

Getting better 2012

SERVICES FOR PEOPLE AFFECTED BY DRUG
AND ALCOHOL MISUSE IN COVENTRY





About Services

Help available for drug and alcohol users and their families in Coventry is changing. This guide outlines the current range of services available for people affected by substance misuse living in the city.

In December 2011, The Recovery Partnership was launched in Coventry, to provide a one-stop shop for drug and alcohol treatment. The Recovery Partnership is focussed on helping people affected by drugs and alcohol recover from addiction.

There are around 2,000 people who use heroin or crack in Coventry. Well over half receive help from treatment agencies each year. Most refer themselves to treatment agencies, but some are encouraged or ordered to attend through the criminal justice system. Government figures suggest every pound spent on drug treatment saves two and a half times that in crime and health costs.

There are around 9000 alcohol dependent adults in Coventry. These are individuals drinking more than 100 units/week.

Contents

This directory is split into sections to identify agencies providing (medical and psychological) **treatment | help for parents and families | help with housing | help with social integration, education and employment | help for sex workers | self-help | other support.**

The listing of each service includes icons to identify whether it supports **D** drug users or **A** alcohol users or both. Services without icons provide support regardless of substance misuse.

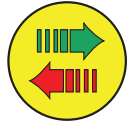
| | |
|---|-----|
| About Treatment | 4 |
| Needle exchange | 5-6 |
| Treatment | |
| Compass | 7 |
| The Recovery Partnership | 8-9 |
| Hepatitis Coventry | 10 |
| Rehab placements | 11 |
| Help for parents and families | |
| The Recovery Partnership Family Service | 12 |
| Compass | 12 |
| Parenting headquarters | 12 |
| Help with housing | |
| Swanswell Supporting People Services | 13 |
| Open Hands | 13 |
| Homelessness services | 14 |
| Help with social integration, education and employment | |
| Engage | 15 |
| Job Centre Plus | 16 |
| Help for sex workers | |
| Kairos Women Working Together | 17 |
| SWISH | 17 |
| Self help | |
| AA/NA/CA | 18 |
| Web-based support | 18 |
| Other support available | 19 |
| Confidentiality and what clients can expect | 20 |
| Making a referral | 20 |
| Alcohol awareness | 21 |
| Drug awareness | 23 |

About treatment

Recovery from addiction means different things to different people, but is commonly characterised by 'voluntary and sustained control over substance misuse'. Recovery is about improving health and wellbeing and participation in the rights, roles and responsibilities of society. Controlled abstinence, social integration and employment are central to the recovery of most people.

However defined, recovery can start from the first time someone asks a service for help, and so, depending on individual circumstances, the short and longer term aims of treatment for substance misuse could be:

| Client Aims | Services that may support these aims |
|--|--|
| To inject drugs more safely and reduce the risk of Hepatitis B, C and HIV viruses and infections | <p>Use of clean injecting equipment from needle exchanges</p> <p>Learning safer injecting techniques</p> <p>Hepatitis B, C and HIV testing, vaccination and treatment</p> |
| To control and reduce the amount of alcohol or drugs being used and generally improve health | <p>Use of safer substitute medication like methadone instead of heroin</p> <p>Talking therapies to help sort out individuals' problems</p> <p>Help to resolve practical problems – like housing, etc - which may be causing substance misuse</p> <p>Complementary therapies like acupuncture</p> |
| To stop using alcohol and drugs completely and remain abstinent | <p>Community detoxification and daily support to help remain drug and alcohol-free</p> <p>Help with housing</p> <p>Out-of-area rehab placements and resettlement</p> |
| To find employment | <p>Help with leisure and learning opportunities</p> <p>Training and support in finding work</p> |



