



# Family Carer Directory



An information and resource pack for people whose lives are affected by the drug or alcohol misuse of relative or friend.

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# Contact Card

## Do get in touch

Use this card to tell us your contact details and whether you would like to:

- A one to one with our Family Carers Development Worker to hear about what Carers in Hertfordshire can offer you.
- Add your name to the mailing service for free regular newsletters
- Access information and support from a Carers in Hertfordshire Carers Support Worker

Please tick the boxes which apply and record any comments and suggests for additions or amendments to this Directory below:

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Address \_\_\_\_\_  
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Telephone \_\_\_\_\_

Mobile \_\_\_\_\_

Email \_\_\_\_\_



**Carers in Hertfordshire  
FREEPOST ANG50009  
Hertford  
SG14 1BR**

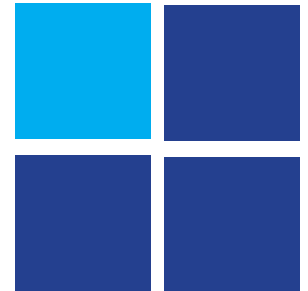
## Introduction

**One of the most stressful experiences for families and friends of people who misuse drugs or alcohol is not knowing where to go for help, either for themselves or for their relative or friend.**

This Directory is for Family Carers in Hertfordshire whose lives are affected by the drug or alcohol misuse of someone close to them. The Directory has been put together following discussions with Family Carers about what they want by way of support, advice and information, and in recognition of the stress that this caring group may endure.

In the following pages we hope you will find out about what help is available and where you can get information about services relating to your needs and circumstances.

If you have any comments or suggestions about this Directory, or if you know of (or discover) helpful information which is not included, please let us know so that we can include it when we produce new directories. You can pass on any comments, suggestions or information by completing the Freepost Contact Card enclosed. The Card can also be used to provide us with your contact details should you wish to take advantage of any of the services which Carers in Hertfordshire can offer you.



## Who is a Family Carer?

Very often people do not consider themselves to be a carer, they are just looking after their mother, son or best friend, simply getting on with what needs to be done what anyone else would do in the same situation.

*"A carer is someone who, without payments, provides help and support to a partner, child, relative, friend or neighbour. This could be due to age, physical or mental illness, **addiction** or disability."* The Princess Royal Trust for Carers.

## Carers in Hertfordshire

**Carers in Hertfordshire is a county-wide registered charity, providing information and support to carers. Carers in Hertfordshire is a platform for the voice of carers and offers carers the opportunity to have their voices heard on an individual and collective basis.**

Carers in Hertfordshire recognises the impact on your life of the drug or alcohol misuse of someone close to you. Carers in Hertfordshire can support you in a variety of ways. We can provide you with opportunities to have a real say in how services are offered and provided to both you and your relative or friend. We can provide you with information on anything from who to contact for information about drugs and alcohol to how to

arrange a benefit check or a holiday. We can listen and help you to have your caring needs recognised and we can put you in touch with people with similar experiences.

## Carers Rights

**Family Carers have legal rights derived from several laws the most recent is the Carers (Equal Opportunities) Act 2005.**

**The rights of carers are:**

- To be informed that they are entitled to a Carers Assessment if they provide substantial care on a regular basis
- To receive a Carers Assessment if they wish
- To have equal access (as anyone else) to work, leisure and education.

**In specific relation to Family Carers, the Government's updated national strategy Drugs:**

*Protecting Families and Communities* (published 27th February 2008) places an increased emphasis on the role and influence of families in the context of drug/alcohol misuse. The new strategy builds on the original launched in 1998 and last revised in 2002 which recognised the negative impact of drug use on families and stated that *"parents, carers and families will have greater access to advice, help, counselling and mutual support in relation to drug use."*

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## **The Government's 1999 Caring for Carers:**

A National Strategy makes it clear that all organisations who provide care, must involve carers in planning services.

The National Treatment Agency which is the National Health Service for drug treatment in England has guidance for Drug Action Team Partnership Commissioners on supporting and involving carers. This guidance states that partnerships are required to involve carers actively in their planning processes and stresses that without the provision of dedicated support services this remains an aspiration which is hard to achieve.

## **Carers Assessment**

**Caring for a relative or friend who misuses drugs and/or alcohol can affect your life in many ways, including emotionally, financially and practically. If you are caring for a relative or friend who misuses drugs or alcohol then you have the right to a Carers Assessment, which will be based on the IMPACT of your relative or friends drug or alcohol ON YOUR LIFE and not on their drug of choice.**

### **It does not matter if:**

- The person you care for does not live with you
- The person you care for has no medical diagnosis
- You do not provide physical care

It is the duty of the Community Drug and Alcohol Team to inform you of your right to an assessment and to undertake the assessment if you choose to have one. The person you care for does not need to be involved in the assessment or be information that it has taken place. The purpose of a Carers Assessment is not to judge your ability to care but to provide opportunities for you to consider your own needs and to discuss your thoughts on what support, if any, you think would be needed if you were unable to support your relative or friend due to an emergency.

