Information for families, friends and carers of substance users

Drug and Alcohol Service (Lambeth)
The Drug and Alcohol Service (Lambeth) consists of four organisations; South London and Maudsley NHS Trust (SLaM), Blenheim CDP, Addaction and Foundation 66. Together we provide one integrated service offering treatment to people in Lambeth with substance misuse difficulties. We work in three community bases:

**Lorraine Hewitt House**  **Tel: 020 3228 1500**  
12-14 Brighton Terrace  
Brixton  
SW9 8DG

**Lambeth Harbour**  **Tel: 020 7095 1980**  
245 Coldharbour Lane  
Brixton  
SW9 8RR

**SMART**  **Tel: 020 8677 9541**  
9b Mitcham Lane  
Streatham  
SW16 6LG

We have written this leaflet for families, carers and friends of people who use substances problematically. It includes:

- an outline of the treatment we can offer your family member
- difficulties families tell us they experience
- what support we can offer you and your family
- how to get involved in treatment and influence how services are run
- where else you might go for help.
Introduction to treatment

The aim of treatment is to help people move towards recovery from problematic drug and alcohol use, and build a more satisfying life. As this means different things to people, we tailor treatment to people's individual needs.

Anyone wanting treatment can come in for assessment. Please phone any of the bases for information about self-referral. If the person is suitable for treatment with us, we will allocate them a key worker. If another treatment agency is more appropriate, we will refer them on.

After assessment, the client and key worker develop a care plan together which sets out how the client's needs for recovery will be met. The care plan can include counselling, groupwork, substitute prescribing, physical healthcare and harm reduction advice. Clients with psychological or mental health difficulties can see one of our psychiatrists or psychologists for assessment and treatment, and can be referred on to specialist services where this is needed.

We can also refer clients to other agencies for detoxification in hospital, therapeutic day programmes and practical support around housing, benefits, education and work. The Substance Misuse Team (SMT) and Access to Community Services Team (ACT) give support, advice and information to families and carers about recovery, community resources and residential rehabilitation (including family rehabilitation).
Problems families tell us they experience

Having a family member using substances can be a distressing experience. All families are different, and there are particular challenges that come with being the partner, parent, friend, grandparent, brother or sister, or the child of someone using substances. People tell us that some of their common experiences are:

- feeling isolated and unable to talk to friends about what's happening
- feeling stigmatised
- a ‘push and pull' whether to help
- not knowing what to do to help
- financial problems, and feeling pressured to give money to their family member
- violence or intimidation from their family member
- feelings of loss
- their own psychological wellbeing suffering, e.g. feeling depressed, worried
- other family relationships becoming stressful and conflictual
- feeling powerless
- confusion about treatment systems and the criminal justice system
- feeling shut out by treatment services.

Some people find ways to manage these difficulties without outside help. But some tell us that they need some support, or that they want to be involved in their family member or friend's treatment.
Support for you

Family Engagement Service
If you would like to speak to someone for support around the difficulties you are facing, please telephone Angie Barlow, Family Engagement worker, on 07983 966 160. Angie offers face-to-face and telephone support to individual family members, and runs a Families Affected By Addiction support group.

The group is a good place to meet other people who are affected by a family member's substance use, share your experience, hear others' experiences, get information about substance use and the services available. Complementary therapies and social activities are also available.

The group runs every Wednesday from 1.30 - 3.30pm at Stockwell Resource Centre (1 Studley Road, Stockwell). An evening group runs from 7.15 - 8.45pm every 2nd Monday of the month. No referral is necessary and you can just turn up. There is no obligation to share personal information or to stay for the whole session.

Expert Patients Programme - Looking After Me
Looking After Me is a free course open to any adult in Lambeth who gives help to a relative or friend who is ill, disabled, elderly or in need of emotional support - that is, any carer. The six-week course is taught by professional tutors who have experience as carers themselves. It covers a range of topics including relaxation techniques, dealing with tiredness, healthy eating, coping with feelings of depression, anxiety and stress, communicating with family, friends and professionals, and planning for the future. Please contact Sharon Hudswell on 020 3049 5245 or email EPPSC@lambethpct.nhs.uk for details.
Getting involved in your family member's treatment

If your family member wants you to be involved in their treatment, they should discuss this with their keyworker. Together you can think about how this would work best.

While we appreciate this can be difficult, we cannot speak to you about your family member’s treatment unless they have given their permission. However, we are happy to tell you about the kind of help we would offer someone with particular issues. If this would be helpful, please phone Lorraine Hewitt House, Lambeth Harbour or SMART and ask to speak to a member of the team.

We also offer some kinds of treatment that specifically involve families, such as family therapy, and behavioural couples therapy. If you would like to consider either, please discuss it with your family member. Their key worker can make a referrral if it is suitable for you. Please contact Louise Martin at Lorraine Hewitt House on 0203 228 1500 for more information.

**Family therapy**
This clinic sees couples and families where at least one person uses substances. There might be a number of relationship issues that families want to discuss. These can include the impact of substance use on the family, parenting, frequent arguments, violence, difficulties around communication, or ending a couple relationship.