Needle exchange ^D

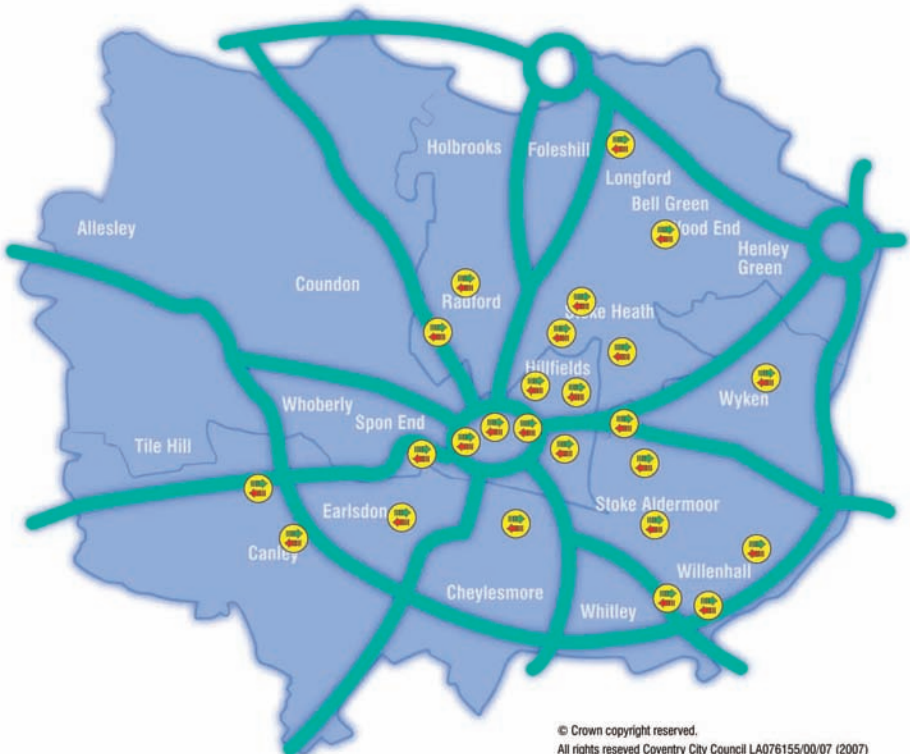
for anyone injecting illegal drugs

Clean needles are essential to protect drug users and the wider community from blood borne viruses like Hepatitis B and C and HIV and prevent infections. Standard needle packs are available free from a network of pharmacy needle exchanges around the city.

Standard packs of different needle size are available. Larger needles are used for injecting into deeper veins and high risk areas. Standard needles are colour-coded to help avoid accidental sharing of injecting equipment.

Normally one pack will be given out at a time and returns are expected.

The Recovery Partnership also provides a needle exchange where a greater variety of injecting equipment is available.



Participating pharmacies are below.

| | Open Mon-Fri | Open Sat | Open Sun | Open late |
|--|--------------|----------|----------|-----------|
| Medicare, Chace Avenue | ✓ | | | |
| Boots, Quorn Way | ✓ | ✓ | | |
| Lloyds, Remembrance Rd | ✓ | ✓ | | |
| Spires, Walsgrave Rd | ✓ | ✓ | | |
| Monarch, Prior Deram Walk | ✓ | | | |
| Lloyds, Earlsdon Street | ✓ | ✓ | | |
| Lloyds, Tile Hill Lane | ✓ | ✓ | | |
| Kara's, Binley Road | ✓ | ✓ | | |
| Kara's, Acorn Street | ✓ | ✓ | | |
| Vantage, Far Gosford St | ✓ | ✓ | ✓ | |
| Boots, Cross Cheaping | ✓ | ✓ | | ✓ |
| Boots, The Precinct | ✓ | ✓ | ✓ | ✓ |
| Boots, Daventry Rd | ✓ | ✓ | | |
| Broomfield, Broomfield Park | ✓ | | | |
| M Hussain, Harnall Lane East | ✓ | ✓ | | |
| S K, Harnall Lane East | ✓ | ✓ | | |
| Monarch, Radford Rd | ✓ | | | |
| Lloyds, Jubilee Crescent | ✓ | ✓ | ✓ | ✓ |
| Boots, Stoney Stanton Road | ✓ | ✓ | | |
| Lloyds, Riley Square | ✓ | ✓ | | |
| Boots, Hipswell Highway | ✓ | ✓ | | |
| Longford Primary Care Ctr. Longford Rd | ✓ | ✓ | | |
| Heath, Heath Crescent | ✓ | | | |
| Stoney Stanton, Stoney Stanton Road | ✓ | ✓ | ✓ | ✓ |

Compass

for young people (under 18s) affected by drug and alcohol misuse

This service is available to any child or young person, under 18 years of age, who is experiencing problems related to their drug or alcohol use. Compass helps children and young people move away from problematic substance misuse aiming to progressively integrate them back into mainstream services to enable them to achieve their full potential.

