



W e l c o m e

DRUGAID LOCATIONS

Drugaid Head Office

St Fagans House, St Fagans Street,
Caerphilly CF83 1FZ
0870 060 0310

Drugaid in Merthyr Tydfil and RCT

MIDAS, 1st & 2nd Floor, Oldway House, Castle Street,
Merthyr Tydfil CF47 8UX
01685 721991

*Drugaid also provide services in several other locations
including: Ebbw Vale, Torfaen, Monmouthshire
and Pontypridd*

*The workers here will give you details
of where you can be seen*

OPENING TIMES:

Monday to Friday 9am till 5pm
Saturday 9am till 12pm

During these times you can telephone or drop in

www.drugaidcymru.com

Drugaid (including GOALS) in Gwent
0870 060 0310

Drugaid in Merthyr Tydfil and RCT
01685 721991

www.drugaidcymru.com

Drugaid

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ABOUT DRUGAID



The workers are committed to providing you with the best possible service.

All the workers here will actively listen to you.

We work within professional guidelines and all the workers here receive ongoing training and supervision.

We will always aim to respond to and meet your needs.

We will not judge you or blame you for the situation you are in and we believe everybody has the ability to change.

We will work with you to build trust, provide you with a good service, challenge your behaviour if appropriate and treat you with respect.

Drugaid is staffed by paid workers, volunteers and peer support workers.

DRUGAID'S APPROACH

Reducing harm to you and others

We will work with you whether you are using drugs/alcohol or not at the time you come to us.

We recognise that drug/alcohol use can cause real and tragic harm and we will work with you to use in a safer way. This might mean changing the way you are using or stopping your use.

We will work with you on improving the quality of your life.

We will work with you to help you identify more choices in life.

We will also work with friends and families.

We recognise that the realities of poverty, racism, homophobia, social isolation, past trauma, education, sex based discrimination and other social inequalities affect both people's vulnerability to – and capacity for dealing with – drug/alcohol related harm.

Needle exchange is available at Drugaid in Caerphilly and Merthyr Tydfil.

SERVICE USER CHARTER

As a service user you have a right to:

- respect, privacy and confidentiality
- an appointment arranged within 5 working days of contacting us
- a full explanation of Drugaid services
- be given information on available drug/alcohol treatment options and related services, and we will aim to give you waiting times for these
- see your case notes
- full involvement in the drawing up and review of your care plan/s
- receive support and services designed to meet your needs
- comment or complain about any part of Drugaid services

- get involved in making sure we are offering the best possible services. **They are your services – help us to improve them**
- independent advocacy
- a female or male Case Worker (wherever possible)
- change your Case Worker (wherever possible)

As a service user you have a responsibility to:

- treat everyone on Drugaid premises with respect and without aggression
- inform Drugaid in advance if you cannot keep your appointments
- help keep a safe, tidy and clean environment
- engage with services and be actively involved with your care plan
- avoid attending appointments if you are heavily under the influence of drugs or alcohol

Making changes in your life

Drugaid will help assess whether or not you are dependent on drugs/alcohol.

We will also assess how your drug/alcohol use affects key areas in your life.

We can provide you with a few sessions with a worker to give you information, advice and guidance or together we will decide if you need longer to deal with a dependency issue.

During the process of coming off drugs/alcohol people can relapse. This means that dependency often goes around in a cycle. Because of this, someone with a dependency may feel like they are 'going round in circles' – making a change, keeping it going, relapsing, making a change again etc... Not everyone experiences relapse, but it is common before you make a permanent change. The model that describes this process is called the Cycle of Change. Your worker can give you more information on this.

Care Planning

Once you have decided that you want to make changes around your drug/alcohol use – your goal or goals – we will work with you to devise a care plan. The care plan details your goals, and the ways in which you will achieve them. The care plan is reviewed – by you and your worker – at least every 12 weeks. You may keep a copy of your Care Plan.

EQUAL OPPORTUNITIES

Drugaid has an Equal Opportunities Policy to ensure no-one with any connection to Drugaid is discriminated against.

This means you will not be treated unfairly based on anything from whether you are a man or a woman, to the culture you identify with, your physical abilities, your sexuality or anything else.

If you feel you have been discriminated against we will listen to what you say, and respond to any issues. If necessary you may use our complaints procedure. You can also get the support of an independent advocate.

