

Working together for health & wellbeing

---

## **The Bath and North East Somerset Drug and Alcohol Services Welcome Pack**

### ***Welcome to your services***



**Avon and Wiltshire**  
Mental Health Partnership NHS Trust



## 1. Welcome

The aim of B&NES treatment services is to support people who have a drug or alcohol problem to make a full recovery. We will do this by providing services to meet your needs.

We are committed to making sure you have access to a range of effective treatment services, and that these aid long term recovery, promote wellbeing, citizenship and freedom from dependence.

Even the greatest journey starts with a small step forward ...

## 2. Our Services

B&NES drug and alcohol treatment services work together to deliver your treatment through:

- **Project 28** - for young people's services **01225 463344**
- **Developing Health & Independence (DHI) and Specialist Drug & Alcohol services (SDAS)** for adult services. **01225 329411**

Your services can be provided near to where you live across B&NES including at our treatment centres in Bath and Midsomer Norton, or (in certain cases) at your GP surgery.

There is a single number for advice or to make an appointment for treatment: **01225 329 411**.

Opening hours are Monday to Friday 10am-7pm and Saturday morning 10am-1pm.

*"Now I am clean I have been able to start volunteering which gives me a sense of purpose." Paul*

### Who we work with

#### **Individuals:**

Services are for adults or young people who are concerned about their own drug or alcohol use. We also support people who are affected by someone else's drug or alcohol use. We work with people who are referred to us from other agencies. You can also contact us directly.

If you are under the age of 18 when you start services and need these services to continue after you have turned 18, a Transitional Worker will help you transfer into the adult treatment system, where it is appropriate.

#### **Families where there are children or young people:**

We take a whole family approach and provide specialist advice and information for people living with children.

We support families in treatment; we support young people affected by their parents' drug or alcohol use; and we support parents affected by their children's drug or alcohol use.

#### **Partners and friends:**

We also work with partners and friends who are affected by someone's drug or alcohol use.

#### **Our partners in the Treatment System**

In B&NES, we promote a **whole person approach** so that we can offer the best support to meet your needs. Our partner agencies provide a range of support such as housing, physical and

mental health, employment, training and education, and social care services (see useful contacts at the end of this document).

As well as supporting you, they may be supporting your children, parents, family members or partner.

“These services are constantly improving.....” John

We understand how important it is that these agencies talk to each other so you don't have to keep repeating yourself. Information about your progress is shared with people on a **NEED TO KNOW** basis. This means only sharing information needed to support you.







Information can be shared with anyone else such as your partner or family member if they would benefit from hearing about your progress. We ask for your consent to share information about you.

## Our Services

- Blood borne virus screening, testing & inoculation and specialist support where required
- Community or residential detoxification and rehabilitation services (either at home, in our supported 'dry house', or as an in-patient in a residential rehabilitation facility)
- Community and Pharmacy needle exchange
- Counselling and individual support including Cognitive Behavioural Therapy (CBT)
- Criminal Justice services to reduce offending (including domestic violence linked to drug and alcohol use)
- Drug & alcohol information, telephone advice and support
- Employment, Education and Training services linking with businesses and colleges
- GP surgeries for alcohol support or drug prescribing services
- Groups including Ketamine, Novel Psychoactive Substances and 'Legal Highs', motivational interviewing (MI) and dialectic behavioural therapy (DBT)
- Housing and benefit advice
- Mutual aid groups (AA, NA & SMART) and sports/social activities for relapse prevention
- Partners, carers, family and friends support groups and other services
- Peer Support
- Royal United Hospital support from the Alcohol Liaison Service
- Stimulant & Benzodiazepine services
- Training for you, family members/carers and professionals (e.g. first aid over-dose prevention).