Clients will receive one-to-one support from a Compass worker as part of an individual care plan which is developed according to their age, needs and capability. Wherever possible, Compass staff will encourage the child or young person to involve their family and other professionals in their treatment. Children and young people can have appointments either at our centre base or at a wide variety of youth agencies across Coventry.

Services provided include:

- Drug and alcohol advice and information
- Targeted group-work/activities
- Individually tailored support for parents and carers
- Professional support and consultation
- Talking therapies
- Specialist harm reduction
- Family interventions
- Pharmacological interventions
- Transitional care and aftercare

Contact details for referrals or general enquiries

12 Warwick Row
 Coventry, CV1 1ED
 Office Tel (professionals): 024 7625 1653
 Free phone (young people): 0800 121 4043

Opening hours

| | |
|-----------|--------------|
| Monday | 9am – 5pm |
| Tuesday | 9am – 5pm |
| Wednesday | 9am – 5pm |
| Thursday | 9am – 5pm |
| Friday | 9am – 4.30pm |

(Closing times are flexible. If a client needs contact outside of these hours please call the service.)

The Recovery Partnership

for adults wanting to address their drug or alcohol use

The Recovery Partnership (TRP) is for adults (18+ years) who need help to stabilise or reduce their drug or alcohol use.

The aim of treatment is to reduce the harm caused by alcohol and illegal drug misuse and give people misusing substances the help they need to recover from addiction.

Treatment for heroin users may include helping users switch to substitute medication like methadone and subutex and subsequent support to reduce their reliance on medication. Treatment for alcohol users may include talking therapies; help to reduce alcohol consumption, detoxification while living at home or in a medical unit and group counselling. Treatment for users of other substances like crack, cocaine and cannabis may include talking and complimentary therapies and practical support around housing, criminal justice issues and training and employment.

The focus on treatment is to help clients recover from addiction and so all clients will have the option of receiving aftercare to give assistance following their discharge from formal treatment.

All clients receive one-to-one support from a project worker as part of an individual care plan.

Services provided include:

- Drug and alcohol specific advice and information
- Needle exchange
- Hospital, prison and police custody in-reach
- Care planning
- Shared care and locality clinics
- Substitute medication prescribing
- Talking therapies and one-to-one counselling
- Structured daycare (groupwork)
- Hepatitis B, C and HIV screening, testing, immunisation
- Complimentary therapies
- Community and inpatient detoxification
- Assessment and referral for residential rehabilitation
- Aftercare

Contact details for referrals or general enquiries:

Ironmonger Row
Coventry CV1 1FD
Tel: 024 7663 0135
Fax: 024 7623 4686

Opening hours:

| | |
|-----------|-----------|
| Monday | 9am – 5pm |
| Tuesday | 9am – 5pm |
| Wednesday | 9am – 5pm |
| Thursday | 9am – 5pm |
| Friday | 9am – 5pm |

At the time of going to print, services and opening hours of The Recovery Partnership were undergoing review to ensure they best meet the needs of clients.

Please visit www.cw-recovery.org.uk for any changes to provision.



Hepatitis Coventry

Support service for those affected by hepatitis C

Hepatitis Coventry is a specialist and holistic support service run by The Hepatitis C Trust for adult drug users and their families; providing information, help and support around hepatitis C. The aim of the service is to engage with those who may be, or have previously been, at risk of contracting hepatitis C - through referrals, outreach and drop in clinics. Hepatitis Coventry offers rapid result hepatitis C antibody saliva testing (results within 20 minutes) and needle exchange. The service also provides structured 1-2-1 support and information for people affected by hepatitis C, has an onsite holistic therapist and a team of peer volunteers who are able to support people and their families undergoing testing and/or treatment. Peer volunteers also offer help via support meetings, accompanying people to doctor/hospital appointments and telephone support.

