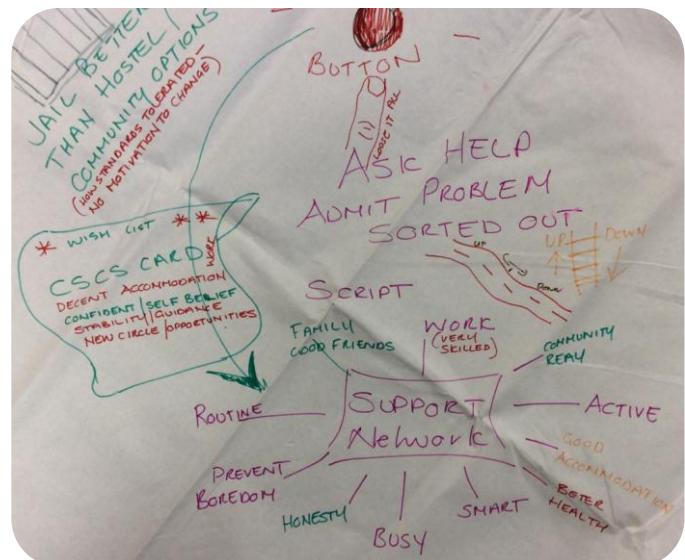
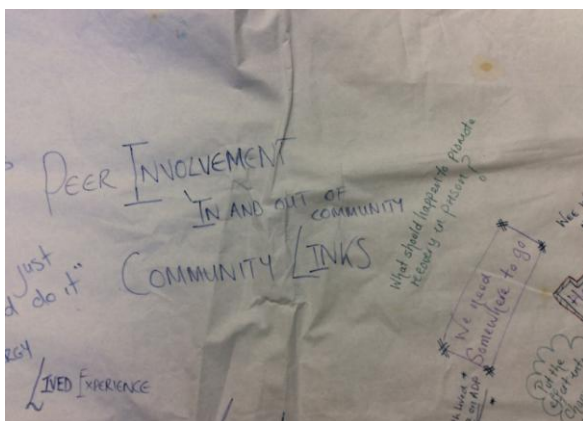
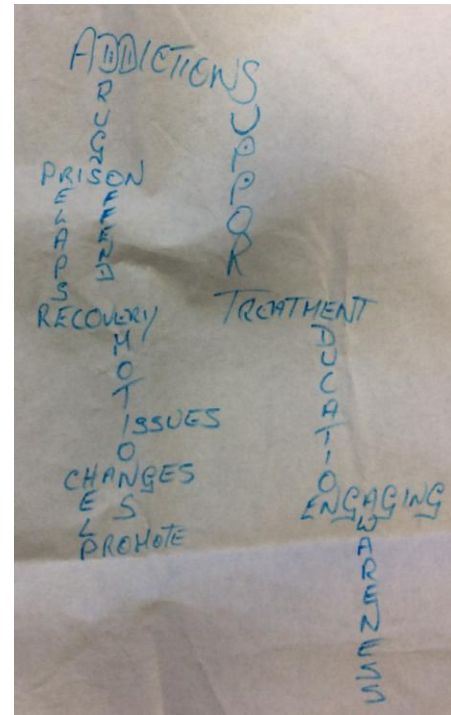
What should happen to promote recovery in Prison?

Again participants were asked to write or draw their thoughts on the tablecloths provided. Some of the common themes that would help promote recovery in prison included the following:

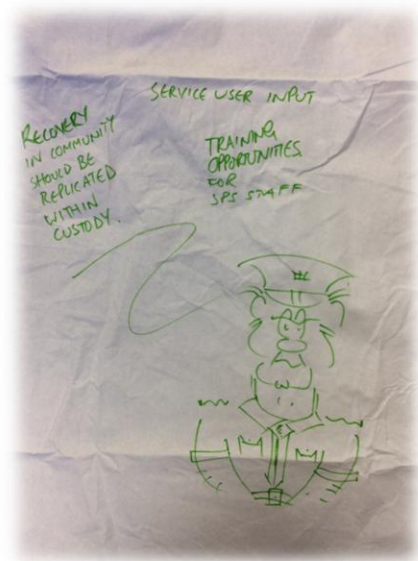
- Drug free areas and safer environment for prisoners in recovery whilst in prison, such as recovery orientated wings or section within halls.
- Make recovery more visible to promote what is possible, break down barriers and share success.
- Better availability of information, such as a central resource hub and advertising facilities and groups. Ensure prisoners are aware of services available and are given induction.
- Having a range of different types of person centred support (a toolbox), and choices that reflect the fluidity and different needs of the prison population.
- Increased peer support and positive role modelling by former prisoners and groups coming into the prison. Get all prisoners involved in peer support and recovery groups.
- Improved communication and listening skills, for example, having a common language, communicate on a level all understand and really listening to service users.
- Improved confidentiality and trust, so that people can speak honestly without fear of recrimination.
- Increase the provision and flexibility of through care services, so that recovery and community services/staff are able to connect and maintain relationships with clients whilst in prison and prior to release.
- Improve the quality of through care so that consistent approaches are used in both the community and custody.