A copy of Drugaid's Equal Opportunities Policy is available on request from Drugaid staff.



CONFIDENTIALITY



Drugaid's confidentiality policy will be explained to you fully during your first appointment.

Please remember that you do not have to tell us anything you don't want to.

If someone phones us and asks for information about you we will not give it to them unless we have your permission. This includes your family and friends.

If we see you in the street or anywhere else outside Drugaid we will not acknowledge you so that you do not have to explain to anyone you might be with who we are or how you know us. However if you acknowledge us, we will acknowledge you back.

We will not routinely pass information about you to outside agencies or others without your permission.

There are four exceptions to this, as follows:

- Where we believe there is a risk of significant harm to yourself or others
- Where we believe there is a risk of potential or actual harm to children
- Where we are legally compelled to provide information to the courts
- Where information is given to us about any planned acts of terrorism under the Terrorism Act 2000.

If Drugaid believes it is necessary to breach your confidentiality for one of these reasons, we will make every effort to involve you in the decision. The decision to breach confidentiality is not made by your Case Worker, but by the organisation.

INFORMATION SHARING

When you first come to Drugaid you will be asked if we can share information about you with other agencies who you work with or who it could be useful for you to use.

We have to ask you what can seem like many questions and fill out forms gathering information. The forms include assessment forms and care plans. We are also asking you to complete TOP forms (Treatment Outcome Profiles). These will measure how well you are doing and how well we are doing. They will help us improve our services and show your progress.

We have to send the Welsh Assembly ANONYMOUS statistical information from some of the forms we complete with you.

You can talk through the pros and cons of giving your permission with your worker before you make your decision.

You have the right to refuse permission.

The reasons for Drugaid sharing or exchanging information are:

- **To help you access other services**
- **To help you get what you need or have a right to**

- **To help those involved with you to better understand your position**

Drugaid will ensure that information kept about you will be stored either on a secure computer database or on paper in a lockable cabinet, with informed consent for this expressly given by you as the owner of that information. Any written notes that need to be removed from any premises will be done with appropriate authorisation.

You have the right to see what we have written in your file within 24 working hours of you making your request and you will be given a quiet room to go through this.

A copy of the up-to-date, full confidentiality and information sharing policy that we use will be made available to you on request.

If you feel that your confidentiality has not been respected, you are encouraged to make a complaint, following Drugaid's complaints procedure.

Your Case Worker or another member of staff can assist you with this.

You also have the right to independent advocacy.

You have the right to seek legal advice outside Drugaid at any time.

COMPLAINTS PROCEDURE

If you are unhappy with any aspect of the service at Drugaid, please let us know. Your concerns will always be taken seriously and any matter you raise will be carefully looked into.

If you want to make a complaint, this is the procedure we ask you to follow:

- You can put a complaint in any of the suggestion boxes at the Drugaid bases
- Speak to a member of staff you feel comfortable with
- Speak to or write to the Service Manager. We can give you information about outside agencies who could help you if you weren't sure of the best way
- Depending on who your complaint is about you may need to be directed to different people. We can tell you who or how by giving you a copy of the full complaints procedure
- A written response will be sent to you within 14 days of Drugaid receiving your complaint

- If you are unhappy with the response to your complaint, please write to the Chair of the Board of Directors
- The Chair will send you a written response within 14 days of receiving your complaint
- All complaints and responses are reported to the Board of Directors at Board Meetings, which are held approximately every two months

Drugaid takes all complaints very seriously. We try to deal with the complaint quickly, confidentially and discreetly. If the complaint involves a member of staff or another service user, it may be necessary to discuss the complaint with them, in order to get the whole picture.

Making a complaint will not affect your right to use Drugaid's services, nor the standard of the service you receive.

You may wish to discuss your complaint, or seek advice about making a complaint, from an agency outside Drugaid.



SERVICE USER INVOLVEMENT

Drugaid strives to work in partnership with our service users to ensure that the services we deliver are good for you.

We are keen to know what you think works well and areas where you think we need to improve.

We take feedback from service users into consideration when we are planning, delivering and evaluating our work.