We also facilitate a mutual support group every fortnight on a Thursday 5.30 – 6.30pm at Queens Road Baptist Church, Queens Road, Coventry CV1 3EG

Services provided include:

- Hepatitis C advice and information
- Rapid testing for hepatitis C
- One-to-one support for people affected by hepatitis C
- Peer support for people undergoing testing and/or treatment
- Hepatitis C training and awareness
- Holistic therapy and massage
- Needle exchange

Contact details for referrals or general enquiries

The Hepatitis C Trust

8 Ironmonger Row, Coventry, CV1 1FD

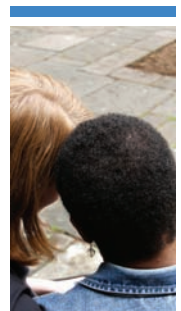
Tel: 07917 881 755

Helpline: 0845 223 4424 (10.30-16.30 Monday to Friday, all calls are confidential)

www.hepctrust.org.uk

Opening Hours

| | |
|-----------|-----------|
| Monday | 9am – 5pm |
| Tuesday | 9am – 5pm |
| Wednesday | 9am – 5pm |
| Thursday | 9am – 5pm |
| Friday | 9am – 5pm |



Rehab placements

for drug and alcohol users unable to become abstinent in the community

Residential rehabilitation placements are for drug or alcohol users who want to cease use of substances but are unable to do so while living in the community.

Rehab involves clients staying at a specialist treatment facility for a few weeks or months, receiving medical help in coming off drugs or alcohol and a daily programme of counselling and support. The aim of the service is for addicts to stop using drugs or alcohol completely and learn to live a drug or alcohol-free life.

Placements are available at units outside Coventry and are most suitable for clients:

- whose mental or physical health means they are unsuitable for a community detox
- who need to move away from Coventry permanently in order to live a substance-free life.

A variety of providers are used, depending on need, but can range from short 6 week placements (eg. for clients in employment) to longer placements with 'move-on' housing and support (eg. for those resettling elsewhere).

Clients returning to Coventry can access aftercare from The Recovery Partnership to give them the best chance to remain free from substance misuse.

Services differ from one provider to another but generally include:

- Drug specific advice and information
- Detoxification
- Groupwork
- Counselling, including family therapy
- Complementary therapies
- Accommodation

Access to placements is via assessment from The Recovery Partnership.

The Recovery Partnership Family Service

for parents and carers of drug or alcohol users, including partners and siblings

The aim of support is to ensure people living with or looking after drug or alcohol users are well informed about substance misuse and available treatment and have the emotional support to cope better with difficult situations to help improve family relations.

Services offered:

- Drug and alcohol and treatment-related advice and information
- Regular self-help group meetings with other parents & carers
- One to one counselling
- Family therapy
- Training

For contact details and opening hours, see page 8-9

Compass

for the parents of young people (under 18s) misusing drugs or alcohol

For contact details and opening hours, see page 7

Parenting Headquarters

positive parenting programmes for families

Services include free workshops, groups and individual support to help make raising children 0-16 years easier and to have a more positive family life.

Contact details for referrals and more information:

Positive Parenting
585 Foleshill Road
Hillfields
Coventry
CV6 5JR

Freephone number: 0800 434 6127

Swanswell Supporting People Services D A

for drug or alcohol users who need help keeping their accommodation

Swanswell supporting people services are for adults (18+) who have problems with drug and/or alcohol use, where this is putting their ability to keep their home at risk.

The aim of the service is to help people with the practical difficulties caused by their drug and/or alcohol use. Swanswell helps people to gain the skills they need to sort out problems with keeping their home, managing their money and paying bills, finding training or work and other difficulties.