### **A Carers Assessment will cover your needs for:**

- Practical support
- Emotional support
- Information
- A break from caring

**and**

- Finance
- Employment
- Your health and well-being

**and**

- Any other issues you might have

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You are entitled to a copy of the completed assessment, and should question any content you do not agree with as the information given during the assessment will be used to plan support for you.

If you wish to have a Carers Assessment you can either contact your local Community Drug and Alcohol Team (CDAT), or you can ask Carers in Hertfordshire to make a referral to the CDAT on your behalf.

## The Adfam Family Charter

*"In 2006 Adfam launched it's family charter. This charter represents the minimum standards that should be expected by people affected by someone else's drug or alcohol use."* The charter is reproduced here with the kind permission of Adfam.

**As a person close to a problematic substance user, I have the right to:**

1. Receive support for myself regardless of my social, economic or ethnic background or whether I still live with the substance user.
2. Be supported by professionals in my local area who are trained to help me with my personal needs.
3. See an improvement in the provision of support – both statutory and independent – for the families of substance users, which can often be patchy and inconsistent.
4. Have my personal circumstances appreciated by support agencies, including a non-judgemental attitude to decisions I have made in the past.
5. Expect full co-operation from my GP, who should direct me to appropriate local services – and expect my GP to stay informed about available support.
6. Assume that the police and health services will treat my situation without bias, whichever substance the person close to me may be using.
7. Have my interests promoted at policy-making level, and have people within government championing my cause.
8. Expect support and treatment agencies to be sensitive to the needs of families with regards to confidentiality and data protection, and the frustrations that often result from them.
9. Be informed of my statutory rights and helped to make relevant decisions by all statutory agencies (social security, criminal justice and healthcare agencies, for example).
10. Expect user and carer involvement to entail real engagement and dialogue – it is not just a box to be ticked.
11. A Carers' Assessment of my needs, if I am providing emotional or physical care for my relative.

## A Guide to Services

*The information in this section has been reproduced with the kind permission of South Yorkshire Parents and Drugs Support.*

### Where to go?

Before you think about seeking help for the drug or alcohol user, you need to be sure that they want help themselves as many do not perceive they have a problem. However, remember that, even if they do not want help, or are not ready to be helped you can still get support and information by contacting any of the services listed below.

### The services we have listed are free

A range of different services are available locally although the majority serve the 'user' as a priority they will all provide Family Carers with, at the very least, information and at best one to one counselling and support groups.

### Family Doctors (GPs)

GPs are often the first person people turn to when they realise something is wrong. Your doctor can help and support you. She may refer you onto one of the agencies described in this section.

Ask your doctor to make it clear on your notes and on the notes of the person you care for that you are a carer. This will make it

more likely that the staff at the practice will understand that you are under pressure, and give you the help you need.

### Shared Care

Shared Care is the joint participation of GPs and other agencies involved in providing drug treatment service for patients with a drug misuse problem. It involves day-to-day management by the GP of an individual service user with regards to general medical care and drug treatment. Shared Care between specialist (Community Drug and Alcohol Team) and GPs is seen as an ideal model to be used to facilitate primary care involvement in the treatment of problem drug use.

### Street Agencies

Street Agencies are usually organisations providing a drop-in service for drug and/or alcohol users. These agencies offer a range of services, including information, advice, counseling, group work, acupuncture, needle exchange and advice on safer injecting. In areas that have a number of services, they may be the initial access point for referral to other services.

### Needle Exchange Schemes

Injecting drugs is less common than other ways of using them, but it is the most hazardous. The major risks of injecting are overdose, infection from non-sterile injecting equipment (including HIV and Hepatitis) abscesses and gangrene by missing

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the vein when injecting and damage from other substances which may be mixed in with the drug (usually by the dealer to add bulk to the drug) . It is important that if a person is injecting that they have as much information as possible to minimise the risk to themselves and others.

Whilst it is understandable that some people may see giving needles and syringes to drug users as condoning their behaviour, contact with such services can often be the first step towards addressing their problem. It also increases the chance of them staying healthier, so that they are less likely to have long-term health problems (which could last well after they have moved away from drug use).

Most drug services provide free syringes, condoms and information on safer injecting.

## Residential Rehabilitation

Residential rehabilitation may be an option for people who have tried other community based forms of help to become and remain drug or alcohol free, but without success. Programmes involve spending a period of several months (sometimes up to a year) in a specialist unit often away from an individual's home area to break links with drug and alcohol using friends and associates.

Different units follow a variety of different philosophies but all provide structured programmes of psychological, educational

and social therapies aimed at preparing drug or alcohol users to achieve and maintain a drug/alcohol free life back in society.

