

Service User Involvement

For more information on getting involved with services contact:

SURGE

“Service User Rights Group Enterprise”

Contact Pete on 07791607588,
pete.hartwell@turning.point.co.uk

Or Simon on 07968485860

Or ask at any of the drug or alcohol services for details

Parent and Carer Support Groups

Peer support for people affected by someone else’s drug or alcohol use:

Parents against Drugs Families Unite

Tel: 01386 860338

Tel: 0781 7075408

Drug and Alcohol Action Team

Worcestershire DAAT is a multi-agency partnership of Chief Officers or their representatives from a range of agencies tasked with addressing the misuse of drugs and alcohol and implementing the national strategies associated with this work to:

‘Reduce the harm that drugs and alcohol cause to individuals, families and communities within Worcestershire’

Based at County Hall, they can be contacted on:

Tel. 01905 766735 or Fax 01905 766930

email: smatadmin@worcestershire.gov.uk

For national friendly, confidential, drug and alcohol information and advice call

FRANK

Tel: 0800 77 66 00

www.talktofrank.com

24 hours a day, 365 days a year

Concerned about someone you know? Call our freephone help-line: 0800 652 9664



Understanding Drug Services in Worcestershire
A Guide for Families



Drug Services in Worcestershire

“We understand that people with drug problems have complex needs that require complex solutions”

The Drug Service Partnership

Worcestershire DAAT is part of the Drug Service Partnership. This comprises of four organisations, (all free and confidential), employing a range of specialists to meet the complex needs of those with drug problems.

These services are:

Adult services (18+)

- Turning Point
- The Substance Misuse Service of Worcestershire Mental Health Trust
- The Drug Intervention Programme (in the criminal justice system)

Young people (under 18)

- SPACE (direct access service for specialist support and treatment, re-drug and alcohol use)

Apart from Space, these services work together in ‘locality teams’ across the county in Redditch, Kidderminster, Worcester, Evesham and Malvern.

Other Support

The Worcestershire Community Alcohol Team (WCAT)

Where alcohol is the main problem for an adult, referrals are made to the Worcestershire Community Alcohol Team (WCAT). The Drug Service Partnership works collaboratively with this team.

For information on your local service, contact 01905 729400 or see their website www.wasa.org.uk

The Drug Treatment Services will respond to any person using an illegal substance. If you are concerned about prescribed drug use, the GP may be the best service to talk to.

Together we provide...

- Open access harm reduction and needle exchange.
- Crisis support.
- Needs Assessment.
- Care Coordination.
- Substitute Prescribing.
- Individually tailored care plans.
- Group-work programmes.
- Access to Residential Rehabilitation.
- Support programmes for anyone affected by another person’s drug use – including children.



How can drug-users access our services?

Anyone can self-refer by telephone, letter or by dropping in. We are not solely for people with problems, and we won’t assume a person has a problem just because they use drugs.

If you want contact details for any of our services, please phone our help-line:

0800 652 9664

What the treatment service will tell you

“Without the trust to talk openly, our service users would not progress in understanding their motivation to use. Without written permission from the service user, the treatment services will not be able to share information with loved ones”.

This can be frustrating – especially when you want to know how the person you care for is progressing. If you speak to the drug-user and explain your concern, they may be willing for the service to share limited information with you.

What is drug treatment all about?

“Why doesn’t the person just stop using? If they did everything would be ok!”

Many drug users will say that stopping is not the issue – it’s staying stopped that’s the challenge.

This is because drug use will often have a purpose for the person, a value, often hidden, that the user themselves may be unaware of – for example to reduce anxiety, or increase confidence.

To complicate things further, there are often two components of drug dependence:

- The physical – where, after repeated use, the person’s body has adapted to the drug so they have craving withdrawal and can’t function properly without it.



- The psychological – the root of the problem, thoughts and feelings which drug use changes so life can be more bearable.

This can lead to drug using behaviour which will often be seen as the main problem. Sometimes it can be too hard to understand the psychological, until the physical need is addressed; so the person can be stable enough to consider changing how they think about themselves and the world.

“The value of the drug service partnership is that there are specialist staff in each area of expertise to address these different problems.”

The Drug Services can prescribe and supervise substitute medication to stop withdrawal, and balance the body; and then provide the support to enable a person to understand the purpose of drug use in their lives, their reasons for using, and find new ways of living.

Care Coordinators:

This work is overseen by a Care Coordinator. A worker dedicated to ensuring that the drug user gets the right support at the right time, often integrating both physical and psychological care.

Employment specialists:

When a person is ready, we have employment specialists who can assist the person to get practical skills, specific training or a job – restructuring their lives to make a new start.

The process of change:

This process of change can be painful, and it is common for people to feel that is just too difficult, and want to give up. This is when it can be particularly difficult for family members and partners. The joy of seeing someone make a commitment to change can be replaced with despair if the drug user starts using again.

This can be a crucial stage. ‘Lapses’ are often part of the process, and if considered properly can be valuable learning experiences to understand more about the cause of the drug-use.

It is important to understand that ‘lapses’ do not equal failure – but are an opportunity – if addressed in the right way.

What about you?

“Parents, partners and the children of drug-users can often feel very isolated and helpless as they see a family member suffering.”

Mood swings can mean family members feel like they're 'walking on egg shells' – a tightrope between wanting to express how they're feeling and wanting to keep quiet for fear of sparking a row. Often family members can feel isolated as it can be difficult to talk with friends or others in the family.

The Family Services Team

Working across the county, the Family Service is here to support you in your own right, irrespective of the decisions the drug user makes. Trained staff can help you understand your feelings and the choices open to you.

You will never be told what to do – seldom is there a 'correct course' of action that fits all situations. We can help you explore options, coping strategies, and help you better understand what the drug user may be experiencing, which in turn can help you to choose a way forward.

Turning Point help-line for families
Turning Point operates a help-line specifically for family members, available:

Mondays: 10am to 9pm
Tuesdays to Fridays: 6pm to 9pm
Weekends: 10am to 4pm

Call 0800 652 9664

If the lines are busy – please leave a message and we will phone you back as soon as we can.

The help-line workers will support you, and advise where the closest drug service is for your family member; and how to make an appointment with the Family Services Team.



In an emergency...

Symptoms of sedative overdose are commonly:

- Snoring deeply with difficulty in breathing.
- Small pupils.
- Not waking in response to being shaken, or talked at.
- Lips turning blue.
- Stopping breathing.
- Vomiting.

**It is important to respond quickly.
Call 999 for an ambulance.**



Police will not routinely accompany an ambulance unless they believe a child or paramedics may be at risk. Ensure you give the address where the overdosed person is situated.

Paramedics may be able to administer medicine that 'brings the person round' very quickly. This medicine can also wear off quickly so, be prepared to encourage the person to go to hospital so that they can be monitored carefully.

Whilst waiting for an ambulance, DO NOT make a person vomit unless instructed to do so by a health professional.

Place the person in the recovery position, ensuring their airway is clear.