Services provided include:

- Housing, benefits and money advice and information
- Support planning
- One-to-one support
- Appointments at Swanswell, in the community or in client's own homes
- Advocacy at tribunals or appeals

Contact details for referrals or general enquiries

Swanswell House
Norton Street, Coventry
Tel: 024 7622 6619

Opening hours

Monday - Friday 9am – 5pm

Open Hands A

for adult male alcoholics

Opens Hands operates supported accommodation, with a safe family environment, for homeless / vulnerable housed male alcoholics aged 25 years and above, who wish to stop drinking and stay stopped. Clients must be abstinent (and drug free) to be accepted into the main accommodation. Clients can live within the accommodation for one year, with the opportunity to access long-term accommodation at the end of their stay. Open Hands provides facilities for community based alcohol detoxification for suitable individuals.

Contact details for referrals or general enquiries

Tel: 024 7613 0409 / 07834 281151 - Email: openhandscoventry@btinternet.com



Homelessness Services

for homeless people in Coventry

Listed below is a range of services commissioned specifically to assist homeless people in Coventry:

| Service description | Service / Provider | Contact |
|---|---|---|
| 'Direct access' residential accommodation for men (18+ years). Max stay for new clients is 3 months. | The Chace (<i>Whitefriars</i>) | 024 7630 2694 |
| | Lincoln Street Hostel (<i>Salvation Army</i>) | 024 7625 1437 |
| Mens / womens 'longer term' residential accommodation | Coventry Cyrenians | 024 7622 8099 |
| Rough sleeper team | Coventry Cyrenians | 024 7622 8099 |
| Floating support to help single homeless people sustain their tenancy (longer term support) | Coventry Cyrenians | 024 7622 8099 |
| Mediation / floating support for young people 16-25, to try and prevent parental/ carer eviction | Coventry Cyrenians | 024 7652 5155 |
| Floating support for families living in bed & breakfast accommodation, and for up to 6 weeks after rehousing | Valley House | 024 7626 6280 general enquiries only (referrals only via City Council's Housing Options Team) |
| Housing bond and floating support to assist single people to access housing in the private rented sector | Coventry Jesus Centre | 024 7655 0033 |
| Floating support to assist clients living in hostels to 'move-on' into their own accommodation on either via Coventry Homefinder, or into the private rented sector | Stonham | Referrals only via the Chace & Salvation Army |

Homelessness services are undergoing re-design and some contact numbers may change after October 2012. Please see www.coventry.gov.uk for details of any changes.

Engage

leisure and learning activities for recovering adult drug and alcohol users

Engage is for adult (18+) recovering drug & alcohol users wanting or needing help in gaining or regaining social and leisure interests.

The aim of the service is to provide meaningful activities for individuals and help them widen social circles; overcome feelings of boredom and isolation and improve their physical and mental health.

Clients can access sessions in a range of activities and develop an interest in a chosen area by participating in 6 week programmes. Activities vary from time to time and may include fitness training, fishing, art, craft, nature walks, digital photography, gardening and cookery, etc. Clients are helped to continue their participation in their chosen activities by being introduced to mainstream provision, volunteering and confidence building in preparing to return to work via a friendly, supportive work club.

Our activities provide an opportunity for clients to learn and socialize within a structured environment and become part of a supportive, non-judgemental group, irrespective of their circumstances

Services provided include:

- Short taster sessions
- Support accessing mainstream activities
- Volunteering with Engage activities
- Activities available around the city
- weekly work club
- 5 -14 week programmes

Contact details for referrals or general enquiries

Willenhall Education, Employment and Training Centre
Robin Hood Road, Coventry, CV3 3AN
Tel: 024 7651 1228 | Mobile: 07983099334

Opening hours

| | |
|-----------|-----------|
| Monday | 9am – 5pm |
| Tuesday | 9am – 5pm |
| Wednesday | 9am – 5pm |
| Thursday | 9am – 5pm |
| Friday | 9am – 5pm |

Some evening and weekend activities are also available

Job Centre Plus

mainstream employment support

A range of employment support is available from JobCentrePlus:

Cofa Court,
Cheylesmore
Coventry
CV1 2HJ

Tel: 0845 602 0265

Help for sex workers

A number of organisations provide a range of specialist support for sex workers. Two of these are listed below.