Places on residential rehabilitation programmes are funded and access to this will require a full assessment of an individual's needs and financial circumstances, which can usually be carried out by a social worker in a Community Drug and Alcohol Team. Funding for places is in short supply and it could involve delays.

## Community Rehabilitation Programmes

Community rehabilitation is a home or community based service aimed at supporting drug or alcohol users to come off drugs or alcohol and remain that way. The benefits of community rehabilitation is that people can 're-learn' to live 'clean' or 'dry' in their own environment and don't have to leave the area.

## The Drug Interventions Programme

The Drug Interventions Programme is a critical part of the Government's strategy for tackling drugs. The Programme involves criminal justice and treatment agencies working together with other services to provide a tailored solution for adults – particularly those who misuse Class A drugs – who commit crime to fund their drug misuse.

The aim of the Hertfordshire Drug Interventions Programme (DIP) is to reduce the levels of drug related offending across the county by providing an integrated package of drug treatment, social care provision and offender management.

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The DIP has been operating across the county since 1 April 2005, and the Drug Interventions Team comprises the following elements:

- **Police** – a team with one Detective Inspector (as part of a wider role), one Detective Sergeant, two constables and 1.5 analysts. The Drug Intervention Programme (DIP) Constable's role is to manage offenders in the community, enforce the programme, gather intelligence and detect crime. DIP officers and staff are part of the Community Safety and Crime Reduction Department.
- **Drug Workers** provided by 'Turning Point'. Two teams (in the east and west of the county) are responsible for cell visits (in custody suites and courts), outreach work, and delivery of a drug work package to all DIP clients.
- **The Clinical Intervention Team** assesses DIP clients and stabilises their drug use with a view to making referrals onwards to mainstream drug treatment services.
- **The Prison Link and Aftercare Team** is provided by 'Turning Point' and engages with drug misusing offenders in prison and on release to Hertfordshire. It includes assisting with resettlement plans for DIP clients returning to the county.
- **The Probation Service** – a probation support officer working within DIP is responsible for links between the programme and Hertfordshire Probation Service, and throughcare and aftercare services (including education and training) for DIP clients.

The Hertfordshire DIP Team can be contacted on freephone 0800 6523169 (includes out-of-hours message service).

*The information in the section has been reproduced with the kind permission of Inspector Julia Wright of Hertfordshire Police.*

## Self Help and Community Groups

Groups such as Narcotics Anonymous or Alcoholics Anonymous which are self-help fellowships of drug or alcohol users provide information and support to drug or alcohol users, their families and friends.

## Telephone Helplines

There are a number of helplines available for drug and alcohol users and their families. These are listed within the section "Directory of Services".



## What you can expect from services

Drug and alcohol services vary from area to area so do not expect all services to be exactly the same, but all will offer similar treatment and services. Treatment for drug use usually attempts to do one of two things. It either attempts to stabilise use to reduce harm associated with it, or it helps the drug user to stop using drugs.

Sometimes it helps people to stabilise their use before they try to cut down or stop using. Before any type of treatment or support the drug/alcohol user will first be assessed. The assessment will take into account: the person's general health, their addiction history and their social environment.

Addiction is a complex problem with many factors affecting the user's recovery. It is a learning process for the users, often with relapse after relapse, and can become long-term. It is useful for families to bear this in mind, and not become too despondent, if treatment fails. **It is important, especially at this time for parents and other relatives or friends to get as much support as they can for themselves.**

Described below are some of the treatments likely to be offered with explanations of what they involve.

### Counselling

it in some form or another. It gives the client an opportunity to talk and explore ways of living more resourcefully and towards greater well being. Counselling sessions vary between agencies,

some are very structured, and others involve a much more informal relationship.

### Detoxification

Detoxification is the term used for ridding the body of drugs or alcohol and can result in unpleasant withdrawal symptoms, for example, if a person is using heroin regularly, they can suffer with aches and pains, diarrhoea, agitation and insomnia. Symptoms of alcohol withdrawal include sweating, rapid pulse, increased hand tremors, insomnia, nausea or vomiting, physical agitation, anxiety, auditory /visual hallucinations, and the possibility of grand mal seizures. These physical and emotional symptoms may be extremely severe depending on the individual's alcohol abuse history. Attempting to withdraw from heavy alcohol abuse without the proper professional help can be extremely dangerous. It can result in serious physical, psychological and consequences which can include death.

Symptomatic detoxification is when medication is given over a period of time (usually less than 3 weeks) to relieve the unpleasant symptoms associated with withdrawal.

### In-Patient Detoxification

Most in-patient detoxification in Hertfordshire now takes place in specialist hospital wards for which there can be a wait of some weeks for a bed to become available, particularly for alcohol detoxification. Detoxification is normally part of a planned treatment package, but occasionally detoxification is arranged as

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an emergency in either medical or psychiatric wards, depending on the emergency assessment. Some residential rehabilitation units now do in-patient detox.

