

Trust

Alcohol and Drug Service

A Guide to Services

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DRUGS
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Contents

	Page
Statement of Principles/ Mission Statement	2
Trust Alcohol and Drug Service	3
Service Maps	4
Services Available:	
Supporting a lifestyle change	8
Supporting mental well-being	10
Supporting becoming drug/alcohol free	11
Supporting families	12
Supporting the Trust Alcohol and Drug Service	13
Supporting other professionals	13
Working in collaboration with other services	15
Other services	18

Statement of Principles/Mission Statement

The Trust Alcohol and Drug Service shares a common goal with the National Treatment Agency to: “...improve the availability, capacity and effectiveness of treatment for drug misuse.”

We aim to do this by offering a flexible, responsive and user led service, which is informed and supported by a programme of research, monitoring and evaluation. We have a commitment to staff training and development in order to maintain a high level of expertise and to promote a greater awareness, interest and understanding amongst other professionals and the public.

The services we offer at the Trust Alcohol and Drug Service demonstrate an active and integrated commitment to the National Treatment Agency aims regarding equality and diversity.

- “Equal access to relevant and appropriate drug treatment services for the whole population...”
- “The eradication of unlawful discrimination and the promotion of equal opportunities with respect to ethnicity, age, culture, gender, sexuality, mental ability, mental health, geographical location, offending background, physical ability, political beliefs, religion, health or status or any other specific factors which result in discrimination.”
- We participate and encourage collaborative work with all other relevant agencies and have initiated a Users Involvement Group.

Trust Alcohol and Drug Service

The Trust Alcohol and Drug Service is the community based team run by Norfolk and Waveney Mental Health Partnership NHS Trust, providing services to the whole Trust catchment area, except Lowestoft. The service is for users of any substances including alcohol, opiates, tranquillisers, cocaine, other stimulants and cannabis.

Self referrals are welcome in person, by letter or by telephone during duty hours at all the main centres.

The [Trust Alcohol and Drug Service](#) is staffed largely by qualified nurses with mental health and/or substance misuse experience. The team is made up of two consultant psychiatrists, a small team of doctors, a psychotherapist, support workers, social workers, a community care assistant and an NSPCC family support worker. There are good links with other specialist services to which referrals can be made. The team is managed by Roz Brooks.

Shared Care Scheme

All clients are required to have a GP. Help will be given with this if there is a difficulty in finding one.

Each locality will have an appointed named nurse. These nurses work alongside GPs providing collaborative treatment. This is known as the Shared Care Scheme.

Service Maps

Trust Alcohol and Drug Service – Unthank Road

7 Unthank Road, Norwich, Norfolk, NR2 2PA

Tel: 01603 671900

Fax: 01603 671920

E-mail: bure@nwmhp.nhs.uk

Opening hours:

Mon, Tue, Thurs: 9am - 5pm

Wed: 9am - 3pm

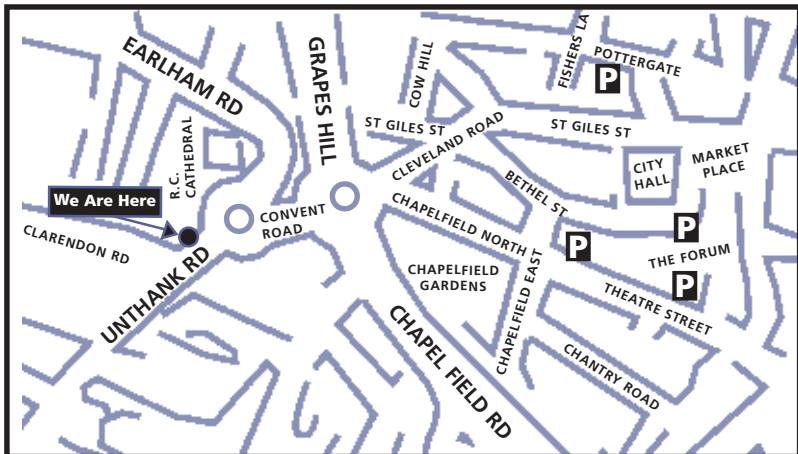
Fri: 9am - 4.30pm

Duty times:

Mon, Tue, Thurs, Fri: 9am - 12pm, 1pm - 4pm

Wed: 9am - 10.30pm, 2pm - 3pm

How to find us:



Trust Alcohol and Drug Service – Colegate

22-24 Colegate, Norwich, Norfolk, NR3 1BQ

Tel: 01603 750030

Fax: 01603 750040

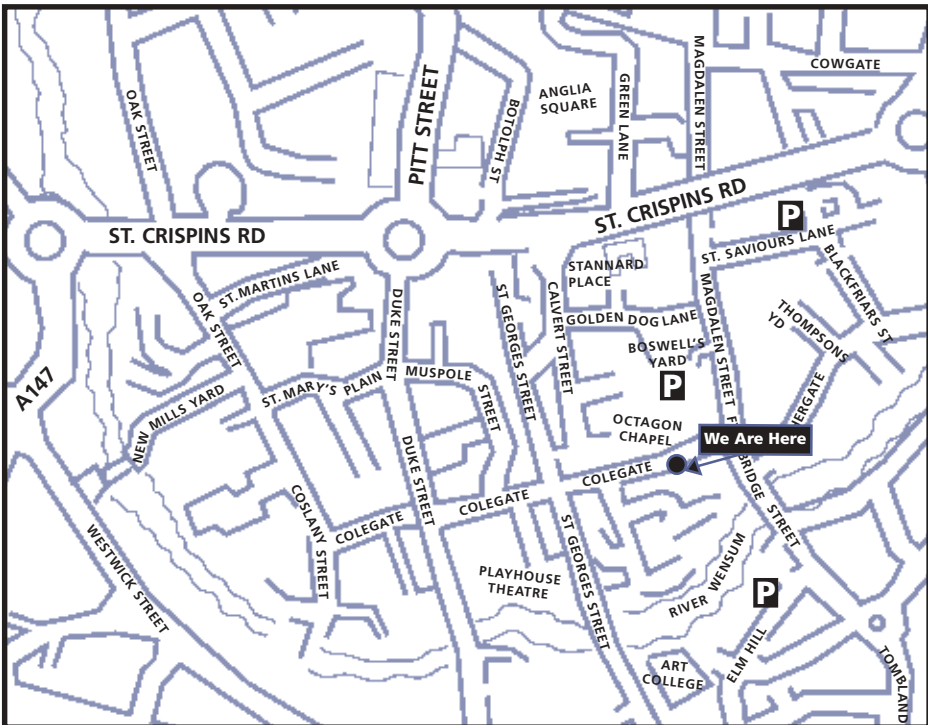
E-mail: bure@nwmhp.nhs.uk

Opening

hours: Mon - Fri: 9am - 1pm, 2pm - 4.30pm

Duty times: Mon - Fri: 9am - 1pm, 2pm - 4.00pm

How to find us:



Trust Drug and Alcohol Service - Victoria Street

23 Victoria Street, Norwich Norfolk, NR1 3QY

Tel: 01603 660777

Fax: 01603 631017

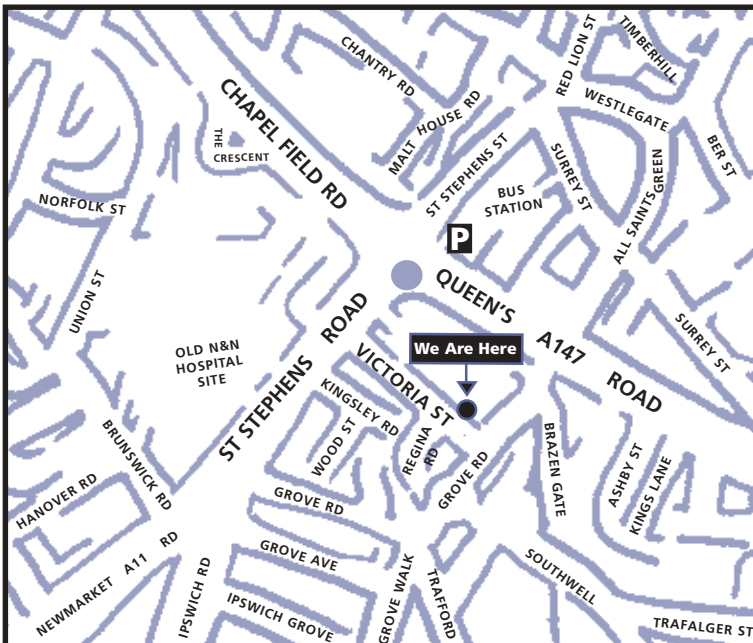
E-mail: allan.cooper@nwmhp.nhs.uk

Opening

hours: Mon - Fri: 9.00am - 5pm

Norfolk County Council Adult Social Services - County Substance Misuse Team. All referrals to the above address.

