

Caring for Someone with an Alcohol or Drug Problem (P31)



Photo: English Riviera Tourist Board

Disability Information Service

Torbay Care Trust
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2		30.11.10	Change in CQC system of registration and standards.	
3		14.12.10	Change of Smart Recovery meeting venue in Paignton.	
4		18.3.11	Update of information re. Open Access Sessions & Young Carers.	
5		4.7.11	Update of expected date for roll-out of new CQC standards system.	
6		27.7.11	Update of CQC website link for information on quality standards.	
7		10.8.11	Update of Torbay Primary Care Drug Services Open Access Sessions due to changes and update of Youth Enquiry Service contact details.	
8		16.9.11	Minor amendments, including addition of SMS telephone number.	
9		31.10.11	Change of Torbay Young Carers contact details.	
10		6.1.12	Quality standards update.	
11		24.2.12	Minor amendments only.	

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About this information sheet

This is one of a series of regularly updated local information sheets that aim to meet the most common information needs of people with disabilities and carers in Torbay.

The information should be used as a guide only, as it may not cover all the organisations that can help with your needs. Torbay Disability Information Service (part of Torbay Care Trust) cannot guarantee the accuracy of the information or the quality of service provided by the organisations. No liability can be accepted for loss, damage, or injury arising out of any contract made by a private individual with any of the organisations listed.

Details change often, so please make sure you are using the current edition. Latest copies of the sheets are published on the following website pages:

Torbay Care Trust:

www.torbaycaretrust.nhs.uk/disinfosheets

Torcom:

<http://tinyurl.com/36oqua5>

If you do not have Internet access, you can ask for single copies from our office.

A full list of our other information sheet titles can be found at the end of this sheet.

Information can be made available in other formats and languages. Please let us know what your needs are.

Torbay Disability Information Service
Chadwell Annexe
Torquay Road
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Telephone: (01803) 54 64 74

SMS (for deaf or speech impaired people): 07585 211314

Email: dis.torbay@nhs.net

Introduction

Torbay Disability Information Service (Torbay) provides information and advice on physical disabilities, sensory disabilities, mental health conditions and learning disabilities. Other agencies provide information and support to people affected by drug and alcohol dependency problems. This information sheet is, therefore, primarily for carers requiring information about the main sources of support and care homes.

If you have, or are caring for someone with, an alcohol or non-prescription drug dependency problem, you should make an appointment to discuss this with your GP in the first instance. You may also find it helpful to contact one of the agencies listed in this sheet.

There is also support for people addicted to, or recovering from, prescribed drugs. For further information, refer to the website www.patient.co.uk or make an appointment with your GP (see also page 12).

Details about care providers published in this Information Sheet

Please note that details about care providers issued by the Care Quality Commission can change: the information provided in this information sheet is in line with the latest information that we hold and the public information available on the Care Quality Commission website at the time of the last information sheet update. For information about registration and quality standards see page 13.

Local Support for Adults

Drug and Alcohol Services

Torbay Primary Care Drug and Alcohol Service

📍 Walnut Lodge, Walnut Road, Chelston, Torquay TQ2 6HP

Torbay Primary Care Drug Service

☎ (01803) 604330

The Primary Care Drug Service provides open access sessions offering assessment, advice, information, treatment, support and onward referral to other adult drug services if indicated. The service works closely with 23 specially trained local GPs as well as 3 in-house prescribers, offering substitute opioid prescribing, group work and care planned psychosocial interventions to drug dependent adults aged 18+ with low to moderate needs.

The service is based at Walnut Lodge (see above) it offers:

- One-to-one structured psychosocial interventions.
- Referral to Structured Day Programme for those with a drug misuse problem.
- Access to specially trained doctors.
- Substitute opioid prescribing.
- Blood borne virus testing and immunisation.