Kairos Women Working Together (WWT)

Services offered:

- Evening Outreach & Drop In with Needle Exchange (Wednesdays & Fridays 8pm-10pm)
- Women's Group - lunch provided and opportunities to develop a range of skills (Mondays 11.30-3.00pm)
- Floating support & advocacy
- One to one befriending scheme
- Prison in-reach to HMP Peterborough

Sex Workers Into Sexual Health (SWISH)

Services offered:

- Evening and daytime outreach
- Sexual health advice and information
- Free condoms
- Needle exchange
- Care and case management for women, men and trans sex workers
- Court diversion
- Independent Sexual Violence Advisor (ISVA)

Contact details for referrals or general enquiries:

Kairos

St Peter's Centre,
Charles Street, Hillfields,
Coventry CV1 5NP
Tel: 024 7655 9550
Tel: 08081 785 540 (freephone)

Web: www.kairoswwt.org

SWISH

Terence Higgins Trust
10 Manor Road
Coventry
Tel: 024 7622 9292

email: swish.coventry@tht.org.uk

Self help

Alcoholics Anonymous, Narcotics Anonymous and Cocaine Anonymous

Alcoholics Anonymous (AA), Narcotics Anonymous (NA) and Cocaine Anonymous (CA) are independent, voluntary-run fellowships supporting recovery addicts through self help.

AA

There are a number of AA fellowship meetings held in Coventry throughout the week. Meetings change from time to time, so anyone interested in attending should contact the Coventry and Warwickshire helpline on 024 7661 2211 (staffed daily from 6.30pm to 10.30pm) or visit www.alcoholics-anonymous.org.uk.

NA

There are currently three regular NA meetings held in Coventry. Meetings change from time to time, so anyone interested in attending should contact the NA helpline on 0300 999 1212 (staffed daily 10am to 10pm) or visit www.ukna.org.

CA

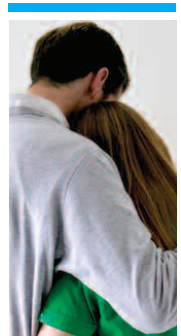
There are currently two regular CA meetings held in Coventry. Meetings change from time to time, so anyone interested in attending should contact the CA helpline on 0800 612 0225 or visit www.cauk.org.uk.

Web-based support

There are a number of self-help internet websites providing support to people recovering from drug or alcohol misuse. One of the most well-know support sites is Wired into Recovery which can be accessed by visiting www.wiredin.org.uk.

NA also run on-line meetings for recovering drug users at www.ukna.org.

Other web-based self help groups are available.



Other support available

There is a range of other services which may support the recovery of drug users, their carers and families. Some of these are listed below:

Abacus Counselling Services - www.abacus-cs.co.uk - 024 7622 6623

Counselling and advice

Benefits Service (Coventry City Council) - www.coventry.gov.uk - 024 7683 1800

Advice, information and assistance on all welfare benefits

Cruse Bereavement Care - www.crusebereavementcare.org.uk - 024 7667 0714

Support for bereaved people

Coventry West Credit Union - 024 7663 3456

Savings accounts and relatively low cost loans to members

Crisis Intervention and Home Treatment Team

- www.covwarkpt.nhs.uk - 024 7696 1100

Emergency help for people aged 16-65 having a crisis with their mental health

It's Your Call - www.coventry.gov.uk - 024 7683 1300

Anti social behaviour reporting line (to report discarded needles)

MIND - www.coventrymind.org.uk - 024 7625 2198

Support, training and self help for those affected by mental ill-health

Relate - www.relatecoventry.org - 024 7622 5863

Support to help people build better relationships

Samaritans - www.samaritans.org - 08457 909090

Listening / befriending service for people who are feeling suicidal and those passing through a crisis

NHS Choices - www.nhs.uk/Livewell/drugs and www.nhs.uk/Livewell/alcohol

NHS information, advice and interactive tools for those affected by drugs or alcohol.