- Staff training and awareness sessions e.g. addictions, recovery and ABI training. The skills of through care officers should be the skills of all officers.
- Improved understanding of addiction so that there is more empathy regarding relapse and less fear of being judged. Prisoners need support through relapse not further punishment.



Gallery

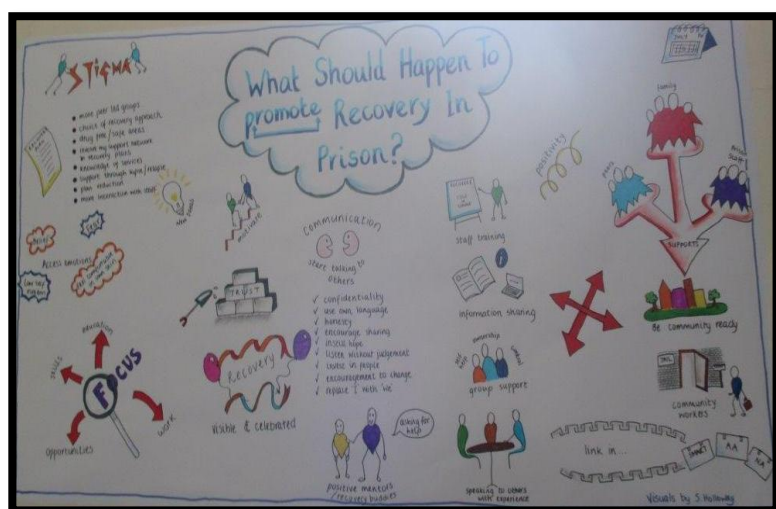
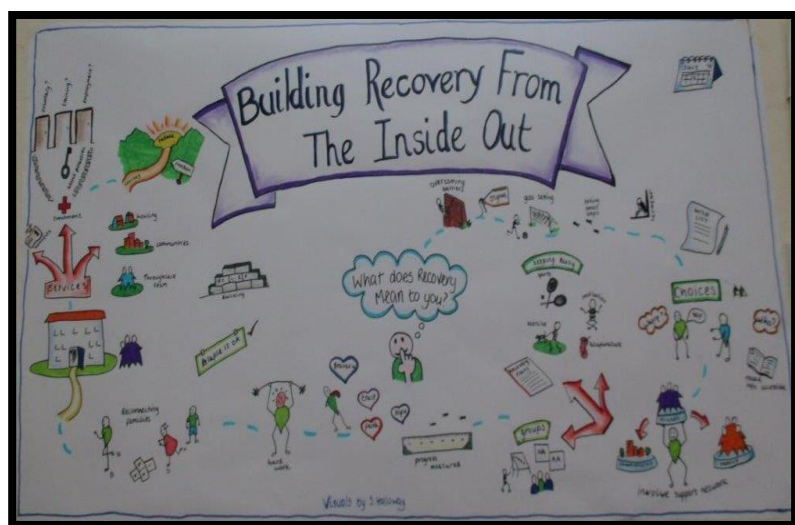




Prepare for release.

I feel perhaps the emphasis should be on the reality of release and educating prisoners on that. For the most part just being 'FREE' again dominates your thoughts. So ways and means to take positive steps from there are often left forgotten or neglected.

Laying the groundwork in prison + providing support once back in the community. This is where experience can play its part. Prison services can tick the boxes but it's maintaining motivation when back in society that key. Support from ex prisoners or those in recovery can make that difference. How you feel at this time is critical and can make or break your recovery.





Recovery Tree Comments

Participants in the Conversation Café were asked to write their thoughts and impressions of the event on a label to hang on the Recovery Tree. Some of the common themes and quotes have been categorised under the following headings:

Recovery Journey

"Great to hear such enthusiasm & positivity around raising the profile of recovery."

"Relapse is not a negative, its part of the

journey."

"Important to listen to people in recovery not dictate/tell someone what to do."

"I'm excited for those in recovery – reconnecting with family and a better life."

"It is very clear to me today that we need to share the journey together."

Experience

"Everyone's experience different. Need as much lived experience views."

