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**Legal Notice**  
Social Regulatory Standards

Office-Based Services offered to  
**PERSONS WITH DRUG, ALCOHOL  
AND GAMBLING RELATED PROBLEMS**

# **SOCIAL CARE STANDARDS AUTHORITY ACT**

**(CAP. 582)**

## **Social Regulatory Standards for Office-Based Services Offered to Persons with Drug, Alcohol and Gambling Related Problems**

IN EXERCISE of the powers conferred by Article 30 (5) of the Social Care Standards Authority Act, the Minister for the Family, Children’s Rights and Social Solidarity has made the following regulations:-

### Citation

1. The Title of these regulations is the Social Regulatory Standards for office-based services offered to persons with drugs, alcohol and gambling related problems.

### Scope

2. These regulations by means of the Schedule, elevate the Social Regulatory Standards for office-based services offered to persons with drugs, alcohol and gambling related problems, to the status of Subsidiary Legislation under the Social Care Standards Authority Act.

### Interpretation

3. In these regulations, unless the context otherwise requires:

“Agency” means the entity providing a service;

“Competent person” means a person who has the appropriate theoretical and/or practical knowledge and/or experience which render him/her capable and/or authorised to undertake specific activities, in line with national legislation, standards or directives issued by the applicable authorities;

“Holistic assessment” means the process in which staff members identify the needs and aspirations of the individuals availing of the service. Such an assessment identifies aspects of the individuals’ health, personal, cognitive, behavioural, emotional, spiritual and psychological care, protection, social networking and family support. This helps to determine what services should be delivered to satisfy these needs and aspirations;

“Independent representative” means a person, who is independent from any aspect of the service and from any agency involved in the provision of service, working in the name of the person availing of the service or in his/her interest. The representative carries out such work after having been formally appointed to do so by the individual in whose name the representative is acting or (if the individual is not in a position to do so) as stipulated by law;

“Individuals” means persons having a drug, alcohol or gambling related problem who seek assistance and support from a service provider offering therapeutic and support services on this regard;

“Key worker” means a worker responsible for co-ordinating the individuals’ action plan;

“Management” means a person or persons who act on behalf of the service provider to provide leadership to staff and to oversee and control the proper functioning of the services provided.

“Performance indicator” means an active descriptor of what service providers need to do to ensure service outputs that support the quality indicators;

“Policies and procedures” means a set of rules or guidelines issued by the management/service provider, which regulate all operations within office-based services;

“Quality indicator” means a statement that sets out the requirements to achieve compliance with a standard;

“SCSA” means Social Care Standards Authority as established by virtue of Article 5 of the Social Care Standards Authority Act (Cap. 582);

“Service provider” means a person who, or organization that provides support through a range of services to individuals who are seeking help for their drug, alcohol or gambling related problems;

“Staff members” means persons engaged by the service provider to offer support and care to individuals availing of the service. Different staff members assume different roles including providing assistance in personal care, supporting individuals during activities and providing advice and support on life skills and other aspects in one’s own life. Other staff members offer professional, specialized care as part of a therapeutic service.

## **SCHEDULE**

### **Standard 1: Identification of needs and support interventions**

#### **Standard Statement:**

A holistic, individualised assessment is undertaken so that needs, goals and individual aspirations are identified.

#### **Quality Indicators:**

1. Individuals are able to identify and discuss aspects of their life they feel they need to be assisted in and staff should give the necessary support for them to realize their aspirations.
2. All individuals are entitled to any information that they may find relevant to them and this should be given in a complete, timely and unconditional manner.

### **Standard 2: Exercising Rights in a Therapeutic and Empowering Environment**

#### **Standard Statement:**

Individuals are treated with respect and are ensured a holistic and dignified approach to care. The service provider encourages individuals' autonomy in decisions pertaining to the care provided.

#### **Quality Indicator:**

1. The service provider and all staff respect the dignity rights and individuality of all persons and help them realize their potential.

### **Standard 3: Safeguarding the individuals' safety and security**

#### **Standard Statement:**

The physical, emotional and mental well-being and safety of the individuals shall be safeguarded at all times.

#### **Quality Indicators:**

1. The service provider promotes systems that ensure overall safety and security of all staff and individuals availing of the service.
2. The service provider deals effectively and in a timely manner whenever the individuals express concerns or submit a complaint.

### **Standard 4: Promoting an effective system for the safekeeping of documentation and information dissemination**

#### **Standard Statement:**

The service provider abides with data protection measures when it comes to using, processing, retaining and disseminating confidential information about individuals availing of the service.

#### **Quality Indicator:**

1. The service provider ensures safe keeping and sharing of information pertaining to the individuals in line with respective laws and regulations.

### **Standard 5: Establishing and maintaining external relations**

#### **Standard Statement:**

The service provider shall ensure comprehensiveness and continuity of care by being proactive towards maintaining positive collaborative relationships with persons close to the individuals as well as different professionals who can provide the necessary care.

#### **Quality Indicators:**

1. The service provider communicates with significant persons close to the individuals and retains such contact if it is in the best interest of the same individuals.

2. The service provider collaborates with third parties including professionals and support bodies so as to enhance the therapeutic experience of the individuals availing of the service.

### **Standard 6: Service Quality Management**

#### **Standard Statement:**

The management and staff are accountable to deliver quality support and care in the most respectful and transparent manner.

#### **Quality Indicators:**

1. The service provider ensures professional and ethical practice that is safe and appropriate to the emerging needs of the individuals availing of the service.
  2. The service provider implements transparent recruitment strategies and plans for the continuous development of its staff.
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