

Spectrum Drug and Alcohol Recovery Services

St Martins House
14 The Common
Hatfield
Hertfordshire
AL10 0UR

T: 0800 652 3169

E: Herts@cgl.org.uk

W: www.changegrowlive.org



SPECTRUM
Drug and Alcohol
Recovery Services

Hertfordshire

Spectrum coronavirus response update 20-03-2020

This is a worrying time for many people. Over the coming months all of our energy and resources will be focused on delivering the most essential care to the people who use our services and making sure the services that work with us can be confident about their clients access for key interventions.

All of our services are planning to stay open. If clients have any questions it's best to contact our teams by email (Herts@cgl.org.uk) or phone (**0800 652 3169**) rather than visiting the service. They'll be able to update them regarding prescriptions and appointments. **Please encourage mutual clients to phone/ email if they have any coronavirus symptoms instead of visiting their hub.**

Each day we'll be reviewing the latest Government advice so please check this page on our website for organisational updates: www.changegrowlive.org/advice-info/coronavirus

Key updates:

1. **Prescriptions** – we will continue to maintain people on their scripts. Individual circumstances (i.e. self-isolation) will be addressed as needed – we will adjust as required. If you're concerned about a client, please ask them to contact the service directly using our phone number: **0800 652 3169**
2. **Groups** – we are **cancelling all groups** until the situation changes in order to keep our clients and staff healthy. We will continue to be responsible for the health of the people who use our service.
3. **Saturday services** – starting on **March 21st**, we are suspending all Saturday services so we can prioritise key support during the week.

We are continuing to...

- **Remain open in our Hatfield, Stevenage, Watford and Hertford hubs** – satellite services are also open for now, but this may have to change if staffing levels reduce or community buildings must shut. Any queries about appointments in satellite services should be sent to Herts@cgl.org.uk
- **Offer key working appointments in our services and assess new clients** – where needed, our recovery workers who need to self-isolate are continuing their work remotely via phone or online



We're part of

We work in partnership with:



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We are also...

- Stocking up on anti-opiate overdose medication Naloxone and safe storage boxes for take-home medication – we will be giving these out to all scripted clients in our services to protect against overdose
- Liaising with pharmacies to ensure that clients can still access medication if some pharmacies close
- Letting people know what online support is available to them – scroll to the bottom of this page for a list of useful apps and websites:
www.changegrowlive.org/advice-info/alcohol-drugs
- Encouraging clients who are already in treatment to sign up to [Breaking Free Online](#) using the access code **herts11**

What we need from you:

- Please encourage clients to give their worker or the service a call if they're worried about their script or if they can't make it to an appointment.
- Before sending someone to our services please make sure to check that they are not displaying any coronavirus symptoms, as outlined here:
www.nhs.uk/conditions/coronavirus-covid-19
- These are extraordinary times and, like you, we are working with reduced service capacity so please be patient with us – it will really help us out.

Please advise us if you are reducing or changing your services in any way – email all details and updates to us at: Herts@cgl.org.uk

We will send routine updates to you every Tuesday and Thursday, and additional updates if we receive any significant changes in advice from Public Health.



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