It is usually provided after assessment by a specialist drug and alcohol professional, and rarely as a first line treatment.

## Methadone

Methadone is an opiate. This means that it falls into the same group as heroin and morphine which come from the opium poppy. Methadone, however, is a man made drug; it usually comes in the form of a green syrup to be drunk or (very occasionally) ampoules for injecting

Like heroin, Methadone is a painkiller and can also produce a feeling of warmth and drowsiness. It does not however produce the same 'high' as heroin but can take away the unpleasant withdrawal symptoms of heroin.

Used properly, Methadone can be an effective type of treatment, as many of the problems faced by users of heroin are a result of having to find the money to buy the drug. There are also health risks of using street heroin which is often contaminated with other substances or is of uncertain strength. A prescription of Methadone can stabilise the heroin user's life and health. For some, Methadone will be the start of a reduction programme over a period of several weeks or months. For others, they will receive a maintenance dose of Methadone for a longer period.

Methadone, however, is no less addictive than heroin. Many users say that it is more addictive and report that withdrawal lasts longer. It is also possible to overdose on Methadone; even a small amount could be fatal for a naïve user, particularly to a child. An overdose can also occur when someone takes more Methadone than they are used to, when mixed with other substances, (particularly alcohol), or when they have a break from it and then start taking it again at an inappropriate dose.

## Lofexidine

Lofexidine (also known as Britlofex) is a non-opiate drug, prescribed to reduce opiate withdrawal symptoms. As Lofexidine can occasionally affect blood pressure patients have to be assessed and monitored by medical or nursing staff in the initial stages of the treatment. A course of treatment usually lasts for seven to ten days and is prescribed in conjunction with other drugs such as tranquillisers. Excessive doses of Lofexidine may cause dizziness/blackouts.

## DF118

DF118 (Dihydrocodeine) is a mild strength opiate drug. It is commonly prescribed for pain relief, and sometimes it is prescribed to alleviate opiate withdrawal symptoms.

## Buprenorphine (Subutex)

Subutex is an opiate drug, meaning that, like Methadone, it has some properties similar to heroin. However, some of its properties

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are more similar to those of Naltrexone, in that it may block out the effects of other opiates (thus leading to a reduced effect of any heroin taken alongside it).

It comes in tablet form; the tablets are unusual in that they must be placed under the tongue and dissolved (they will not work if swallowed). It may be prescribed as a maintenance dose or in the form of a reduction dose over several weeks or months.

## Tranquillisers

The most commonly prescribed groups are called 'benzodiazepines' and include Vallium (Diazepam), Librium (Chloradiazepoxide) and Temazepam. They are prescribed to treat some withdrawal symptoms such as, anxiety and insomnia.

Tolerance to these drugs develops quite quickly, so it easy to become dependent on them. Withdrawal effects can be unpleasant and can include sickness, headaches and anxiety. It is also possible to overdose on tranquillisers particularly when taken with alcohol.

## Anti-depressants

Anti-depressants are a group of drugs (such as 'Prozac' and 'Dothiepin') that help reduce levels of depression and low mood, without causing a 'high'. They are not addictive, and may be prescribed for several months. If they are prescribed, it should be borne in mind that they take at least two to three weeks to have an effect.

## Naltrexone ('Blockers')

Naltrexone works by blocking the part of the brain responsible for producing the 'buzz' from taking heroin or other opiates, so if it is used in conjunction with counselling in the period following symptomatic detox to help a person adjust to a drug free life.

To commence Naltrexone treatment an individual must have completed their symptomatic detox and be urine-tested to show that all opiates are out of their system.

## Treatment for stimulant drugs (Amphetamines/Crack/Cocaine)

Although many users of stimulant drugs report that they find it very difficult to cut down or stop using, the withdrawal symptoms are more around an individual's body adjusting to different levels of activity and energy. They may also experience a strong psychological need to continue taking the drug.

For this reason, detox, in the way that it is used for heroin withdrawal does not occur and prescribing of substitute drugs rarely, if ever, occurs.

However, drugs such as anti-depressants may help with restoring an individual's well-being, and in cases where the level of use has caused feelings of anxiety, or even paranoia, a tranquilliser (often a 'phenothazine' rather than a benzodiazepine) may be prescribed.

Counselling and support with stimulant users is an essential part of helping them to adjust to a drug-free life.

## Complementary/Alternative Therapies

Acupuncture, aromatherapy and homeopathic remedies can be helpful for anyone who wants to reduce their drug use, stop using drugs altogether or for people who need extra help.

### Acupuncture

Ear acupuncture is available at some agencies and is claimed to be helpful for some people with drug use problems (including users of heroin, amphetamines, crack and alcohol) although the theory behind this is not fully understood or medically proven.