"Importance of people with lived experience as part of recovery journey."

"It was eye opening, always good to hear experiences and journeys – learned of importance of listening."

"I liked hearing about other people's stories. I could connect with most of them."

Inspiration

"I want to inspire others to feel as passionate about recovery as me."

"Inspirational, Emotional, Recovery rocks."

"Inspired to see the strength of those in recovery"

Services and Support

"As the title suggests [Building Recovery from the Inside Out] work in progress for all organisations to join up support and experience."

"Positive inspiring experience – recovery is infectious, make it visible. Noticeable how much services care!"

Figure 2: Word Art of themes associated with the Recovery Tree



Whole Group Discussion

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.

The whole group conversation was the final discussion element of the day.

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 event either in their own personal lives or in the services they work for. These commitments were gathered in at the end of the event to be posted back to participants at a later date to remind them of the challenge they set themselves.

Recovery Pledges

The final part of the Conversation Café asked participants to write a pledge about their commitment to recovery. These were collected in an addressed envelope and posted back to the owner three weeks after the event as a reminder of their pledge.

Post Event Evaluation

To help evaluate the Recovery Conversation Café feedback forms were available on the day and distributed to participants by email a few days following the event. Twelve participants returned a completed evaluation form.

1. How useful did you find the Recovery Conversation Café?

The first question asked participants how useful they had found the Conversation Café, with two main themes identified from this question.

- Participants stated that they found the event well organised and a positive experience, with participants commenting on the event as *"very useful"*, *"well organised"* and *"interesting and hopeful"*.
- It was also seen as an *"opportunity for networking"* and sharing of *"stories of people being in recovery."*

"Found the café a useful networking opportunity and liked the mix of prisoners and professionals. Found the speakers inspirational and powerful."

"Very useful, it was fantastic to have it surrounding new SMART peer facilitators and upcoming recovery walk. Very authentic and genuine day."

2. Now you have had time to reflect on the “Recovery Conversation Café”, what have you gained from the event that will assist you with your ongoing Recovery or Professional Journey?

Two main themes emerged from this question. Firstly participants commented on the recovery process, noting *“better awareness that recovery is like any other behaviour change”* and that *“relapse is not a negative but part of the longer journey.”* Secondly there was recognition that maximising recovery requires a wide *“breadth of partnership working”* between service users and professionals.

“The inclusion of service users was an essential part of making this event successful and that we all have to follow through on our pledges or what was the point of it!”

“I believe that recovery should be worked on together: as a professional and as the person who goes through this.”

3. What do you suggest can be done to further promote Building Recovery from the Inside Out?

Three main themes emerged from this question about further suggestions for promoting recovery from the Inside Out. Firstly participants identified the need for increased awareness, commenting upon the need to *“challenge staff attitudes”*, encourage a *“non-judgemental attitude on all sides”* and use *“personal stories of people who began their recovery journey in prison.”* People also noted that recovery requires improved communication and service cross over, with *“those working with clients on the outside continuing that work within the prison.”* The third theme was that the conversation café shouldn't be a one off event.

“Building a recovery community, encouraging a non-judgemental attitude on all sides, working towards one goal.”

“Tell more people about what's on offer to help with recovery and hold more cafes.”

4. What one key thing did you take from attending the Recovery Conversation Café?

There was one clear theme that emerged from this question, with people identifying the importance of good communication, *“sharing information and resources”* and *“importance of listening to all involved.”*

“We should listen to the prisoners – they'll tell you where the gaps are and how to fill them.”

“The willingness by everyone to adapt prison systems to include ROSC.”

“That the importance of professionals sharing information and resources is key to making a difference.”

5. Would you be happy to attend any future events at HMP Inverness?

This question had a very positive response, with all participants who returned an evaluation form stating they would be happy to attend future events at HMP Inverness.

"Absolutely essential that we keep this going in some shape or form."

"Yes – would welcome opportunity for further involvement."

6. Have you any suggestions on how events can be improved in future?

A couple of constructive suggestions for improving future events were made. People commented that they would have liked to mix tables throughout the day, share feedback with other groups, have more prisoners involved and consider further practical workshops.

"More prisoner involvement."

"To have some practical workshops on assessing the level of needs inside and out of prison so professionals have a greater understanding of the transition and support required when circumstances change i.e. release from custody."

7. Overall how did you enjoy the event?

Three main themes emerged from this question:

- The event should not be seen as a one off, and that a *"modified version [] would be beneficial for both prisoners and professionals on a regular basis."*
- A number of participants included their personal reflections and thanks. Comments included *"...I found the event inspirational"*, *"Overall, very well done"* and *"Thank you to all who organised it."*
- Participants also discussed the positive input from all involved and that the mix of participants was *"crucial in making the event such a success."*

"Very enjoyable but this was just a starting point for me."

