

Spectrum Drug and Alcohol Recovery Services

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SPECTRUM
Drug and Alcohol
Recovery Services

Hertfordshire

Spectrum coronavirus response update 25-03-2020

Welcome to our 2nd coronavirus response update. We are moving fast to protect our clients, especially those with the highest level of risk, and keep our staff healthy.

We are adding simple, regular information to each of our 4 main service pages: www.changegrowlive.org/spectrum-hertfordshire-drug-alcohol-services - please signpost your colleagues and your clients to this page and, if they need anything, encourage them to get in touch. You can contact us during normal opening hours by phoning us on **0800 652 3169** or emailing Herts@cgl.org.uk

Remember, 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. **Appointments** – Our recovery workers are now offering 1-1s and other support over the phone. We are **no longer doing face-to-face appointments**, including appointments in our satellite services and alcohol assessments.
2. **Evening and weekend services** – Once a week we are usually open until 8pm. For now, we will only be open until 5pm. We also can't run our Saturday service at the moment. We'll let you know if there are more updates to our opening times.
3. **Prescriptions** – we are posting all prescriptions to local pharmacies. All clients who take home medication are being **provided with 2 weeks supply** and we will be changing most **supervised clients to unsupervised** and doing the same for them.
4. **Harm reduction** – we're aware that this is a critical time for people who are isolated at home and on longer scripts. **Starting on March 26th**, we are delivering safe storage boxes, anti-opiate [overdose medication naloxone](#) and advice on how clients can keep themselves and their children safe.
5. **Hospitals and police custody** – we are still working in Lister Hospital and Watford General but not in custody at the moment.

We are continuing to...



We're part of

We work in partnership with:



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- **Keep our Hatfield, Stevenage, Watford and Hertford hubs open during weekdays for interventions such as needle exchange** – it would be helpful to us for all visitors to phone ahead, just to make sure. We hope you understand that we're working hard to make sure that isolated clients receive medication, safe storage boxes and Naloxone take-home and staff will be travelling out of the hubs a lot more than usual.
- **Accept new referrals and assess new clients** – both triage and assessments are being conducted over the phone. New clients that need opiate medication will be offered Buprenorphine and provided with 2 weeks supply (same as current clients), unless we have a clear clinical reason not to.

Useful resources:

- Please continue to encourage mutual clients who are already in treatment to sign up to [Breaking Free Online](#) using the access code **herts11**
- There are many apps and websites that can help anyone experiencing difficulties with alcohol or drugs -scroll to the bottom of this page for details: www.changegrowlive.org/advice-info/alcohol-drugs
- Some amazing people are setting up local online mutual aid groups that can be found here: <https://covidmutualaid.org/local-groups>

What we need from you:

- Please continue to encourage clients to give their worker or the service a call if they're worried about their appointments or their medication.
- Please continue to encourage clients to phone us instead of visiting our hubs
- 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.

Thanks for your support and for your own service updates – please continue to email all details to us at: Herts@cgl.org.uk



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