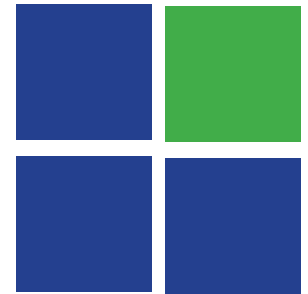
The treatment involves five small acupuncture needles being placed lightly in each ear on specific points that correspond to different organs in the body.

### Homeopathic medicines

Homeopathic treatments mean 'treating like with like' – it is a long established form of treatment, often using herbal remedies. Homeopathic medicines can be used to help with drug use and related problems, however, evidence for its efficacy is not available.

### Aromatherapy

Aromatherapy is the controlled use of essential oils with massage. It is particularly beneficial in aiding relaxation, relieving anxiety, tension, muscle cramps and for pain control.



*Information supplied by the Clinical Team at North Herts and Stevenage Community Drug and Alcohol Team*

## Local voluntary sector sources of advice, support and information for family carers.

**WDP/Drugline** has offices in Stevenage, Hitchin, Hertford and Royston and covers these areas. Drugline will provide family carers with information and one to one advice over the phone or face to face.

**Stevenage and North Herts WDP/Drugline**  
**32A Queensway**  
**Stevenage, SG1 1BS**  
**Tel: 01438 364067**

Opening hours for **Stevenage:**

**Monday – Thursday:** 9.30am – 12.30pm, 1.30pm – 5.00pm  
**Friday:** 9.30am – 12.30pm, 1.30pm – 4.30pm  
**Late night Tuesdays:** until 8.00pm

Opening hours for **Hertford**  
**25 Old Cross,**  
**Hertford, SG14 1RE,**  
**Tel: 01992 581040**

**Mondays:** 9.30am – 5.00pm  
**Tuesdays:** 9.30am – 5.00pm  
**Thursdays:** 9.30am – 5.00pm  
**Friday:** 9.30am – 8.00pm

Opening hours for **Hitchin**  
**Thomas Bellamy House,**  
**Bedford Road, Hitchin SG5 1HL,**  
**Tel: 01462 442442**

**Mondays:** 9.30am – 5.00pm  
**Tuesdays:** 10.00am – 6.00pm  
**Thursdays:** 9.30am – 5.00pm  
**Fridays:** 9.30am – 4.30pm

Opening hours for **Royston**  
**Katherine's Yard,**  
**Melbourne Street, Royston SG8 7BZ,**  
**Tel: 01763 249977**

**Mondays:** 2.00pm – 8.00pm  
**Tuesdays:** 11.30 – 7.00pm  
**Thursdays:** 9.30am – 1.00pm

# Directory of Services

## Focus Project

Gable House  
Prince Edward Street  
Berkhampsted, HP4 3EZ  
Tel: **01442 876255**

**The Focus Project** is an organisational member of BACUP and covers Dacorum providing the following services to family carers who are aged 18 or over:

- Information
- One to one advice
- One to one counseling
- Acupuncture

Services are available **Tuesday – Friday afternoons & evenings**

**Turning Point** in partnership with **Vale House Stabilisation Services** operating as **Hertsreach** provides free and confidential services to adults who have a problem with drugs and/or alcohol. Services are available from the following five 'access points' across Hertfordshire. The access points also provide services to family carers ranging from information to group support and counselling. It does not matter where you live in the county, family carers can access services at any one of these five locations.

## Hertsreach Dacorum

13 High Street  
Hemel Hempstead, HP1 3AA  
Tel: **01442 240579**

**Provides the following services to family carers:**

- Information
- A support group for family carers on Tuesday evenings from 6 – 7.30pm
- One to one advice
- Family and/or couple counselling
- Acupuncture
- Yoga

## Hertsreach North and East Herts

51 Station Road  
Letchworth, SG6 3BQ  
Tel: **01462 672381**

**Provides the following services to family carers:**

- Information
- One to one advice

## Hertsreach St Albans

**Vickers House**  
222 London Road  
St Albans, AL1 1PN  
Tel: **01727 893 344**

**Provides the following services to family carers:**

- Information
- A family carer support group on Wednesday evenings from 6 – 7.30pm

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## Hertsreach Third Party Service

76 High Street  
Watford, WD17 2BP  
Tel: **01923 221037**

**Provides the following services to family carers:**

- Information
- A support group for family carers is to be launched this year (2007). Please call the main office on the above number for details
- One to one advice
- Family and/or couple counselling or support
- Short-term telephone counselling
- Crisis support

## Hertsreach Criminal Justice The Training and Education Centre

Ascots Lane  
Welwyn Garden City, AL 7 4HL  
Tel: **0800 652 3169**

Does not provide any services specifically to Family Carers but should inform family carers of the criminal justice process and treatments.

