

## Post inpatient or community alcohol detoxification WMAHSN-48

### **Purpose:**

To support service users between appointments with staff by giving encouragement and ensuring they are adhering to the principles of their recovery plan.

To monitor the breathalyser readings of service users in the programme

### **Setting:**

Community clinic

### **Selection of patients:**

Service users who have been through a detox programme, either in hospital or in the community, and are committed to maintaining their recovery.

### **Expected outcomes:**

Service users engage with their recovery programme, make consistent recovery, and find the messages helpful and supportive.

### **Success criteria**

50% service users maintain their recovery for 6 months

### **Protocol summary**

Service user:

- signs contract, agreeing to respond to messages from Flo.
- signs a consent form accepting that they remain responsible for their health, and agreeing that responses are sent to an inanimate machine.
- receives interactive and non-interactive messages as agreed, reflecting their most pressing needs. Including:
  - Once weekly 'outcome star' messages, as chosen from a variety of options (interactive).
  - Once weekly alcohol consumption messages (interactive).
  - Twice monthly support messages (non-interactive).
- responds weekly to each outcome star interactive message as selected and responds to follow up responses.
- responds weekly to alcohol consumption message and responds to follow up responses.
- receives information messages about available activities in the local area, and advice for maintaining recovery, and tries to adopt advice given.
- responds to baseline and then monthly text questions about the use of Flo.
- responds to evaluation questionnaire three months, and if relevant six months, after signing on to Flo.

Support Worker:

- agrees a joint management plan with the service user, which includes the use of Flo.

- obtains service user's signed agreement to engage with Flo.
- obtains consent form from service user – that they remain responsible for their own health.
- enrolls service-user on Flo, and allocates them a breathalyser.
- monitors responses to interactive questions weekly.
- understands what to do if responses are not within anticipated ranges (i.e. advise participant to arrange an appointment).
- understands what to do if no response is received (i.e. make contact with the service-user).
- reviews service at three months, asks service-user to return equipment, unless it is decided to continue using it – in which case review at 6 months; and completes service user questionnaire with service user, if relevant repeats at 6 months.

### Breathalyser message

**Daily, 13:00pm:**

***What does your breathalyser show is your blood alcohol level today? Please reply BRA followed by the reading, eg BRA 1.2 Thanks, Flo.***

**If they text: 0**

- Well done, it takes a lot of will power to succeed, and you're winning.
- Brilliant, it's not easy, but you're doing it.
- Fantastic, you've every reason to be proud of yourself.
- That's great. This is one of the hardest challenges of your life, but it's worth it.
- I'm sure it's been a struggle at times, but you've demonstrated great willpower.

**If they text: 0.1-0.35**

- You've done well in getting this far, just take a day at a time, and you'll get there.
- Think why you decided to stop drinking, and focus on that goal, as you stop again
- Think why you gave in and had a drink – what could you have done instead?
- It isn't easy – this is one of the greatest challenges you'll ever face.
- You aren't back to square one, so don't beat yourself up about it – just move forwards from here.

**If they text: >0.35**

- Think about what made you decide to stop drinking – health, family, money – and focus on that.
- It's your health against your desire for a drink. What's more important? You're worth the effort.
- Believe in yourself. If you didn't think you could stop, you wouldn't have bothered to start. Now show you can finish this for good.
- Don't beat yourself up about it; keep working at this challenge.
- Keep trying- you really can do it.

### Automated reminder messages

**10:00 am every Monday, on rotation:**

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Find activities and places where you can live and work in an alcohol & drug-free environment.

Seek support to address anxiety, depression, or other mood disorders that threaten you.

Use your Acamprosate to help you stay abstinent.

Life skills classes might help you stay clean and sober.

Group therapy programmes, like 12-step meetings, could help to sustain your motivation and learn new coping strategies.

Family or relationship counselling might help to continue building healthier relationships with your loved ones.

Seeking job advice may help you develop a more secure, financially stable life.

Get assistance with legal matters if you are completing a court-ordered alcohol diversion programme.

If you need to, seek support to handle situations where you feel pressured to use alcohol or drugs.

Choose friendships and activities that support your newly sober lifestyle.

Find work or housing that helps you transition from rehab to the real world.

Act early - prevent a minor backsliding incident, such as having one drink, from turning into a long-term relapse.

### Automated reminder messages

Day 3 : 19:00pm:

***Hi, just a gentle reminder than you have an appointment at Aquarius this week.***

Twice a week:

Hi, Aquarius believes that if you want to achieve life's goals, then stop asking for permission. Don't forget your appointment this week.

Hi, Aquarius believes things work out best for those who make the best of how things work out. Don't forget your appointment this week.

Hi, never be afraid of getting things wrong; it's simply a way of getting them right. Don't forget your appointment this week.

Hi, if you are not willing to invest in change, you will have to settle for what you have. Don't forget your appointment with Aquarius this week.

Hi, give recovery a chance. It's safe, certain and a whole lot better than your best day as a drinker. Don't forget your appointment with Aquarius this week.

Successful recovery comes from walking from failure to failure without loss of enthusiasm in seeking success. Don't forget your session with Aquarius this week.

Hi, remember all our dreams can come true if we have the courage to pursue them. Don't forget your appointment with Aquarius this week.

Recovery may eventually find those who wait, but a better recovery comes sooner to those who go out and seek it. Don't forget your appointment this week.

Remember, if you do what you've always done, you'll get what you've always got. Don't forget your appointment with Aquarius this week.

Recovery is a transformation. Just when the caterpillar thought the world was ending, he turned into a butterfly. Remember your Aquarius appointment this week.