"... great to harness the interest and passion in the room and hopefully turn that into meaningful action that can be show cased and shared, and that others can learn from."

"Overall, I found the event inspirational, especially with the honesty and openness of sharing from everyone involved..."

Assessment

Quality Principles

The implementation of the Quality Principles is a Ministerial Priority that sets out the standards of care that those with substance misuse problems can expect to receive when they engage with treatment services.

At its centre is 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 as well as system-wide education, training and outreach.

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

ROSC also provides for ongoing monitoring and outreach and 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.

The *Essential Care* report also identifies a need for better **integration** of services, to ensure that barriers to recovery such as mental health, homelessness and unemployment are addressed in conjunction with medical treatment. It complements the Government's *Closing the Gaps - Making a Difference* report which provides updated guidance on the care and support for people with co-occurring substance misuse and mental health problems. Essential services, including services addressing an individual's physical, psychological and social functioning should be available in every area.

Whole Population Approaches

The Scottish Government has set out its strategic approach to reducing alcohol related harm in *Changing Scotland's Relationship with Alcohol: A Framework for Action*. One of the core principles set out in the Framework is a whole population approach to reducing alcohol consumption. For the whole population approach to be successful the overall number of people drinking at harmful levels will fall and many individuals' risk of alcohol-related problems will reduce. One of the most effective

ways in helping people to reduce their drinking and risk of alcohol related harm is through the delivery of screening and brief interventions.

National guidance defines an alcohol brief intervention as “a short, evidence-based, structured conversation about alcohol consumption with a patient/ service user that seeks in a non-confrontational way to motivate and support the individual to think about and/ or plan a change in their drinking behaviours in order to reduce their consumption and/ or their risk of harm.”

Drugs, Alcohol & Tobacco Health Services in Scottish Prisons: Guidance for Quality Service Delivery – February 2016.

The guidance illustrates good practice in substance use interventions which are important to consider when developing local substance misuse care pathways and models of care for prisons. These include:-

- Access, screening, triage and assessment.
- The stages of change model.
- People with needs in addition to substance misuse i.e. evidence to favour an integrated or shared care approach to include mental health problems and dual dependencies.
- Goal setting – the use of recovery plans which include a strength based assessment.
- Service user participation and choice.
- Involvement of families and carers in care and treatment.
- Recovery - empowering people to recover through the establishment of a ROSC.
- Relapse prevention.

Road to Recovery -The Scottish Government recognises the work, dedication and professionalism of many people working in the substance misuse field. As well as reforming local delivery arrangements, there is a need to ensure that the workforce delivering services are well trained, motivated and flexible to changing need. This is particularly necessary if we are to give effect to a new focus on recovery.

Digesting the evidence - “ the likelihood of recovery is greatly enhanced if the person has access to recovery champions and recovery groups who can be integrated into their daily routines” , “The addition of just one abstinent person to a social network increased the probability of abstinence for the next year by 27%.”

Achieving equality

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

The conversation cafe themes we have detailed in this report reflect the thoughts and opinions of prisoners, staff, agencies and community members and reinforce the good practice examples above.

Recommendations

- At initial point of contact the triage assessment should include a question to explore whether an individual is in recovery, in context with the cycle of change model, to ensure that appropriate risk factors are considered in their recovery plan. It may also establish a person's motivation to engage in treatment.
- Better availability of/more visible information, such as a central resource hub, to ensure prisoners are aware of services available within Prison and the community workers who they are able to engage with during their sentence and in their communities. Promoting recovery support and mutual aid approach.
- Increased peer support and positive role modelling – provide training opportunities for prisoners who wish to become involved in mutual aid group delivery or mentoring others to promote recovery e.g. recovery buddy option, evening peer led mutual aid groups.
- Continue to strengthen links with community based services, housing support and mutual aid groups to connect and maintain relationships with clients in prison and prior to release.
- Staff training and awareness sessions e.g. addictions, recovery matters, ABI's, motivational interviewing, Understanding Stigma – Promoting Inclusive Attitudes & Practice training. Encourage listening to those with lived experience of recovery and promote positive recovery language.
- Refresh health improvement plan (in particular the misuse of alcohol and drugs, gambling and smoking). Develop an assets based approach to prisoner health and wellbeing.
- Recovery planning – include and link in any support networks earlier in sentence i.e. family members, positive peers/friends, community based groups who can be involved in the planning process for reintegration back into community living.