- Offender management
- Police/court custody based assessments
- Referral and signposting
- Access to rapid prescribing
- Needle exchange
- Prison link workers

## Jewish Care

**Stuart Young House**  
221 Golders Green Road  
London NW11 9DQ  
Tel: **020 8922 2222**

**Jewish Care** provides a culturally sensitive service, Family Carers' Service: Addictive Disorders Support, to members of the Jewish community in Hertsmere, St Albans and Harpenden, Watford and Three Rivers and South East Herts.

**Jewish Care provides the following services to Jewish family carers:**

- Information
- Support groups for family carers. Please call the above number for details of groups
- One to advice (support not counselling)
- Family and/or couple counselling

The **Jewish Care** mental health social work team and employment projects will support people to access services and help them through recovery but the organisation does not provide addiction services per se.

# Directory of Services

## Parental Drug Awareness Service (PDAS)

c/o Ludwick Family Club

Hall Grove

Welwyn Garden City, AL7 4PH

Tel: **01707 393934**

**PDAS is a county-wide service providing the following to family carers:**

- Information
- A support group for family carers from **7.30pm – 9.30pm on the third Monday of the month**
- One to one advice
- Drug awareness presentations and workshops – for further information please contact PDAS
- Out of hours helpline – evenings and weekends

## Resolve

By post: 8 Featherstone Road

Stevenage, SG2 9PP

Tel: **Jean King (Practice Manager) 07909814443**

Or **Joe Heeny (Administration Organiser) 07964473081**

**Resolve is a new organisation covering the Welwyn and Hatfield area. Resolve currently offers a two-day a week service from:**

Woodhall Community Centre

Millgreen Road

Welwyn Garden City, AL7 3DX

**The following services are on offer on Mondays and Thursdays 12 Noon to 1.30pm and from 2pm – 3.30pm (except Bank Holidays)**

- Assessments
- Referral to other services as appropriate
- Therapeutic group work
- Key-work and support
- Drugs and alcohol information

**As a developing organisation Resolve is planning new services, please visit their website [www.resolve-online.org](http://www.resolve-online.org) for up to date information.**

## The Living Room

8 – 10 The Glebe , Chells

Stevenage, SG2 0DJ

Tel: **01438 355649**

**The Living Room** provides services in North Herts and Stevenage but will see clients from anywhere in (or out of) the county provided that they meet the criteria and are able to get to the organisation.

**The Living Room provides these services to family carers:**

- A support group for family carers on Thursdays from 10.30am – 2.30pm with a break for lunch from 12noon – 1pm
- Family and couple counselling

At the support group **The Living Room** staff provide weekly support and training for family members and friends whose loved ones have an addiction. For those who attend the groups

**The Living Room** also offers one-to-one counselling and family mediation. There is also an Ofsted registered crèche to enable those with childcare needs to access the services.

## Vale House Stabilisation Services

43 Cowbridge  
Port Vale

Hertford, SG14 1PN

Tel: **01992 553173** – 24 hours

This residential rehabilitation service welcomes male and female residents over the age of 18 who misuse drugs and/or alcohol.

Vale House offers treatment for a range of problems including: alcohol, "street" drugs such as heroin, crack, cocaine, cannabis and prescription drugs. Treatment is also given for co-existing disorders, including gambling and eating disorders.

Vale House is staffed 24 hours a day 7 days a week and support via a 24 hour telephone helpline which is manned by rehab staff is available to all, including ex-residents and family carers.

## Community Drug and Alcohol Teams (CDATs)

Community Drug and Alcohol Teams consist of specialists from Health and Community Care Services who work together to provide multidisciplinary (including medically orientated) treatment for people who misuse drugs and/or alcohol. CDATs also provide funding for residential rehabilitation and provide help and guidance in accessing local community facilities and services. There are 5 CDATs in Hertfordshire.

CDAT can, where appropriate, also provide Family Carers with information and advice and signpost them to support. CDAT has a statutory duty to undertake Carers Assessments. A Carers Assessment will provide you with the opportunity to tell the CDAT about the things that could make caring easier for you and to talk about any concerns you may have about the future. The CDAT will use the assessment to decide what help to provide.

## Community Drug and Alcohol Teams in Hertfordshire

**The Cedar Project Community Drug and Alcohol Team** – Covering Hatfield, Welwyn Garden City, Hertford and surrounding villages.

### North Place

82 Great North Road  
Hatfield AL9 5BL  
Tel: **01707 267000**

# Directory of Services

**North Herts and Stevenage Community Drug and Alcohol Team** – covering North Herts, Stevenage, and the provision of social care for clients in Royston (please note that the health needs of clients in this area are met by Cambridge Drug and Alcohol Service).

**The Danestrete Centre**

Southgate  
Stevenage SG1 1BH  
Tel: **01438 781458**

**North West Herts Community Drug and Alcohol Team** – operates from 2 sites covering St. Albans and Harpenden and Dacorum.