How to find us:



Services Available

Supporting a lifestyle change

Assessment

When first coming into the service all clients are given a full assessment. This is for us to gain an overall picture of background and well-being in terms of health, lifestyle, social and family relationships and for the client to obtain helpful information and an understanding of what interventions may be appropriate. Central to the Trust Alcohol and Drug Service philosophy is a commitment to treat each client as an individual, and as a whole person not just a drug and alcohol problem.

Physical health assessment

Clients are strongly advised to have a health assessment. It is an opportunity to meet with a specialist nurse to discuss any drug/alcohol related health concerns. Advice can be given for safer injecting, and the management of illness, such as hepatitis.

Testing and counselling for both HIV and hepatitis is done on the premises. Immunisation against hepatitis B is also offered. Referrals can be made to other services, including advice about dental care and pregnancy. The specialist nurse will also be up-to-date with the latest research regarding relevant health issues.

Dose assessment for opiate dependence

Each client undergoes an individual dose assessment, in order to assess as accurately as possible the amount of substitute medication needed.

Supervised consumption

This is recommended for all new clients on a prescription. This will happen in the agency itself or with community pharmacy. In most cases, once clients have established a stable pattern of use, the daily supervised consumption will move to their community pharmacy. Clients who have a proven track record of stability will be able to negotiate a more flexible dispensing arrangement with their keyworker.

All clients have a keyworker who will act as case manager for support/advice and co-ordination of other interventions and referral to other services.

Prescribing review

Substitute prescribing is taken very seriously. We have to demonstrate the prescription is of some value, is the right amount, and is dispensed in the most appropriate form. In order to ensure this and to give clients the opportunity to meet their prescribing doctor, a review appointment is arranged; usually every six months. Clients who do not keep these appointments are in danger of losing their prescription.

Psychiatric illness

For clients with mental health problems every attempt is made to support them in the management of their illness and medication. Close liaison with other agencies is also established. It is recognised that these clients may at times need more support and a more flexible approach. For some clients, the recognition and diagnosis of mental illness may not have occurred until they come into Trust Alcohol and Drug Service treatment.

Mental state assessment

This is offered to all clients who are of some concern to themselves or their keyworker in terms of their mental health. A mental health assessment will often be part of the initial assessment and will be provided by a member of the psychiatric medical team.

Therapy

The Trust Alcohol and Drug Service offers a range of therapies. The principles of motivational interviewing and a cognitive behavioural mode (CBT) of relapse prevention inform most of our practice. We have a Cognitive Analytic Therapy (CAT) practitioner who offers a range of CAT, Cognitive and CBT therapies, and a psychotherapist who offers psychotherapy and counselling. The Trust Alcohol and Drug Service at Victoria Street offers group work for clients with primary alcohol problems.

Detoxification

This is primarily offered either as an in-patient or at home over a short concentrated period of time. The home detoxification programme is fully supported by a specialist nurse, who will visit as required and keep contact for a period after the detoxification is complete. Other services will be put in place to support drug free clients whenever possible, if requested.

Social Care

Substance misuse social workers and community care assistants cover the whole of Norfolk. Following a Community Care Act assessment, a range of service interventions can be considered, including:

- residential and nursing care (including residential rehabilitation);
- domicillary care;
- meals on wheels;
- day services;
- laundry services;
- occupational therapy aids.

Advice and support in connection with other social care issues is also considered and where appropriate referrals to others are made, e.g. welfare benefits, accommodation, occupation, leisure, relationship breakdown.

Specialist pregnancy service

Priority is given to pregnant women and their partners. For opiate dependent women, emphasis is placed on stabilisation rather than reduction in order to minimise foetal distress. Women wishing to become drug and alcohol free are given advice and support, and helped to plan this in the safest way. This role is carried out by specialist nurses.

Family support

The Trust Alcohol and Drug Service works collaboratively with the NSPCC Family Support Service to offer extra family support. This is to give families the best chance of stability. This service offers guidance and support to parents, and help with basic parenting skills. The social worker is also able to work more intensively with children on an individual basis, or when appropriate with the whole family.

Supporting the Trust Alcohol and Drug Service

All members of the Trust Alcohol and Drug Service are committed to working in a safe, open, respectful and non-discriminatory way with clients. In order to ensure this has the best chance of success a series of policy documents have been produced. These documents are in leaflet form and readily available from the Trust Alcohol and Drug Service.

At their initial assessment, clients are also required to go through a lengthy treatment agreement with the assessment worker. This agreement then has to be signed. Failure to keep to this agreement can result in a temporary discharge from service.