Torbay Primary Care Drug Services Open Access Sessions

Offers 'drop in' open access sessions for those with drug problems across Torbay, as follows:


- Connections, Room 6, Paignton Library and Information Centre, Great Western Road, Paignton: Tuesdays, 10.00 am - 12 noon
- Connections, Town Hall, New Rd., Brixham (Interview Room): Tuesdays, 1.30 pm – 3.30 pm
- From 26 August 2011 - 'Health Wize', 105 Union Street, Torquay: Fridays, 10.00 am – 12 noon
- Shrublands House, 8 Morgan Avenue, Torquay (Meeting Room): Wednesdays, 5.00 pm – 7.30 pm. Also, from 31 August 2011: drop-in blood borne virus sessions, Wednesdays 3.00 pm – 5.00 pm, providing screening, vaccination and advice (will **not** include assessment for drug treatment).

The sessions above (apart from blood borne virus sessions) offer an initial assessment for drug treatment (takes around an hour to complete), advice and information relating to drug use and support for anyone affected by drug use. No appointment needed. If attending a session at Connections please look out

for signs directing you to the Torbay Primary Care Drug Services (TPCDS) worker.

If you have any queries about the Open Access Sessions or would like to make an alternative arrangement, please contact Steven Humphreys (Open Access Worker) on (01803) 604341 or Virginia Compton (Blood Borne Virus Nurse) on 07825 674512.

Torbay Primary Care Alcohol Service


 (01803) 604334

 www.torbayalcoholservices.nhs.uk  torbayalcoholserVICetct@nhs.net

The Primary Care Alcohol Service provides advice, information and assessment for adults where alcohol is an issue. Services include:

- Referrals accepted by telephone, in person, by letter or online. Self referral is encouraged.
- Training for professionals in the use of alcohol screening tools, brief interventions and general alcohol awareness.
- Initial assessments for treatment within the service and for onward referral to the specialist alcohol team in Devon Partnership Trust.
- Supported community alcohol detoxification.
- 2 hospital based alcohol liaison workers.
- A 12-week structured intervention programme delivered by trained staff.
- Access to aftercare and ongoing support following structured alcohol treatment.

EDP Torbay

 (01803) 604330

 www.edp.org.uk

Treatment is aimed at those who are 18 years and over, live in torbay and are affected by a drug misuse problem. It incorporates care-planned one-to-one key working sessions and the Structured Day Programme. The Structured Day Programme is for those already in treatment in Torbay. It is tailored to the individual and can include:

- Group work, workshops
- Help with education, training and employment
- Social/recreational activities
- Support in developing life skills
- Links to other agencies.

Referral is through the Primary Care Drug Service.

Shrublands Drug and Alcohol Service

☒ Shrublands Drug and Alcohol Service, 8 Morgan Avenue, Torquay
TQ2 5RS

☎ (01803) 291129

This service is for clients in Torbay with complex drug and alcohol use and provides specialist intervention and access to medical treatment. Referral is through the Primary Care Drug and Alcohol Teams. Shrublands also provides assessments for in-patient support and residential rehabilitation for people with drug or alcohol problems.

Specialist Health Visitor (Substance Misuse)

☎ (01803) 604330

The Specialist Health Visitor offers support to expectant parents and parents who have substance misuse issues in the Torbay area. She works in a child focused way with parents and relevant professionals. It is preferable for referrals to be made through any professional but self referrals can be taken.

Public Health Specialist Midwife

☎ (01803) 654644

Offers support and advice for women with a substance misuse problem. It is preferable for referrals to be made through any professional but self referrals can be made. The service is Bay-wide.

Other Local Support

Alcoholics Anonymous (see also under 'National Support)

Holds weekly sessions in Brixham, Paignton and Torquay. The only requirement for membership is a desire to stop drinking.

☒ PO Box 1, 10 Toft Green, York YO1 7NJ

☎ National helpline, 0845 769 7555

🌐 www.alcoholics-anonymous.org.uk ✉ help@alcoholics-anonymous.org.uk

Cool Recovery (mental health charity)

☒ Cool House, 17 Morgan Avenue, Torquay TQ2 5RP

☎ (01803) 299511

✉ info@coolrecovery.org.uk

Cool Recovery provides a range of activities and support services for carers and those recovering from mental health problems. Services offered include the following support for carers and members affected by drug or alcohol problems:

Substance Misuse – Support for Carers

One to one support for family, young carers and friends of somebody with a drug or alcohol problem. Contact Cool Recovery on the number above to make an appointment.