**Edinburgh House**  
82-90 London Road  
St Albans AL1 1TR  
Tel: **01727 830031**

**Community Mental Health Centre**  
Slipper Hill  
Hemel Hempstead, HP2 5XY  
Tel: **01442 269564**

**South East Herts Community Drug and Alcohol Service** – operates from 2 sites covering South East Herts, Buntingford and Bishops Stortford.

**Yew Tree lodge**  
2a Baldock Street  
Ware, SG12 9DZ  
Tel: **01920 860140**

**Room 4, Bishop's College Broxbourne Council Offices**  
Churchgate  
Cheshunt, EN8 9XH  
Tel: **01992 638 305**

**South West Herts Community Drug and Alcohol Team** – operates from 2 sites, covering Watford, Borehamwood and surrounding villages.

18 Station Road  
Watford WD17 1JU  
Tel: **01923 801802**

78 Shenley Road  
Borehamwood  
WD6 5XY  
Tel: **0208 2076524**

**For young people under the age of 18**

The Adolescent Drug and Alcohol Service in Hertfordshire works with anyone under the age of 18 years old in Hertfordshire who has issues/problems with their own drug/alcohol use. The service provides information, advice, support, drug related counselling and where appropriate, prescribed medication and safe needle exchange.

Wherever possible the service works with parents/carers as part of the intervention.

Referrals are accepted from anyone with the young person's agreement. Young people can also refer themselves to the service which is **open weekdays from 9am – 4.30pm**

**A-DASH**

15 Forest Lane, Harperbury  
Shenley, Nr Radlett  
WD7 9HQ  
Tel: **01923 427288**

## National sources of help and information – Alcohol

### **Alcoholics Anonymous (AA)**

Tel: (National Helpline): **0845 769 7555 – 24 hour helpline**

Web: [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

Alcoholics Anonymous is a voluntary fellowship of men and women who help each other to become and stay sober by sharing experiences and giving mutual support.

### **Alcohol Concern**

Tel: **020 7928 7377**

Web: [www.alcoholconcern.org.uk](http://www.alcoholconcern.org.uk)

Best time to telephone: **9.00am – 5.00pm, Monday – Friday**

Provides general information about alcohol and alcohol services

### **Al-Anon Family Groups (Al-Anon)**

Tel: (Helpline) **020 7403 0888**

Web: [www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)

Best time to telephone: **10.00am – 10.00pm 365 days a year.**

The helpline can also provide details of meetings throughout the UK and Eire.

### **COAP (Children of Addicted Parents and People) –**

A website for young people affected by another person's addiction. Includes personal stories, discussion/support forums, newsletters, creative corner, podcasts/video clips and important links. COAP aims to bring young people together to support each other and inform young people that they are not alone.

[www.coap.co.uk](http://www.coap.co.uk)

### **Drinkline –The National Alcohol Helpline**

Tel: (Helpline): **0800 917 8282**

Best time to telephone: **9.00 – 11.00pm, Monday – Friday**

### **The National Association for Children of Alcoholics (NACOA)**

NACOA Helpline **0800 358 3456**

The helpline is staffed **Monday, Tuesday, Friday: 10am – 7pm,**  
**Wednesday, Thursday: 10am – 9pm and**  
**Saturday: 10am – 3pm** when possible.

Please be aware that lines can be busy but please keep trying and you will get through. There is an answering service outside of these hours. Please leave a message with a convenient time for a NACOA volunteer-counsellor to return your call.

[www.nacoa.org.uk](http://www.nacoa.org.uk)

## National sources of help and information – Drugs

### Adfam

Tel: **020 7553 7640**

Web: [www.adfam.org.uk](http://www.adfam.org.uk)

Open: **Monday – Friday 9.00am – 5.00pm**

The website has a searchable database giving details of local support agencies for family carers.

### Coalition for the Removal of Pimping (CROP)

Tel (Admin): **01132 403 040**

Helpline: **07960 018884**

Email: [info@cropuk.org.uk](mailto:info@cropuk.org.uk)

Website: [www.crop1.org.uk](http://www.crop1.org.uk)

Provides advice information and support to parents who find that their child is involved in prostitution/sexual exploitation.

### Drugscope

Waterbridge House

Tel: **020 7940 7500**

Web: [www.drugscope.org.uk](http://www.drugscope.org.uk)

**Drug Information Line: 020 7940 7520**

Provide balanced and up to date drug information.

### Families Anonymous

Tel: **020 7498 4680** for details of local groups

Helpline: **0845 1200 660**

Web: [www.famanon.org.uk](http://www.famanon.org.uk)

Open: **Monday – Friday 1pm – 10pm,**

**Saturday – Sunday 2pm – 10pm**

Operates self-help groups around the country for families and friends of people with drug related problems.

### FRANK the National Drugs Helpline

Tel: **0800 77 66 00 (24 hours a day, 365 days a year)**

Textphone: **0800 917 87655**

Email: [frank@talktofran.com](mailto:frank@talktofran.com)

Web: [www.talktofrank.com](http://www.talktofrank.com)

Free confidential drugs information and advice. The website also provides a comprehensive A – Z on drugs.

