

"Family Matters"

The newsletter for carers affected by the drinking or drug use of a loved one or friend.



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Spring 2019

In this newsletter you can find out about the new All Age Drug and Alcohol Service that launched in Hertfordshire on April 1st 2019. You can also find out about our recent Family Matters Event, our upcoming Forums and details for the various carer support groups across Hertfordshire.

For more information about anything in this newsletter or to find out more about our support for carers whose lives are affected by someone's drug or alcohol use, contact us:

Tel: 01992 58 69 69

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Making Carers Count

Welcome

As some of you may know we have recently restructured the Involvement Team at Carers in Hertfordshire. We now have three Involvement and Development Workers, who work with carers of adults with a mental health condition, who misuse drugs or alcohol or have a dual diagnosis of both substance misuse and mental health problems.

The team consists of two new members of staff – Nicola Beedell and Rosemarie Muldoon. They joined Sarah Williams, who had been working with mental health carers.

There will still be separate newsletters and Forums related to specific caring situations - dementia, mental health, learning disabilities or an autistic spectrum condition, and carers of someone who misuses drugs or alcohol. We will also continue with our monthly Involvement Service bulletin sent out via email to carers who have agreed to this.

If there is a topic you would like covered at a Forum or in a future newsletter, or if you have any issues about services, please get in touch by sending an email to nicola.beedell@carersinherts.org.uk or calling 01992 58 69 69.



Pictured L-R are Rosemarie Muldoon, Nicola Beedell and Sarah Williams our new team of Involvement and Development Workers (mental health and substance misuse).

Carers' event outlines Hertfordshire's new Drug and Alcohol Treatment Services

Carers with current or previous experience of supporting someone who misuses drugs or alcohol received information to help them with their caring role at our annual Family Matters Event.

Some 21 carers attended our Family Matters Event at Oxlease House, Hatfield, on 11th March 2019. They learnt techniques to cope with the stresses of being a carer and about different support networks in a Resilience Workshop led by Jo Willis, our Carers Development and Learning Manager (*pictured below*).

They were also told about the Drug and Alcohol Services that Hertfordshire County Council has commissioned that are being delivered from April 2019 to 2026.

Change, Grow, Live (CGL) has had its contract renewed and extended and is providing All Age Drug and Alcohol Treatment Services to substance users, those in recovery and carers/family members. The Living Room is delivering community based rehabilitation services for adults and their relatives and carers.



A carer who attended the event, said: "It was an informative event and gave a helpful update about the new Drug and Alcohol Services in Hertfordshire."

Spotlight on The Living Room Services

The Living Room has been providing free, abstinence-based recovery support to people in Hertfordshire with addictions since May 2000 and also support for family members and carers affected by someone's drug or alcohol use.

As part of the contract to provide a community-based drugs and alcohol rehabilitation programme The Living Room will be offering a new service - **Families Living in Recovery** – with partners Relate and Family Lives.

The Living Room Chief Executive, Adrienne Arthurs, said: "This new service will help us in our goal to break the family cycle of addiction. We're going to provide after-hours and on-line support as not everyone can get to a daily treatment centre. Some people might need fast access to a counsellor or one-to-one counselling. Our work with Relate and Family Lives will help us provide support to more people whose lives are being turned upside down because a loved one is struggling with addiction."

The Living Room continues to provide counselling groups at its offices in St Albans and Stevenage and at a new base in Watford.

Adrienne, said: "The contract is fantastic news for our staff, volunteers and, most importantly, the clients who rely on our counselling treatment. Continuity of service is vital for our community and this award from HCC means we can plan ahead."

She explained that they understand addiction isolates families and brings feelings of shame or confusion and that by working with family members and carers to change their attitudes and behaviour this can help the person with the addiction towards recovery.

To find out more about accessing support please call 0300 365 0304 or visit www.livingroomherts.org

Spotlight on the CGL Services

In addition to providing drug and alcohol recovery services for adults CGL is now supporting people under 18 with substance misuse problems.

They are also:

- Working with children and young people who are affected by parental substance misuse;
- Working with community groups and partners to deliver drugs awareness and education to schools and the public;
- Continuing to provide an eight-week carers' programme for relatives, friends or carers of someone who misuses drugs or alcohol; and
- Having a strong focus on harm reduction initiatives to improve the overall health and wellbeing needs of all service users.

The services operate from primary hubs in Hatfield, Hertford, Stevenage and Watford, as well as satellite locations within the community such as Jobcentre Plus.

Raymond Jay, Deputy Services Manager South and West Herts, who spoke at the Family Matters event, said: "We are also improving access to treatment for adults and with a new Engagement Centre in Stevenage and a single point of contact that is the gateway into services, whether by email, phone or web chat."

