

Organisation:

Glasgow City ADP – MAT Experiential

Key Rights Applied:

Right to Life

Right to the highest attainable standard of physical and mental health

Right to private and family life

Background & Context:

The MAT Experiential Service Improvement Plan was developed in response to experiential feedback gathered from service users, families, and staff across Glasgow City. The aim was to identify strengths and areas for improvement in MAT service delivery. The context includes achieving same-day rapid assessment and access to MAT, offering informed choices and harm reduction interventions, retaining service users in treatment for over a year and promoting trauma informed care and compassionate service delivery.

Use of the Charter Toolkit:

The FAIR model and PANEL principles; Participation, Accountability, Non-discrimination, Empowerment, and Legality, were embedded throughout the experiential programme and informed the development of the improvement plan. These principles were reflected in themes such as trauma informed care, meaningful engagement, and family involvement.

The toolkit also supported reflective assessments and thematic analysis, which were used to shape the improvement priorities.

Results to date:

- A comprehensive improvement plan was created and shared across ADP reference groups and ADRS teams.
- Key themes were identified, including recovery promotion, care planning, trauma-informed environments, and mental health access.
- Recommendations were made to improve engagement, training pathways, and family involvement.
- The plan is being used to guide STIR meetings and inform future service development.

Lessons Learned:

- Experiential feedback is a powerful driver for service improvement.
- Rights-based principles can be effectively embedded through structured tools like FAIR.
- Staff need support not just in training but in applying learning practically.
- Service users value compassionate care and clear communication, which must be prioritised in planning.

Recommendations for Others:

- Use experiential data to identify themes that naturally align with Charter principles and apply the FAIR model to structure feedback and guide improvement planning.

CHARTER – EMERGING PRACTICE
EXAMPLE/CASE STUDY



- Service users and staff should be engaged in co-designing solutions.
- It's important to ensure that improvement plans are accessible and actionable, with clear ownership and follow-up.

