



Registered Charity no. 1085491

Local offices:  
01992 586969 – Hertford  
01442 253344 – Hemel Hempstead  
01462 456660 – Hitchin

contact@carersinherts.org.uk  
www.carersinherts.org.uk

## **Factsheet DA4 UK organisations Providing support for drug & alcohol**

Is your life affected by the drug or alcohol use of a relative or friend? If so, you might experience feelings of fear and loss; anger and betrayal; shame and isolation; there are organisations that can provide support, advice and information to both you and your relative or friend.

**Addaction** – provides information on local support services and the booklet “A parents guide to drugs”

Tel: 020 7251 5860 (best time to call: - office hours)

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

**Adfam** – provides publications, resources and keeps up to date information on local support.

Tel: 020 7251 5860 (best time to call: - office hours)

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

**Adult Children of Alcoholics (UK)** – provides information and support

Tel: 020 7229 4587 (best time to call: - office hours)

Web: [www.adultchildren.org](http://www.adultchildren.org)

**Al-anon Family Groups** – provides information and support

Helpline: 020 7403 0888 (best time to call: 10am – 10pm, 365 days a year)

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

**Alcohol Concern** – provides information leaflets which are available on-line or via mail order

Tel: 020 7928 7377 (best time to call: - office hours)

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

**Careline** – provides a telephone counselling service

Tel (counselling phone line): 020 8514 1177

(best time to call 10am – 4pm & 7pm – 10pm Monday – Friday)

Web: [www.carelineuk.org](http://www.carelineuk.org)

**Clouds Families Plus** – offers a residential service to family carers affected by the drug or alcohol use of a relative or friend

Tel: 01722 340325

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

**Drinkline** – the National Alcohol Helpline

Helpline: 0800 917 8282 (best time to call: - 9am – 11pm Monday – Friday)

**Families Anonymous (Famanon)** – runs support groups  
Tel: 020 7498 4680 for details of your local Famanon group  
(best time to call: - 1pm – 4pm Monday – Friday)  
Helpline: 0845 1200 660  
Web: [www.famanon.org.uk](http://www.famanon.org.uk)

**FRANK** – The National Drugs Helpline  
Helpline: 0800 77 66 00 (24 hours)  
Textphone: 0800 917 87665  
Email: [frank@talktofrank.com](mailto:frank@talktofrank.com)  
Web: [www.talktofrank.com](http://www.talktofrank.com)

**Mainliners** – works across blood borne viruses, drugs and sexual health to help those most vulnerable  
Tel: 020 7378 5496 (for general enquiries)  
(best time to call: - 10am – 4pm Monday – Friday)  
Hepatitis C Information Line (for confidential support and information)  
Tel: 0870 242 2467 (best time to call: - 10am – 4pm Monday – Friday)  
Web: [www.mainliners.org.uk](http://www.mainliners.org.uk)

**National Aids Helpline**  
– confidential information and advice about HIV and Aids  
Tel: 0800 567 123 (24 hours)

**Parents Against Substance Misuse (PADA)** – provides a confidential service for families of drug users all day, every day  
Helpline: 0845 7023 867 (24 hours)  
Web: [www.pada.org.uk](http://www.pada.org.uk)

**Release** – provides confidential information to drug users and their families and friends.  
Helpline: 0845 4500 215 (best time to call 11am – 5.30pm Monday – Friday)  
Web: [www.release.org.uk](http://www.release.org.uk)

**Re-Solv / Society for the prevention of Solvent and Volatile Substance Abuse** – provides information about solvent and volatile substance abuse in a range of formats, including downloadable factsheets  
Helpline: 0808 800 2345 (best time to call 9am – 5pm Monday – Friday)  
Web: [www.re-solv.org](http://www.re-solv.org)

**Terence Higgins Trust** – has a wide range of publications and information on HIV, Aids and sexual health for professionals and the public  
Helpline for support, advice and information on HIV and sexual health:  
0845 121 21 200  
(best time to call: - 10am – 10pm Mon – Fri, 12noon to 6pm Sat and Sun)  
Web: [www.tht.org.uk](http://www.tht.org.uk)