SMART Recovery Alcohol and Drug Support Group

 www.smartrecovery.org.uk info@smartrecovery.org.uk

 Torbay Primary Care Alcohol Service, (01803) 604363 or 07990 777939

SMART Recovery is a UK-wide charity and offers face to face and online meetings. Meetings are held locally at the Cool House (see above) on Monday evenings and Thursday and Friday afternoons, and at Paignton Library on Monday afternoons. Call one of the numbers above or refer to the website for further information.

Local Support for Young People

Torbay Under 18's Drug and Alcohol Team

Check Point (The Children's Society) – Under-18s Drug and Alcohol Workers

Drop in to Check Point any weekday 12.30pm - 4.30pm or phone for appointment.

📍 7 Victoria Road, Ellacombe, Torquay TQ1 1HU

☎ (01803) 200100

Torbay Youth Offending Service – Under 18s Drug and Alcohol Worker

📍 Commerce House Abbey Road, Torquay TQ2 5PJ

☎ (01803) 201655

Torbay Youth Service – Under-18s Drug and Alcohol Worker

📍 Paignton Cluster Team, The Bungalow, Paignton Community College

☎ (01803) 208102

Other local agencies that can provide help to young people re. drug and alcohol issues are:

Connexions (part of Careers South West Ltd.)

📍 236 Higher Union Street, Torquay TQ2 5QS

☎ (01803) 200202

Link Youth Support

📍 Units 4/5 South Quay, Paignton Harbour, Paignton TQ4 6DT

☎ (01803) 557870

Torbay Young Carers Service

📍 Town Hall, Castle Circus, Torquay TQ1 3DR

☎ (01803) 208657 or 07786 856139

Youth Enquiry Service

📍 The Edge, Bolton Street, Brixham TQ5 9DH

☎ (01803) 851414 or (01803) 411154

Also, schoolchildren can contact their school nurse for help with drug or alcohol issues

National Helplines and Support

Drug and Alcohol Problems

Action on Addiction

Provides advice about addiction problems. Also, runs addiction treatment centres throughout England and offers specialist support to families.

☎ 0845 126 4130

💻 www.actiononaddiction.org.uk

✉ action@actiononaddiction.org.uk

Addaction

Addaction provides assessment and recovery programmes for people with drug and alcohol problems in various areas of the UK. The charity also provides a range of information about drugs and alcohol, which can be downloaded from the website. Addaction's guides include 'Know what you're Talking about', a family guide to drugs and alcohol and 'What would you do?', a booklet about drugs for young people. Contact via Frank (below) or visit website.

💻 www.addaction.org.uk

✉ info@addaction.org.uk

Drug Problems

DrugScope

In-depth information on all aspects of drug use.

💻 www.drugscope.org.uk

☎ (020) 7520 7550

FRANK – The National Drugs Helpline

Free confidential drugs information and advice. The website also provides a comprehensive A-Z of drugs.

☎ 24-hour helpline: 0800 77 66 00 or textphone: 0800 917 8765

💻 www.talktofrank.com

✉ via website

Narcotics Anonymous

Holds meetings around the UK each week, including weekly sessions in Torquay. Also holds online meetings, and provides a helpline and online leaflets.

☎ 24-hour helpline 0300 999 1212

💻 www.ukna.org

✉ NAHelpline@ukna.org

Alcohol Problems

Al-Anon:

Family Groups

Provides understanding and support for families and friends of alcoholics, whether or not the drinker is still drinking.

Alateen

A part of Al-Anon, for young people aged 12 to 17 (inclusive), who have been affected by someone else's drinking (usually that of a parent).

📍 61, Great Dover Street, London SE1 4YF

☎ Helpline (020) 7403 0888 (Daily, 10.00 am – 10.00 pm)

🌐 www.al-anonuk.org.uk ✉ enquiries@al-anonuk.org.uk

Alcohol Concern

Publishes a range of fact sheets and booklets. Also has an online Alcohol Services Directory.

☎ 020 7264 0510

🌐 www.alcoholconcern.org.uk

✉ contact@alcoholconcern.org.uk

Alcoholics Anonymous

Holds over 3000 meetings around the UK each week, including weekly sessions in Brixham, Paignton and Torquay. The only requirement for membership is a desire to stop drinking (see also under Local Support).