**Behavioural couples therapy**
This is a particular kind of therapy for couples in which one partner uses substances and the other does not. The therapy is structured and specifically focuses on supporting the using-partner to not use or drink.
Getting support for your family

A small Families Team works within the Consortium, focusing on supporting parents with substance use problems. The team consists of Consortium workers, social workers from the Substance Misuse Team, and a specialist social worker who is based with Children and Young People’s services. The Families Team works alongside the Woodvine clinic, which provides specialist antenatal support to pregnant substance using women.

The Families Team can help your family access any support that you need and give you up to date information about services that you might find helpful. Please contact Jo Bull on 020 32281500 or Suzanne Olsen on 020 7926 7857.

If you are worried about a child or young person who is affected by their parents' substance use, the Families Team can make a referral to a service called Hidden Harm. The Hidden Harm worker offers one-to-one and group work to support the young person and help build their confidence.

The Families Team can also tell you about parenting courses if you need help with this.
Getting involved in how services are run

Carer Involvement Group
If you would like to be involved in influencing the way that drug and alcohol treatment services are commissioned and run, please contact Rosy Flexer on 07798 570 507. Rosy is setting up a Carer Involvement Group and would like to hear from you.
rosy.flexer@lambethpct.nhs.uk or rflexer@lambeth.gov.uk

SUITE (Service User Involvement in Training and Education)
SUITE works to create opportunities for service users, carers and families to become meaningfully involved in the training of South London and Maudsley (SLaM) staff at all levels. Service users and family members have a valuable contribution to make. If you would like to find out more, please contact Zapharena Johnson on 020 3228 3235.
Other places you can get support and information

'Coping with alcohol and drug problems in your family'
An online self-help program offering support to family members and friends of those with an alcohol or drug problem.
www.alcoholdrugsandfamilies.nhs.uk/index.php

Families Anonymous (FA)
A self-help organisation based on the 12 Step model. FA provides help and advice for families, literature, discussion forums and information about peer support meetings.
Helpline: 0845 1200 660
www.famanon.org.uk/dodont.html

Adfam
An organisation working with families of drug and alcohol users. They provide support and literature (e.g. ‘Living with a drug user - for partners of drug users’) for different family members, information about support groups, projects, and courses to support families. For example, they have run a specific project to support grandparents, and offer 1-day courses on understanding family dynamics, and keeping and setting boundaries.
Helpline: 020 7553 7640
www.adfam.org.uk/index.php

Al-Anon and Al-Ateen
Self-help organisations based on the 12 Step model, offering support for adults and teenagers who have a family member who drinks. This includes peer support meetings.
Helpline: 020 7403 0888
www.al-anonuk.org.uk
Other places you can get support and information

National Drugs Helpline/Frank
Information about drugs and where to go for help.
Tel: 0800 77 66 00
www.talktofrank.com

Drugscope
For information about drugs, treatment and treatment policy. There is a page for ‘parents and carers' under ‘Resources'.
www.drugscope.org.uk

Lambeth Carers' Hub
The Carers' Enquiry Line is the first point of contact with the Carers' Hub. It provides information and general advice on all types of carers' issues and can refer callers to the other Carers' Hub services and to those provided by other organisations.
Telephone: 020 7642 0038

SLaM Carers' Services
Please contact SLaM carers' services for information about support they provide.
Telephone PALS on 0800 731 2864
www.slam.nhs.uk/carers.aspx
Other places you can get support and information

**Domestic violence services**
There are a variety of services offering support to victims and perpetrators if domestic violence in Lambeth. Many of these are tailored to meet the needs of specific cultural groups. Services change over time, so for up to date information please contact Lambeth First on:
Tel: 020 7926 1708
www.lambethfirst.org.uk

**Every Pound Counts**
This service is open to Lambeth residents with long term illness (this includes substance use) and their carers. They offer a free benefit check and advice on how to claim your full entitlement.
Telephone: 020 7926 5555

**Clapham Community Project**
Offer in-depth advice on all welfare benefits, council tax and housing problems.
Telephone: 020 7627 0240
Options available
If you’d like a large print, audio, Braille or a translated version of this leaflet then please ask us.

Useful contact details
SLaM Switchboard: 020 3228 6000
SLaM 24hr Information Line - Advice on how to access SLaM Services: 0800 731 2864
Contact our Patient Advice and Liaison Service (PALS) for help, advice and information:
T: 0800 731 2864
W: www.pals.slam.nhs.uk
E: pals@slam.nhs.uk

Complaints
If you are not happy about something but not sure if you want to make a formal complaint you can speak to a member of staff directly. Alternatively you can contact the PALS Office on freephone 0800 731 2864. If you decide you want to make a formal complaint this can be done by contacting the Complaints Department:

Complaints Department, Maudsley Hospital,
Denmark Hill, London SE5 8AZ
T: (020) 3228 2444/2499
E: complaints@slam.nhs.uk
W: www.slam.nhs.uk

www.tfl.gov.uk/journeyplanner
For the quickest way to plan your journey anywhere in greater London use journey planner:

020 7222 1234 (24hrs)