### LIFELINE

Tel: **0800 716 701**

Web: [www.lifeline.org.uk](http://www.lifeline.org.uk)

Open: **Monday – Friday 4.00pm – 8.00pm**

Free confidential helpline for relatives and friends of drug users.

### Mainliners

Helpline: **0870 242 2467**

Web: [www.mainliners.org.uk](http://www.mainliners.org.uk)

Mainliners run a helpline and can provide information on Hepatitis C, drug use and other related issues.

# Directory of Services

## **Narcotics Anonymous**

Tel: **020 7730 009**

Helpline: **0845 373 3366 (24 Hours)**

Web: **www.ukna.org for details of local meetings**

Narcotics Anonymous run self-help groups for people who think they have a drug problem. Contact the Narcotics Anonymous helpline as above for further details, including locations of meetings in your area.

## **National Treatment Agency for Substance Misuse**

Tel: **020 7261 8801**

Email: **enquiries@nta-nhs.org.uk**

Web: **www.nta.nhs.uk**

The NTA is a special health authority established in 2001, to increase the availability, capacity and effectiveness of treatment for drug misuse in England.

## **PADA**

Tel: **0845 7023 867 (Monday – Friday 10am – 4pm)**

Web: **www.pada.org.uk**

A confidential service for anybody who suffers as a result of somebody else's drug use.

## **RELEASE**

Tel: **0845 4500 215**

Best time telephone helpline:

**Drugs and Legal advice 11am – 1pm**

**Drugs advice only 2pm – 4pm (Monday – Friday)**

Web: **www.release.org.uk**

Release offers advice, support and information to drug users, their family and friends on all aspects of drug use including drug related legal problems. A range of leaflets and booklets on drugs and drugs law are available.

## **Re-Solv / Society For The Prevention Of Solvent And Volatile Substance Abuse**

Tel: (Helpline): **01785 810 762**

Best time to telephone helpline and admin: **9.00am – 5.00pm, Monday – Friday, excluding public holidays.**

Tel: (Admin): **01785 817885**

Web: **www.re-solv.org**

Re-Solv is an independent charity and is solely concerned with all aspects of volatile substance abuse prevention.

## **Disclaimer**

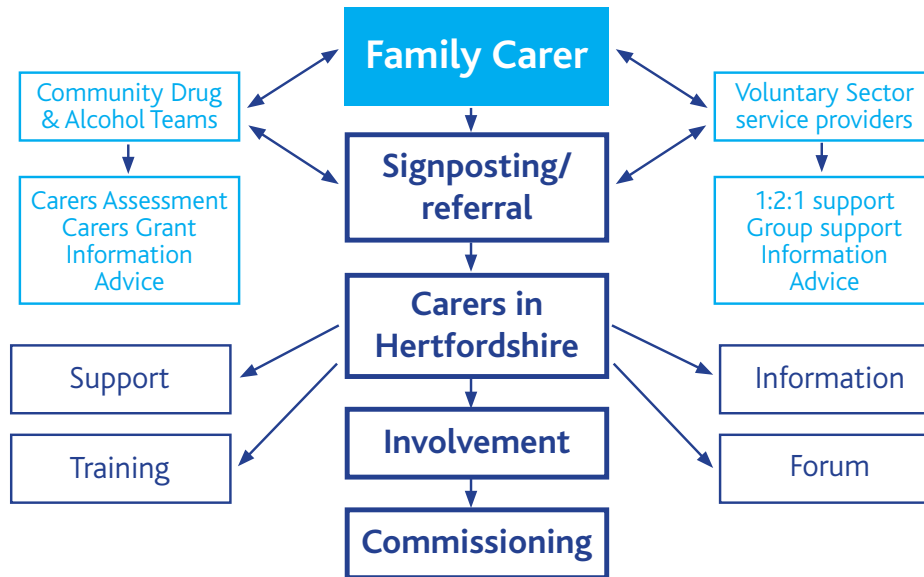
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In no event shall **Carers in Hertfordshire** be liable to you or anyone else for any decision made or action taken by you on the information in this directory.

## The Family Carer Pathway

Is a simple flowchart to illustrate what you can expect from **Carers in Hertfordshire**, Community Drug and Alcohol Teams and voluntary sector treatment service providers.

Wherever you come into the system you should expect information, signposting and referral to other appropriate services.



## Carers in Hertfordshire would like to thank:

**Carers in Hertfordshire** Family Carer Forum

**Carers in Hertfordshire** Service Providers Advisory Group

Adfam

North Herts and Stevenage Community Drug and Alcohol Team

Hertfordshire Police

Jewish Care

South Yorkshire Parents Against Drugs

Sheffield Family and Friends Alliance



# Family Carers Directory

2008