📍 Alcoholics Anonymous, PO Box 1, 10 Toft Green, York YO1 7NJ

☎ National helpline, 0845 769 7555

🌐 www.alcoholics-anonymous.org.uk

✉ help@alcoholics-anonymous.org.uk

Drink Aware

Provides a range of practical advice about drinking on its website and in leaflets and fact sheets.

☎ 020 7766 9900

🌐 www.drinkaware.co.uk

Drinkline

24-hour national alcohol helpline, which offers help to anyone worried about their own drinking, and support to the family and friends of people who are drinking.

📍 Freepost, PO Box 4000, Glasgow G3 8XX

☎ Helpline: 0800 917 8282

National Association for Children of Alcoholics

Offers advice, information and support to children of alcoholic people.

✉ PO Box 64, Fishponds, Bristol BS16 2UH

☎ 0800 358 3456

💻 www.nacoa.org.uk

✉ helpline@nacoa.org.uk

Addiction to Prescription Drugs

For addiction to, or recovery from, an addiction to prescription drugs refer to the website www.patient.co.uk or make an appointment with your GP for advice.

Supporting People

Supporting People is a national programme that offers vulnerable people the opportunity to improve their quality of life by providing a stable environment which enables greater independence. It supports a wide range of people in the community, including those with dependency problems by funding supported accommodation and floating support workers.

Local Office:

✉ Pearl Assurance House, 101-107, Union Street, Torquay TQ1 3DW

Housing Support Referral Hub (for a Supporting People service)

✉ Connections, Torbay Council, Town Hall, Union Street, Torquay TQ1 3DS

☎ (01803) 208723

💻 www.torbay.gov.uk/supportingpeople

✉ referralhub@torbay.gov.uk

Registration and Inspection

Care Quality Commission (CQC)

Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

CQC Helpline: 03000 616161 (Monday to Friday 8.30 am – 5.30 pm)

Web: www.cqc.org.uk Email: via website or enquiries@cqc.org.uk

The Care Quality Commission (formerly Commission for Social Care Inspection) registers and inspects all care homes (and other adult social care and health services) against essential standards of quality and safety. Latest inspection reports are available to view on the CQC website or they can be ordered from the CQC order line on 0870 240 7535.

CQC Age Group Categories

Please note that where a care home is shown as being for a particular age group (eg. over 65), younger or older persons may now be given a placement provided that the home is appropriate for them and meets their needs.

New System of Registration and Standards

The Care Quality Commission stopped running its star ratings system at the end of June 2010. Since 1 October 2010 there has been a new registration system for all regulated health and adult social care services in England - this is in response to new regulations, set out in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2009 and the Care Quality Commission (Registration) Regulations 2009.

Providers are registered and licensed if they meet essential quality and safety standards, which cover the following areas:

- Treating people with respect and involving them in their care
- Providing care, treatment and support which meets people's needs
- Caring for people safely and protecting them from harm
- Staffing
- Management

Once registered, compliance with standards will be monitored continuously and information will be gathered from patients and public representative groups as well as other regulators and the National Patient Safety Agency. The purpose of the new system is to focus on outcomes, rather than systems and processes, and it places the views and experience of people who use services at the centre.

For further information about the new standards of quality and safety, please see the Care Quality Commission website at:

<http://www.cqc.org.uk/public/what-are-standards/standards/standards-care-homes> where you can download the booklet, 'What Standards you have a right to expect from the regulation of your Care Home'.

Comments, Compliments, Concerns and Complaints

Although the Care Quality Commission welcomes feedback on any of the services it registers in order to ensure that services meet its standards of quality and safety, it does not deal with individual complaints.