Hi, remember that those who are successful in recovery are givers and not takers of positive energy. Don't forget your appointment with Aquarius this week.

Whenever you see a successful person, you see only their glories and not the private sacrifices they made to reach their goals. Keep Aquarius session this week.

Remember that recovery opportunities don't happen; you create them. Don't forget your appointment with Aquarius this week.

In seeking a successful recovery, try to become a person of value. Don't forget your appointment with Aquarius this week.

Remember: great = discussing ideas; average = discussing events; poor = talking about others. Don't forget your appointment with Aquarius this week.

If you don't value your time, neither will others. Stop giving away or wasting your time and talents. Use them to build recovery. Remember this week's session.

A successful recovery grows from laying a firm foundation with the bricks others have thrown at you. Don't forget your appointment with Aquarius this week.

Remember than no one can make you feel inferior without your consent. Don't forget your appointment with Aquarius this week.

Remember, the secret of a successful life is to find out what you want to do and then do it. Don't forget your appointment with Aquarius this week.

Remember, if you're going through hell, keep going, as hell has an exit and that exit is recovery. Don't forget your appointment with Aquarius this week.

Remember, those who are crazy enough to think they can change the world, are often the ones that do. Don't forget your appointment with Aquarius this week.

Remember, don't raise your voice: improve your argument.. Don't forget your appointment with Aquarius this week.

Remember that what can often seem difficult or insurmountable challenges are often blessings in disguise. Don't forget your appointment with Aquarius this week.

Remember, the meaning of life is to find your gift. The purpose of life is to share it with others. Don't forget your appointment with Aquarius this week.

Remember, the distance between failure and success is measured only by determination and belief. Don't forget your appointment with Aquarius this week.

When you stop chasing the wrong things, you give the right things a chance to catch you. Don't forget your appointment with Aquarius this week.

Remember: don't be afraid to give up mediocrity in going for great things. Don't forget your appointment with Aquarius this week.

Remember: nothing was ever created by being lazy. Don't forget your appointment with Aquarius this week.

Remember that, if you can't explain it simply, you don't understand it well enough. Don't forget your appointment with Aquarius this week.

Recovery means giving without remembering and taking without forgetting. Remember your appointment with Aquarius this week.

Try to remember to do one thing every day that's a challenge to you. Don't forget your appointment with Aquarius this week.

Hi, the point of today is to try to do something, even if it's not all that remarkable. Remember to attend your appointment with Aquarius this week.

Hi, remember that life is not about finding yourself. Life is about creating yourself. Don't forget your appointment with Aquarius this week.

Remember that, knowledge is being aware of what you can do. Wisdom is knowing when and when not to do it. Don't forget your appointment with Aquarius this week.

Remember that, your problem isn't the problem; your reaction can often be the problem. Don't forget to attend your appointment with Aquarius this week.

Hi, remember that you can do anything, but not everything. Recovery is a journey and not a race. Don't forget your appointment with Aquarius this week.

Hi. Become your own motivation and transform, as innovation is the difference between a leader and a follower. Don't forget your appointment with Aquarius.

Thinking of recovery should become your main target, no matter what ups and downs you come across in your life. Remember your session with Aquarius this week.

You may find that the harder you work on your recovery, the more luck you will seem to have. Remember to attend your appointment with Aquarius this week.

Hi, remember the starting point of all achievement is the desire to do it. Don't forget to attend your appointment with Aquarius this week.

Remember that no one said recovery was easy, as all progress takes place outside your comfort zone. Don't forget your appointment with Aquarius this week.

Hi, remember you can only succeed, if you desire success; you are more likely to fail if you don't mind failing. Don't forget your appointment with Aquarius.

Remember that recovery is standing up to fear and mastering it, and not absence of fear. Don't forget your appointment with Aquarius this week.

Hi, only put off until tomorrow what you are willing never to do. Don't forget your appointment with Aquarius this week.

Some say that motivation doesn't last. Well neither does having a bath- that's why we recommend it daily. Don't forget your appointment with Aquarius this week

We become what we think most about so if recovery is in your thoughts, isn't that the greatest secret? Don't forget your appointment with Aquarius this week.

Many find that when they have a real interest in life, escape, sleep and boredom are no longer most important. Don't forget your session with Aquarius.

Remember that, it's not what you look at that matters: it's what you see. Don't forget your appointment with Aquarius this week.

The road to success and the road to heartache are almost exactly the same. Which road are you choosing? Don't forget your appointment with Aquarius this week.

### Patient experience questions

*BASELINE (xEvalQ-01 / -02 / -03)*

**Day 1, 17:00pm.**

***Do you think Flo will help you maintain your recovery and/or engage with support services?***

***Text #1 if you think Flo will help, or #2 if you don't.***

***Do you think Flo will help you maintain your recovery and/or engage with support services?***

***Text #1 if you think Flo will help, or #2 if you don't.***

***Do you think Flo's messages will help you to engage with and integrate into the local community? Text #1 if you do, or #2 if you don't think they will help.***

*END OF MONTHS 1 - 6 (XEvalQ 04-06)*

***Do you find the messages helpful and interesting? Please text #1 if you do, or #2 if you don't.***

***Thanks, Flo. Please text #1 if they did, or #2 if they didn't.***

***Please text #1 if Flo's messages helped you maintain your recovery and/or engage with support services in the case of relapse, or text #2 if they didn't help.***

***Do you think Flo's messages helped you to engage with and integrate into the local community? Text #1 if you do, or #2 if you don't think they helped.***