Supporting other professionals

Training and support

The Trust Alcohol and Drug Service is regularly used as a training placement for doctors, nurses and social workers. This may mean that clients might be asked if they mind an additional staff member sitting in on their appointment. All members of the team are happy to be contacted in a consultative capacity by other professionals.

The Trust Alcohol and Drug Service runs a regular open educational forum which professionals and students are invited to attend. Dates may be obtained by contacting the receptionist at the Unthank Road Centre. The Trust Alcohol and Drug Service staff are experienced in teaching and in giving formal presentations on a wide range of topics.

Resources

The Trust Alcohol and Drug Service has a specialist library and a wide range of information leaflets. The library may be used for reference but books may not be removed.

Leaflets are freely available.

Research and evaluation

The Trust Alcohol and Drug Service is a large and forward-looking service with a highly qualified staff team. It attracts interest from researchers on a wide range of topics.

Service users are often invited to participate in the research as informants or research subjects; always with informed consent.

We believe that the service benefits from such collaboration and appreciate the willing participation of service users.

Drug Treatment and Testing Orders

This service is based at Colegate and Great Yarmouth and is a day programme run by the Probation Service in collaboration with the Trust Alcohol and Drug Service and NORCAS. Clients who attend have been directed to do so by the court. The Trust Alcohol and Drug Service is responsible for the drug testing and treatment component.

Contact: Chris Strivens/Richard Vine 01603 750030
Denise Hockridge 01493 337980

Working with the Prison Service

The Trust Alcohol and Drug Service provides supervision to the detoxification nurses at HMP Norwich and recommends the detoxification treatment programme provided by the prison. In collaboration with the prison service, the document **'Health Care Guidelines for Substance Misuse'** has been produced.

Direct referrals to the Trust Alcohol and Drug Service are accepted from the Prison Throughcare Team, when further assessment and treatment is required following release from custody.

The Trust Alcohol and Drug Service social workers undertake Community Care Act assessments in prisons throughout England, with individuals who are normally resident in Norfolk.

Training is also provided to the prison staff.

Contact: Chris Strivens 01603 750030

Working with Community Mental Health Teams

Joint assessments of clients with mental health and drug and alcohol related problems are available in all community mental health teams.

Impact: Norfolk Young People's Substance Misuse Team

This is a young person's service led by Children's Services. The team is multi-disciplinary and works with young people up to the age of nineteen, who have significant substance use or dependency problems. Two specialist nurses from the Trust Alcohol and Drug Service hold the responsibility for treatment and drug and alcohol management within this service along with sessional input from an addiction psychiatrist.

Contact: Rick Andrews 01603 877480

Substance Misuse Liaison Nurse

This is a service managed by the Trust Alcohol and Drug Service and is based at the Norfolk and Norwich University Hospital. The liaison nurse is able to assess, advise and treat people who are in-patients at the hospital for a range of drug and alcohol problems, which can then be referred on to the respective community teams. The liaison nurse also teaches and advises general hospital staff about substance misuse.

Contact: Julia France, 01603 288874

The Needle Exchange Scheme and Pharmacy Support

This is a confidential scheme funded by the Norfolk and Waveney Mental Health Partnership NHS Trust. This service is responsible for recruiting and supporting needle exchange outlets throughout Norfolk, largely in community pharmacies. The scheme offers advice on the safe handling and disposal of needles to members of the public as well as voluntary and statutory agencies. An outreach service is operated in areas of identified need. The needle exchange workers can refer clients to the Trust Alcohol and Drug Service or appropriate local agencies.

Needle Exchange is available at the Trust Alcohol and Drug Service - Colegate, Unthank Road and the Willow Centre.

Contact: Scheme Co-ordinator 01603 750036

Other services

Alcoholics Anonymous

Local Helpline: 01603 621128

National Helpline: 0845 7697555

Families Anonymous

01603 617905

FRANK

24hr Helpline: 0800 776600

Mancroft Advice Project (MAP)

01603 766994

The Matthew Project

24hr Helpline: 01603 764754

Narcotics Anonymous

Helpline: 0207 7300 009

NORCAS

01603 660070

Pottergate ARC

01603 663496

PADA Parents Against Drug Abuse

Helpline: 08457 023 867

If you would like this leaflet in large print, audio, Braille, alternative format or in a different language please contact the Patient Advice & Liaison Service (PALS) on 01603 421191 or email: PALS@nwmhp.nhs.uk and we will do our best to help.



This logo represents all the partner agencies of the DAAT: Norfolk County Council, Police, Health, Prison Service, Probation Service, Youth Offending Teams, Connexions, Local Authorities and Norfolk drug and alcohol treatment providers.

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