To make a comment or a complaint about a service that is funded by Torbay Care Trust, ask your Care Manager for advice or you can request the guide 'We want to know what you think' from Torbay Care Trust's Customer Service Centre on (01803) 219700 or download it from the Torbay Care Trust website: www.torbaycaretrust.nhs.uk

From October 2010 the Local Government Ombudsman (LGO) has extended its powers to be able to investigate complaints from adults who arrange and pay for their own care. If you are not satisfied with the service provider's response to a complaint, you can contact the LGO Advice Team on 0300 061 0614 or 0845 602 1983. For further details, visit the website at www.lgo.org.uk

For general information about making a complaint about a care service, please refer to the Care Quality Commission's leaflet 'How to complain about a Health Care or Social Care Service'. This leaflet can be downloaded from the Care Quality Commission website at www.cqc.org.uk

Supporting People

Supporting People services (see page p.12) are reviewed regularly by the Supporting People Team. If you have a complaint about a service you should contact the provider in the first instance and ask for their complaints procedure. If this is not satisfactory you should contact the Supporting People Team or, if the provider is a Housing Association, you may contact the Housing Ombudsman (see below) at any point for advice and support to resolve the complaint.

Housing Ombudsman Service

81 Aldwych, London WC2B 4HN

0300 111 3000 or minicom: 020 7404 7092

www.ihos.org.uk

info@housing-ombudsman.org.uk

Other Sources of Information

General information about care homes, such as how to choose a home and financing care accommodation, is given in other DIS care homes sheets, such as C01 and C02.

Care Homes: alcohol or drug problems – Devon

This list covers homes in Devon (including Torbay and Plymouth) that are registered by CQC to provide care to people with alcohol or drug problems.

Admission to a home will normally be part of a recovery plan. For clients in Torbay, referrals for care home rehabilitation are made by Shrublands Drug and Alcohol Service (see p.7).

Day Care and Short Breaks (Respite)

Only two providers in this list are known to provide short breaks (also known as respite). Day care is not generally provided by homes in this category.

Torbay

Name of Home/ Address	Business Name/ Contact Details	Client Group/ Care Specialities	No. of Beds
Vane Hill 15 & 72 Vane Hill Rd. Torquay TQ1 2BZ www.notarohomes.co.uk	Notaro Homes Manager: Mr S Todd ☎ (01803) 214916 steve@notarohomes.co.uk	Past or present alcohol dependence 40 + and over 65. Offers short breaks (respite)	32

Teignbridge

Name of Home/ Address	Business Name/ Contact Details	Client Group/ Care Specialities	No. of Beds
Nightingale House Landscape Close Teignmouth TQ14 9LD www.korcare.co.uk	KorCare Ltd. Manager: Mrs Wendy Apps ☎ (01626) 774775 or (01626) 773904 (out of hours) info@korcare.co.uk	Past or present alcohol dependence. Mental Health. Specialises in providing care to people with Korsakoff's Syndrome and related conditions.	27

East Devon

Name of Home/ Address	Business Name/ Contact Details	ClientGroup/ Care Specialities	No. of Beds
St Andrews House St Andrews Road Exmouth EX8 1AS	Christian Alliance Housing Association ☎ (01395) 223737	For younger adults with past or present mental illness, drug or alcohol dependency.	6 (VOL)

Plymouth

Name of Home/ Address	Business Name/ Contact Details	Client Group/ Care Specialities	No. of Beds
Broadreach 465 Tavistock Road Roborough Plymouth PL6 7HE	The Manager ☎ (01752) 790000 lesley@broadreach-house.org.uk	Past or present alcohol or drug dependence (18-65) Care home with nursing offering first stage treatment. Length of stay – up to 6 weeks.	30 (VOL)
Closereach Longcause Plympton St. Maurice Plymouth PL7 1JB	Broadreach House Manager: Anthony Hazzard ☎ (01752) 348348	For men 18-65. Past or present alcohol or drug dependence. Normal length of stay is 3-6 months.	17 (VOL)
Longreach 7 Hartley Road Hartley Plymouth PL3 5LW	Broadreach House Wendy Van Der Niet ☎ (01752) 788699	For women 16-64 Past or present alcohol or drug dependence.	20 (VOL)
Trevi House 2/6 Endsleigh Gardens Mutley Plymouth PL4 6DR www.treviproject.org	Trevi House Ltd. The Manager ☎ (01752) 255758 office@trevihouse.org www.treviproject.org	For women 18-60. Support for young children included. Past or present alcohol or drug dependence. Care home offering first stage treatment. Normal length of stay is 3-6 months.	13 (VOL)

