
Exclusions Policy



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Exclusion Policy

1. Introduction

- 1.1. B3 works within a recovery philosophy, the process of which is characterised by voluntarily sustained control over substance use which maximises health and well being and participation in the rights, roles and responsibilities of society, the principal aim of which is to support service users to:
 - 1.1.1. Reduce harm to themselves
 - 1.1.2. Reduce harm to others
 - 1.1.3. Support abstinence where appropriate
 - 1.1.4. Increase service user participation in the development of their care
 - 1.1.5. Achieve positive change

2. Responsibilities

- 2.1. B3 is committed to providing an effective and safe service for its service users supported by robust clinical governance processes.

3. Purpose

- 3.1. These guidelines have been developed to support the safe and effective treatment and case management of B3 service users. It is important to maintain a safe, consistent and appropriate environment for all B3 staff, service users and visitors. For this reason it is necessary to have clear guidelines about when it is acceptable to exclude a service user or visitor from the service(s) and the circumstances in which they can safely re-access the service. This is to promote the optimum environment for all involved.
- 3.2. One of our objectives is to keep service users in recovery orientated treatment. This is because Service users in treatment fare better than those outside treatment in every outcome. For example, they live longer, experience fewer overdoses, have fewer problems with the law and their physical and psychological health is improved.
- 3.3. One should further remember that those who need a health service more, are less likely to have access to it.
- 3.4. With the above in mind it cannot be emphasised enough that exclusion from the service should in all cases be seen as the final resort.

4. Procedure

- 4.1. Before taking the decision to instigate exclusion:
- 4.2. The service user should be warned that exclusion is being considered and the potential actions and consequences explained clearly.

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- 4.3. All effort must be made to offer the service user the opportunity to set new goals or identify contingencies that might influence their progress from this point.
 - 4.4. All effort must be made to explore alternatives to exclusion including liaison with all the partner agencies involved in the service user's treatment.
 - 4.5. The Service Manager must be satisfied that the decision to exclude the service user is fair and does not discriminate against the service user.
 - 4.6. Exclusion constitutes a withdrawal of access to some or all of a project's services from the individual concerned. Exclusion from services managed by B3 may be considered in response to unacceptable behaviour. B3 policies and local service policies and rules define 'unacceptable behaviour'. Grounds for exclusion may include:
 - 4.7. Use of drugs or involvement in others' use of drugs on-site
 - 4.8. Selling or distributing drugs on the premises
 - 4.9. Violence to persons or property (or serious threat) or serious verbal abuse
 - 4.10. Sexual harassment
 - 4.11. Persistent unacceptable behaviour
 - 4.12. Service expectations of acceptable behaviour in relation to violence, aggression and substance use should be made clear to all new service users at the earliest relevant opportunity.
 - 4.13. B3 should display B3's policy statement on Drug and Alcohol use on the premises and this should also be discussed with the service user at the earliest opportunity.
 - 4.14. B3's Substance use on the Premises policy outlines the system of warnings that may be operated and sanctions which could be introduced, with the possible culmination in exclusion, in the event of a service user found to be in possession of drugs or alcohol on B3 premises.
 - 4.15. All services should display B3's statement concerning client expectations (copies can be obtained from Central Services).
 - 4.16. B3's Managing Violence and Aggression policy outlines the specific behaviours that are unacceptable and the methods of management of those behaviours, that should be thoroughly explored before considering exclusion from treatment.
 - 4.17. Information regarding the service users' rights and responsibilities should be displayed in the service. Staff must ensure that all service users are able to understand them and have an opportunity to discuss them.
 - 4.18. In all services a contract should be established at registration between B3 and the service user, clearly outlining acceptable behaviours.
 - 4.19. Incidents of a similar nature should incur a similar period of exclusion to ensure equity between service users and interventions.

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- 4.20. Consideration must be given to the risks associated with exclusions, which may include:
- 4.20.1. Increased risk of overdose death
 - 4.20.2. Increased risk of contracting blood-borne virus
 - 4.20.3. Increased risks to the community in relation to offending behaviour
 - 4.20.4. Increased risk to children and / or vulnerable adults in the home
- 4.21. Where service users are considered to present a significant risk to staff members, a robust risk management plan is required. If it is considered that the risk is not manageable, referral to specialist services designed to work with higher risk groups should be considered where they exist. Local commissioners may be able to advise on such services locally.
- 4.22. Excluded service users must be provided with clear information regarding services appropriate to their needs. If physical or mental health needs are identified, B3 will support the service user by referring and liaising with the relevant provider.
- 4.23. Where the decision has been made to share exclusion information with external agencies, this must be clearly documented.
- 4.24. Excluded service users must be informed of which other agencies have been informed of the exclusion, unless it is considered that doing so may exacerbate a risk to others.
- 4.25. The service user will be informed in writing regarding the exclusion, context, time-frame and reasons for the exclusion and details of re-engagement opportunities, including clear guidelines on:
- 4.25.1. Who to contact,
 - 4.25.2. When the contact may be made,
 - 4.25.3. Where to re-engage,
 - 4.25.4. What changes in behaviour are required for re-engagement.
- 4.26. This information will be clearly documented in the service user's case file and on the data management system.
- 4.27. Services should have a mechanism for ensuring clear staff communication regarding any exclusion or warning.

5. Exclusions

- 5.1. Individuals who are found to be under the influence of alcohol or illicit drugs will be asked to leave the building immediately.

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- 5.1.1. Those in paid employment will be supported in seeking treatment and will be suspended while an investigation is completed under B3's Disciplinary Policy.
 - 5.1.2. Those engaged on a self-employed basis or on a casual basis will be supported in seeking treatment and will not be asked to work while they seek treatment.
 - 5.1.3. Those who are volunteering will be supported in seeking treatment and will not be asked to volunteer.
 - 5.1.4. Those engaged through an agency will be supported in seeking treatment and referred to their agency and will not be engaged while they seek treatment.
- 5.2. Individuals who bring suspected illicit drugs onto the premises will be asked to leave the building immediately (taking the suspected illicit drugs with them) and will be supported in seeking treatment.
- 5.2.1. Those in paid employment will be suspended and an investigation will be completed under the Disciplinary policy.
 - 5.2.2. Those engaged on a self-employed basis on a casual agreement will not be asked to work while an internal review is completed and, dependent on the outcome of the review, may not be engaged again.
 - 5.2.3. Those who are volunteers will be asked not to volunteer.
 - 5.2.4. Those engaged through an agency will be referred to the agency for them to complete an investigation and will not be utilised by B3 while the investigation is ongoing. It is likely that B3 staff will be asked to participate in the investigation.
 - 5.2.5. A report produced regarding the illicit substance being on the premises following the Critical Incident Reporting procedure.
- 5.3. Where the quantity of illicit drug found is such that it is believed that it is not just for personal consumption, then the individual will be asked to leave immediately and the police will be informed.
- 5.3.1. A report must be produced regarding the illicit substance being on the premises following the Critical Incident Reporting procedure.