“These services helped me pick up the pieces and move on with my life.” Sally

### 3. Your Treatment

<p>Telephone Support</p>  <p>01225 329 411</p>	<p>Advice and information will be given to you over the phone linking you to a range of support services which you may need.</p>
<p>Brief Assessment</p> 	<p>Basic information will be taken over the phone and an appointment will be agreed, at a time and date best for you, for a full assessment.</p> <p>You can bring your partner, family member or friend to attend the assessment with you. If you do not want them to attend you will be given an information leaflet about the services available for partners, families and friends.</p>
<p>Your Assessment</p> 	<p>A full assessment will be carried out jointly with staff from B&amp;NES drug and alcohol services and you. A recovery plan will be written with you with realistic and achievable goals.</p> <p>You will have a named person (key-worker) to support you at every stage of your treatment and recovery.</p>
<p>Your Health</p> 	<p>As part of your treatment package you will have a health care assessment, a course of Hepatitis B immunisations and, where it is appropriate, you will be tested for Hepatitis C.</p> <p>We can link you in with other agencies such as a dentist, GP, family support, stopping smoking, mental health or social care services.</p>
<p>Your Recovery</p> 	<p>You will be given treatment and support to enable you to meet the goals in your recovery plan and to support your family.</p> <p>Your recovery plan will be reviewed regularly with you, and will be adapted to meet your needs at different times.</p> <p>Your key-worker will set up a three-way meeting with a dedicated recovery worker and you to set long-term recovery goals. This will include housing support, skills-building, employment, volunteering, social activities and relapse prevention support (see Our Services for details).</p>
<p>Your long term Recovery</p> 	<p>When you are feeling more confident in your recovery and you no longer need treatment services, we will encourage you to continue to use peer support services and social activities for up to one year, or longer if you still need them</p> <p>You will be able to return to treatment at any point if you need to.</p>

“I am really pleased I got my Hep B vaccination, now I know I am protected” - Mark

#### 4. Service Charter

Service Users and staff have written the Service Charter which describes expectations of each other throughout the recovery journey. You will find the Service Charter displayed in all of the Treatment Centres.

#### 5. Information Sharing

During your treatment with B&NES drug and alcohol services we will ask you for information so that we can carry out a comprehensive assessment of your needs and provide the best care and treatment for you.

<p><b>Why do we hold information about you?</b></p>	<p>We securely hold information about you;</p> <ul style="list-style-type: none"> <li>• To help us meet your needs and so that you receive effective care and treatment</li> <li>• To monitor, develop and improve drug and alcohol services in B&amp;NES</li> </ul> <p>You can change what information you want to be shared about you at any time.</p>
<p><b>What type of information do we share? How will we share it?</b></p>	<p>All of your data will be kept electronically on our client record system <b>ILLY</b>.</p> <p><b>ILLY</b> is the electronic system used in B&amp;NES to collect information about people in drug and alcohol services. The system is checked on a regular basis to ensure your data is securely stored.</p> <p>We also share some information about people in treatment with the <b>National Drug Treatment Monitoring System (NDTMS)</b>. This is the database used to collect information on drug and alcohol treatment services in England.</p> <p>Individual information is <b>anonymous</b> – your full name and address are <b>NOT</b> passed on although some details are sent to minimise the risk of you being counted twice (eg your initials, date of birth, gender and part postcode). Your information is held for at least 8 years.</p> <p>If you want to know more about the NDTMS including why information is needed; how information is handled; and the type of information collected, please ask your keyworker.</p>
<p><b>Why do we need to share information?</b></p>	<p>To make your treatment journey as safe and joined up as possible.</p> <p>This information will be shared with services supporting your treatment. Information will be shared with agencies on a <b>NEED TO KNOW</b> basis. This means that services will only have the information they need in your best interests.</p> <p>We will seek your consent to share information. You will know why information is being shared and for what reasons.</p> <p>There are strict guidelines for professionals on sharing information. They have to:</p> <ul style="list-style-type: none"> <li>• Check how much information to share</li> <li>• Make sure the information being shared is correct and up to date</li> <li>• Make sure information is given to the right person</li> <li>• Share facts, not opinions</li> </ul>

	<ul style="list-style-type: none"> <li>• Tell the person that the information has been shared (and that it will not create or increase risk of harm).</li> </ul> <p>Unless you are involved in the Integrated Offender Management (IMPACT) no information that could identify you is passed to the police or criminal justice agencies.</p> <p>If you are an IMPACT client, information on the risk you present to yourself or others may be shared with the police. NDTMS does not pass any identifiable information to the police or criminal justice agencies.</p>
<p><b>How do I agree to share my information?</b></p>	<p>B&amp;NES Drug and Alcohol services have one consent form. By signing up to this consent agreement you are agreeing to share your information within the B&amp;NES Treatment system.</p> <p>Personal information is not passed on to anyone else without your consent, although sometimes it may be necessary (see below).</p> <p>Your consent to sharing information is reviewed and updated during your time in treatment with us. This will be discussed with your keyworker.</p> <p>Information can be shared with eg Housing services, Education and Employment services, Mental Health services, Children’s Services, GP, Pharmacists and other services when they are part of your treatment support.</p> <p>We respect that you may not want to consent to share information that is not directly related to your treatment.</p>
<p><b>When can we share information without your consent?</b></p>	<p><b>Sometimes, by law and without your permission, it may be necessary to share information about you.</b></p> <p>Information <b>must</b> be shared with other agencies:</p> <ul style="list-style-type: none"> <li>• If there is significant risk of harm to yourself or others, particularly children.</li> <li>• If you are summoned to court to provide evidence.</li> <li>• If you are found to be discussing the sale or purchase of illegal drugs, or found to be in possession of these whilst on service premises.</li> <li>• If you disclose information about criminal offences or related to an act of terrorism.</li> <li>• If there is a medical emergency information will be given to ambulance or hospital staff to save you.</li> </ul> <p>Under these circumstances we are obliged by law to notify and involve other agencies.</p>
<p><b>Data Protection</b></p>	<p>The <b>Data Protection Act</b> sets out rules about how personal information is stored and used.</p> <p>The law requires us to:</p> <ul style="list-style-type: none"> <li>• only use the information for the purposes you have agreed to</li> <li>• Keep this information strictly confidential.</li> </ul> <p>You can apply to see the information kept about you, whether it is kept on paper or on a computer. Both <b>ILLY</b> and <b>NDTMS</b> work within <b>Data Protection</b> guidelines.</p>