Please give us your views:

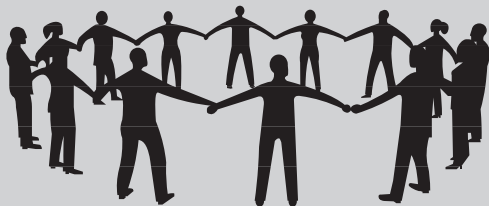
- Write it down and put it in a suggestion box
- Tell a worker
- Tell another service user and get them to tell a worker
- Join a service users forum like SMUG or FUSE
- Fill out surveys that are often in waiting areas

Whenever we develop new working practices or projects we ask service users to be involved in shaping these.

If you are interested in getting involved in Drugaid's work, please let your Case Worker know and we will support you in doing so. This type of work is voluntary and could be a one-off or go on for as long as you are a service user. It may involve attending meetings, or asking others their views on different parts of our services or things we are planning to set up. Your expenses will be covered.

Peer Support Service

Peer Support is a new development for Drugaid. A group of service users are trained to deliver harm reduction services including giving up-to-date, realistic information about drug and alcohol issues in a variety of settings. Anyone who is interested in becoming a Peer Support Worker with Drugaid will need to be stable in their drug/alcohol use or drug/alcohol free. They will need to be at a stage in their life where they can look beyond their own needs and work for the benefit of others.



A significant amount of time will be spent on training and developing Peer Support Workers before encouraging involvement in drop in and education activities. The Peer Support Co-ordinator will provide training and support for Peer Support Workers in Drugaid.

Your views and your involvement are important

There are two workers employed by the area commissioners (funders) of drug and alcohol services, funded by the Welsh Assembly and independent of all the drug and alcohol services; like Drugaid. They will specifically answer any of your questions about service user involvement, help and encourage you to get involved, advocate on your behalf and listen to your suggestions and concerns.

Gwent Service User Involvement Worker

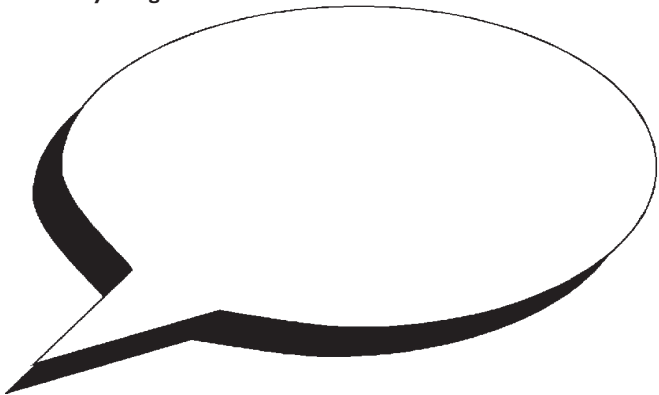
RCT Service User Involvement Worker

01443 827309

Mobile: 07747 485783

PLEASE GIVE US ANY COMMENTS OR SUGGESTIONS

You can use the tear-out box below and put it in the boxes at every Drugaid base.



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You can use the tear-out box below and put it in the boxes at every Drugaid base.



CASE WORKER NAME

MOBILE NUMBER

OTHER WORKERS

Mobile Number

1 _____

2 _____

3 _____

APPOINTMENTS

WHEN

WHERE

NOTES



USEFUL PHONE NUMBERS

Drinkline (alcohol advice)

0800 917 8282

DAN (24 hours Drug and Alcohol Advice)

0800 633 5588

NA (self-help)

0845 373 3366

AA (self-help)

0845 76 97 555

Wales Domestic Abuse Helpline

0808 801 0800

Samaritans (listening service)

0845 90 90 90

Shelter (housing advice)

0808 800 7070

NHS Direct

0845 4647

Gay and Lesbian Helpline

0800 023 2201

New Pathways (sexual abuse line)

01685 379310

CALL (mental health helpline)

0800 132 737

Other agencies we work alongside:

GPwSI (prescribing service in Gwent)

01495 742314

DIP (services for drug users in the criminal justice system)

02920 729555

GAP (alcohol counselling services)

01633 252045

CDAT (prescribing service in Merthyr Tydfil and RCT)

01443 217026

RISMS (multi-agency service in RCT)

01443 443443

GSSMS (specialist prescribing service in Gwent)

01495 308009

Fusion (young peoples services)

0800 731 4649

DAFS (family and carers support)

01495 240824

Kaleidoscope (drug and alcohol services)

01633 245890

Details of more local services can be provided by your Case Worker or local Drugaid administrator