North Devon

Name of Home/ Address	Business Name/ Contact Details	Client Group/ Care Specialities	No. of Beds
Francis House Dennington Swimbridge Barnstaple EX32 0QG	Assisi Community Care Ltd. Manager: Michael Crumpton ☎ (01271) 830030 info@francishouse.com	Inter-denomination Christian home for men only. Past or present alcohol dependence	40
Hilldales 11-13 Oxford Park Ilfracombe EX34 9JS	Manager: Ms Lesley J Mason ☎ (01271) 865893 lesleyhilldales@hotmail.com	Past or present alcohol dependence Mental Health Offers short breaks (respite)	56
Lampton Court Littleham Bideford EX39 5HT www.lamptoncourt.com	Health & Care Partnership Ltd. Manager: Mrs Linda Fletcher ☎ (01237) 470280 admissions@lamptoncourt.com	For younger adults 18-65. Past or present alcohol dependence Past or present drug Dependence	32

West Devon

Name of Home/ Address	Business Name/ Contact Details	Client Group/Care Specialities	No. of Beds
Gilead Foundations Charity Risdon Farm Jacobstowe Okehampton EX20 3AJ	Gilead Foundations Charity Manager: Miss B R Taylor ☎ (01837) 851240	Past or present alcohol or drug dependence (18-65) Provides services and support in an extended family community, following Christian principles.	10

Other Titles in this Series

Most sheets have many pages, and details change often. If you would like copies, please request no more than 5 titles at a time (further details on p. 3).

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Care Homes: Paignton and Brixham	C01
Care Homes: Torquay	C02

Further Information and Advice

Torbay Disability Information Service

Torbay Disability Information Service has been providing comprehensive information and advice to people in Torbay for over 21 years and we are a founder member of the Torbay Advice Network (TAN). Our service is open to any resident of Torbay affected by any type of disability. We also provide information to anyone working or caring for people with disabilities.

Our centre is located in purpose-built premises with level access, accessible WC facilities and adjacent parking. We are close to the 12/12A bus routes.

No referral is necessary. Simply visit our office, call us on **(01803) 546474** or email us at **dis.torbay@nhs.net**

We offer:

- An enquiry desk service covering a wide range of topics related to disability support and independent living.
- Advice and guidance on disability-related social security issues, including benefit checks.
- Office based support with Disability Living Allowance applications and Attendance Allowance for unpaid family carers.
- Torbay Mental Health Information and Advice Service. Contact Disability Information Service for further information or to make an appointment.


Opening hours: Monday to Thursday, 9.00am to 4.30pm; Friday, 9.00am to 1.00pm only.

Signposts for Carers

Signposts for Carers is Torbay's dedicated telephone support service providing specialist information and advice to unpaid carers in Torbay. Contact *Signposts* in confidence to find out about services, equipment, benefits and rights. Support is available on a short or long-term basis.

Opening hours: Mondays to Thursdays, 9.00am - 4.30pm. Fridays: 9.00am - 1.00pm.

Calls are diverted to a 24-hour staffed message taking service outside office hours. Your details and enquiry will be relayed to us and we will respond to your enquiry on the next working day.

 **(01803) 666620**

 **signposts@nhs.net**

Was this information sheet useful?

We are keen to ensure that this information sheet is relevant to your needs and clear. We would be grateful if you would take one minute to complete the simple and anonymous questionnaire below and send it back to us **post-free**.

Our address is:

Torbay Disability Information Service
FREEPOST SWB31050
Chadwell Annexe
Torquay Road
Paignton
TQ3 2ZZ

Q: Where did you get this information sheet from?

Q: How old are you?

Q: How long have you lived in Torbay?

Q: Was the information easy to read and helpful? (Please tick **one** box only)

Very Easy

Fairly easy

Undecided

Fairly difficult

Very Difficult

Q: How might we improve it?

.....

.....

Q: What local disability related support do you struggle to find out about?

.....

.....

Note: Please contact us on (01803) 546474 if you need help or have questions about the contents of this information sheet.



Partners in Care

Ref: DIS, P31 – July 2010

This document can be available in other languages and formats. For more information telephone 01803 546474.