## 6. Working with Risk

The Treatment System works closely with other services to best meet your needs and reduce the risk of harm to you and others. Keeping service users' safe is at the heart of what we do.

B&NES treatment services will keep any information on known risks to you or others. Sharing these issues will help provide a better, safer service for you.

The Treatment System works closely with children and young people's services to make sure we safeguard vulnerable adults and children.

## 7. Feedback/Service User input

We are committed to providing the highest possible standards of service to you. We welcome feedback from service users as your feedback tells us about what is working and suggests improvements.

You can give your feedback in a variety of ways: at service user forums, in questionnaires, on the service's notice boards/comments book; to the service user representative; or to your key worker.

You can give feedback anonymously.

<b>What is a Service User Representative?</b>	A service user representative is someone who: <ul style="list-style-type: none"><li>• Has used B&amp;NES drug and alcohol services</li><li>• Attends meetings and feeds back opinions and outcomes</li><li>• Shares information</li><li>• Gathers and represents opinions of other service users about the substance misuse services they receive.</li></ul>
---	--

From time to time we consult with service users about improvements and changes to services. These focus groups are an opportunity for service users to share their views and opinions on certain projects. Service users participated in the re-commissioning of services, the design of drug and alcohol service leaflets, the Service Charter and this **Welcome Pack**.

## 8. Useful Contacts

### Helpline Numbers

<b>Alcoholics Anonymous (AA) 0845 769 7555</b> For more information & local B&NES meetings	<b>Drinkline</b> 0800 917 8282
<b>Domestic Violence Helpline</b> 0808 800444	<b>Frank</b> 0800 776600
<b>Narcotics Anonymous (NA) 0300 999 1212</b> For more information and local B&NES meetings	<b>Samaritans</b> 08457 909090
<b>SMART Recovery</b> Self Management & Recovery Training <a href="http://www.smartrecovery.org.uk">www.smartrecovery.org.uk</a>	<b>Adfam</b> Support for families affected by drugs and alcohol. Information on local B&NES services <a href="http://www.adfam.org.uk">www.adfam.org.uk</a>

## Services in B&NES

<b>B&amp;NES Council Homelessness Department</b> 01225 396124	<b>Developing Health &amp; Independence (DHI)</b> The Beehive, Beehive Yard, Walcot Street, Bath, BA1 5BD 01225 329411 <a href="mailto:info@dhi-online.org.uk">info@dhi-online.org.uk</a>
<b>Julian House Nightshelter</b> Manvers Street, Bath 01225 354659	<b>REACH</b> Housing Support, B&NES 01225 422156
<b>Project 28 (Young People's Services)</b> Southgate, Bath BA1 1TP 01225 463 344	<b>Specialist Drug and Alcohol Services (SDAS)</b> Rockhall, Oldfield Park, Bath, BA2 3ND 01225 359900
<b>The Hub multi-agency Centre</b> High Street, Midsomer Norton BA3 2DP (contact DHI)	<b>Southside Family Centre</b> 01225 331243
<b>MIND Mental Health Charity</b> 13 Abbey Churchyard, Bath, BA1 1LY 01225 319199	<b>Clean Slate</b> Employment and Training in B&NES 07530 063 548

*(For all other information about drug and alcohol services, and for referrals, call **01225 329 411**)*

## 5 ways to Wellbeing in Recovery

1. **Connect...**with people around you. Go to meetings. Meet people.
2. **Be Active...**Go for a walk, exercise, do anything.
3. **Give...**Do something for someone else. Serving others. Volunteering.
4. **Keep Learning...**Try something new. Become a student of recovery.
5. **Take Notice...** Mindfulness. Being present. Here and Now.

**“You alone can do it,  
but you cannot do it alone”**