The new single contact is 0800 652 3169 and the email address is herts@cgl.org.uk

You can find out about the new service at www.changegrowlive.org/spectrum-drug-alcohol-recovery-service-hertfordshire



Raising awareness about support for carers are Raymond Jay and Sam Larkin, from CGL, with Nicola Beedell, one of our Carers Involvement and Development Workers.

NightLight Crisis Service offers out of hours mental health support in Herts

Experiencing mental health distress and having no-one to turn to can be difficult for anyone. NightLight is a crisis service from Herts Mind Network which offers out of hours support to anyone who lives in Hertfordshire and is experiencing a mental health crisis.

The service operates Fridays, Saturdays, Sundays and Mondays where a Helpline is available from 7pm-1am (please check Bank Holiday hours with Herts Mind Network).

Through the Helpline callers can receive immediate support and be assessed for a visit in one of the Wellbeing Centres in Hemel Hempstead, Ware or Watford. People can self-refer or professionals/carers can make a referral on someone's behalf with their consent.

All support is one-to-one and based on each individual's crisis. At NightLight people will have access to a safe space and the opportunity to talk, get emotional support, advice and signposting to other services to help them.

If someone doesn't feel safe to return home they may be assessed for an overnight stay at the Hemel Hempstead centre, which would last until 8am the following morning.

To contact the NightLight Crisis Service call the Helpline on 01923 256391. For Herts Mind Network call 020 3727 3600 or visit www.hertsmindnetwork.org

Family Carers' Forums

Our Family Carers' Forums are for carers of someone who misuses drugs or alcohol. They provide an opportunity to share knowledge, learn about changes to local health or community services and to have a say on any concerns, improvements or plans for services and support. It would be great to welcome more carers along to the meetings.

Upcoming Forums

Tuesday 7th May 2019

Tuesday 2nd July 2019

Tuesday 3rd September 2019

Tuesday 3rd December 2019

All of the meetings take place at Oxlease House, Travellers Lane, Hatfield, AL10 8TJ.

From 10am - 1pm.

Refreshments and a light sandwich lunch are provided.

To book your place:

☎ **01992 58 69 69**

@ contact@carersinherts.org.uk

🌐 www.carersinherts.org.uk

If you don't have your own transport and wish to attend, please contact us to discuss travel arrangements. We can also cover the costs of alternative care.

Carers invited to have a say in State of Caring Survey 2019

National carers charity Carers UK is calling for unpaid carers supporting someone elderly, ill, disabled or who misuses drugs or alcohol to complete its 2019 State of Caring Survey. Responses will help Carers UK identify issues affecting carers and in campaigning to Government or others for change. You can learn more or get the link to the Survey at www.carersuk.org/news-and-campaigns/state-of-caring-survey-2019
The Survey closes on 24th May 2019.

Groups and contacts

There are a number of groups across Hertfordshire that offer information, support and education to carers. These include **CGL Spectrum** groups at:

St Martin's House, 14 The Commons, **Hatfield**, AL10 0UR.
Tuesdays 6pm - 7.30pm.

1 Yeoman's Court, Ware Road, **Hertford**, SG13 7HJ.
Thursdays 6pm – 7pm.

18 Station Road, **Watford**, WD17 1JU.
Mondays 5.30pm – 7pm.

Armstrong House, Norton Road, **Stevenage**, SG1 2LX.
Wednesday 6pm – 7.30pm.

Call 0800 652 3169 for more information.

Hertfordshire Alcohol Counselling Service (HACS)

Provides confidential advice and counselling for carers and organisations supporting someone who misuses alcohol as well as the individual with the alcohol problem. Support can be provided over the phone or in person. Call 01462 701956 or visit www.hertsalcoholhelp.co.uk for more information.

The Living Room

The Living Room runs weekly specialist counselling groups for friends and family members of those suffering with addiction. The person you care for doesn't need to be accessing services for you to attend.

8-10 The Glebe, **Stevenage**, SG2 0DJ.
Wednesdays 10.30am – 12pm noon and 1pm – 2.30pm.
Call 01438 355649.

Rear of 156 Hatfield Road, **St Albans**, AL1 4JA.
Thursdays 10.30am – 12pm noon and 1pm – 2.30pm.
Call 01727 854479.

149 York Way, **Watford**, WD25 9UF.
Wednesdays 10.30am - 12pm noon and 1pm - 2.30pm.
Call 01923 590159.

www.livingroomherts.org

Resolve, Mill Green Road, Welwyn Garden City, AL7 3XD.
Support group on Tuesdays from 5pm - 6.30pm. There is no need to make an appointment and the person you care for does not have to receive support from Resolve for you to attend.

Call 01707 690739 or visit the website

www.resolve-online.org/our-services/welwyn-garden-city/
for more information.

For details of **Al-Anon** groups visit

www.al-anonuk.org.uk/find-a-meeting/ and type in your postcode or town. The helpline number is 0800 0086 811.