FRANK - www.talktofrank.com - 0800 776600

National drug helpline

Confidentiality and what clients can expect

All agencies treat client information as strictly confidential and under normal circumstances pass on personal information to agencies only when they have the express permission to do so from the individual.

There are a number of circumstances where information will, however, be passed to other agencies with or without the client's permission. These include:

- where a child is at risk of harm or likely to be at risk of harm
- where there is concern that a client intends to do serious harm to themselves or a third party
- where a court has ordered information to be disclosed

Each service will explain its confidentiality policy to all clients at first point of contact.

Making a referral to a drug or alcohol service

To make an effective referral, **please contact the relevant organisation directly** to make a specific appointment for the individual. Do not simply pass the details of the service to the client. The individual should be told that a referral has been made.

The first appointment will help establish the needs of the individual, whether the service is the best one to support the individual and start planning what help is to be given.

Key information needed to make an effective referral is:

- Client details; name, date of birth, address and telephone number
- Main problem substance
- Known risks to self or others
- Whether the client has been made aware of the referral
- How and when the client would like to be contacted by the agency
- Details of the referrer; name, job title, agency and contact details
- Anything else you think is important for the agency to be aware of

Alcohol awareness

Drinking small amounts of alcohol is a pleasant social activity for many people. However, as the amount you drink and the number of times you drink increases, so do the risks.

You don't need to be an alcoholic to suffer alcohol-related health problems. Regularly drinking more than recommended levels can permanently damage your health. Most of the damage caused by alcohol only emerges years after excessive drinking starts, by which time some serious health damage may have been caused. Below are some of the effects of drinking more than the recommended daily amount.

Short term effects

- sexual difficulties like impotence
- slowed breathing and heartbeat
- loss of consciousness
- increased risk of accident and injury
- impaired judgement leading to accidents
- poisoning which could be fatal
- hangover leading to anxiety.

Long term effects

- certain types of cancer
- liver and heart disease
- strokes
- skin problems, loss of body hair
- damage to unborn child.

Regularly drinking too much also makes it much more likely for people to suffer accidents and put on weight. Excessive drinking can also put enormous strain on relationships between family members.

Alcohol units can help us keep an eye on how much we're drinking. One unit equals 10ml or 8g of pure alcohol, which is around the amount of alcohol the average adult can process in an hour.

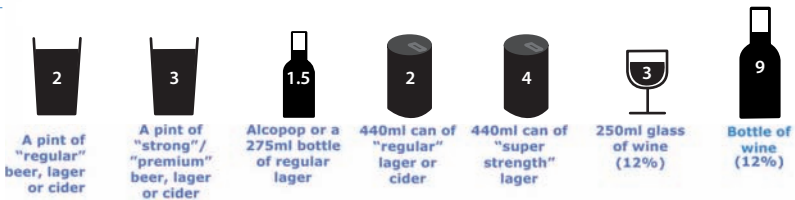
Health experts recommend that **women should only drink 2-3 units of alcohol a day** and **men should only drink 3-4 units a day**. You should also take a break for 48 hours after a heavy session to let your body recover.

The number of units in a drink is based on the size of the drink as well as its alcohol strength, so it can be difficult to keep an accurate count of alcohol consumed. Common drinks contain the following number of units:

This is one unit...



...and each of these are more than one unit



A range of information and interactive tools are available from the NHS Choices website (www.nhs.uk), including a drinking self assessment to find out if you're drinking too much and suggest ways of cutting down, an alcohol unit calculator to help you work out the number of units in a drink, and a smartphone drink tracker app to track your drinking over months and get personalised feedback.

More information is also available from www.drinkaware.co.uk.

Drug awareness

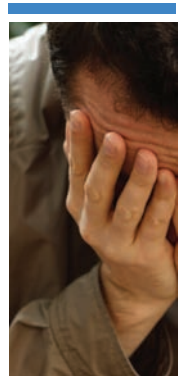
There are a range of health risks linked with misusing drugs, and these depend on various factors including the type and amount of drugs consumed.

Injecting drugs is generally the most risky way of using drugs, partly due to the heightened risk of contracting blood borne viruses like Hepatitis C.

Mixing drugs or combining drugs use with alcohol consumption is also risky because of the unpredictability of the effects.

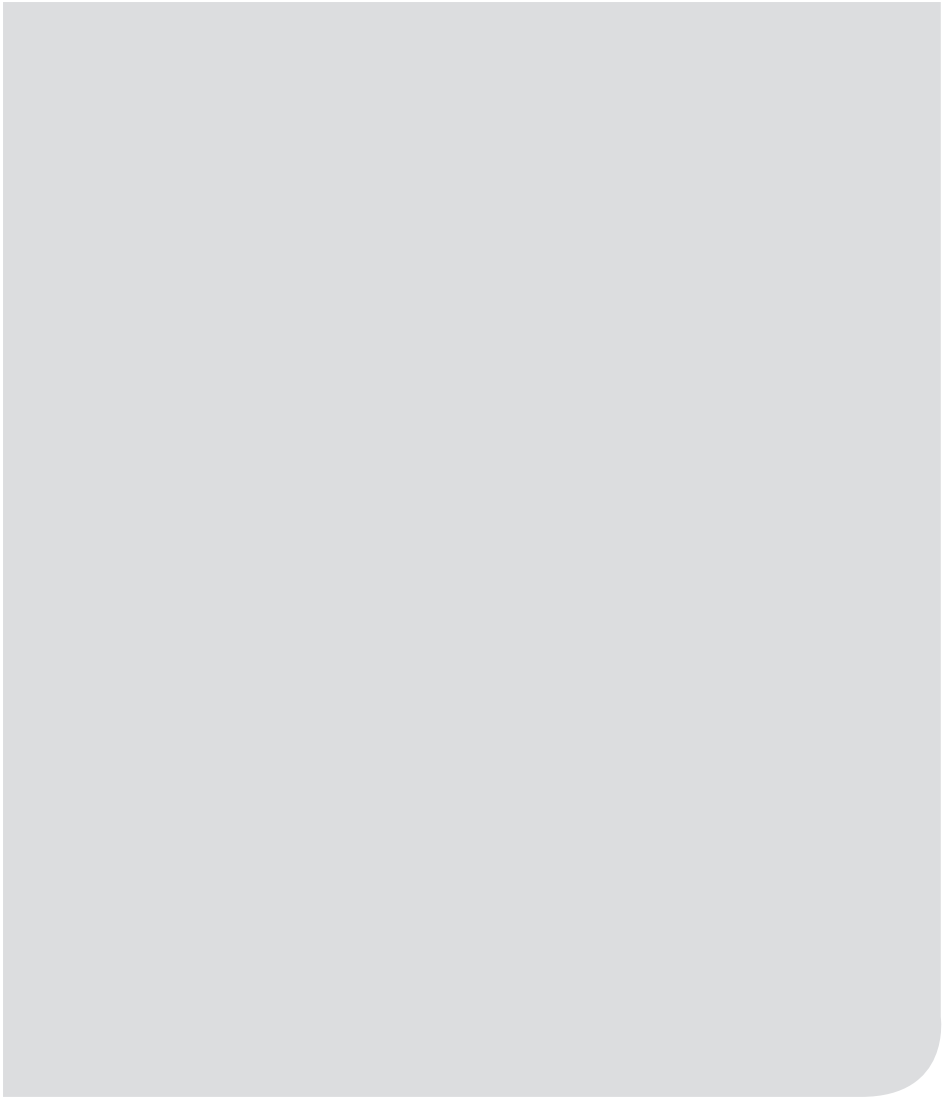
Information about drugs and drug use is available from FRANK, the national drug helpline on 0800 77 66 00 or at www.talktofrank.com.

The Recovery Partnership offers a substance misuse training programme for professionals and front line staff. For contact details see pages 8-9.





Your notes



For further information about this directory or to get more copies contact the Community Safety Team on 024 7683 2131