

SUBSTANCE MISUSE SERVICES FOR THE PEOPLE OF POOLE

January 2004

*A guide to the services available to those
whose lives are affected by substance misuse*

**Produced by the
Poole Drug Action Team**



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DIRECTORY OF SUBSTANCE MISUSE SERVICES IN POOLE

INTRODUCTION

This handbook has been produced by the Poole Drug Action Team to provide information on local substance misuse services. It is intended for anyone who is affected by substance misuse - users, carers, families and friends - as well as professionals and voluntary workers.

The handbook is designed to provide:

a listing of projects available at local level, which groups they target and contact information;

a limited number of specialist agencies at national level, which groups they target and contact information.

The information contained within the handbook is correct to the best of our knowledge at the time of writing and was provided largely by the local organisations through self-completion questionnaires. Each entry is arranged alphabetically, specific target groups are only given where appropriate.

The services listed in this directory are available to Poole residents.

For services available to Bournemouth residents please contact:
Bournemouth Drug Action Team, Telephone 01202 458947

For services available to Dorset residents please contact:
Dorset Drug Action Team, Telephone 01305 224102

DIRECTORIES OF NATIONAL SERVICES

The following directories of national services are also available:

Alcohol Services Directory, (1995) Alcohol Concern, London.
Telephone: 0171 928 7377

Drug Problems: where to get help, Drugscope
Telephone: 08707 743 682

Cocaine Anonymous
Telephone: 0171 284 1128 (24 hour answerphone)

Gamblers Anonymous (Gam-Anon)
Telephone: 08700 508880

Narcotics Anonymous
Telephone 07041 580050 (Helpline) (9am - 12 midnight and answerphone)

National Drugs and Legal Helpline: Release, London
Telephone: 0207 729 9904

National Drugs Helpline
Telephone: 0800 776600
(This service is also available in several ethnic community languages.)

"Talk to Frank" drugs campaign
Telephone: 0800 77 66 00

For further information on 'Tackling Drug and Alcohol Misuse in Poole' contact:
The Poole Drug Action Team Co-ordinator:

Telephone: 01202 633635 or e.mail: a.maguire@poole.gov.uk
Website: www.pooledat.com

HOW TO FIND HELP

Listed below are examples of questions that may help in identifying which service is the most appropriate to contact and examples of those agencies that may be able to help.

Are you under 18 and...

Are seeking Information and advice about drugs/alcohol?

YADAS	(Page 32)
Bournemouth and Poole College	
Counselling Service	(Page 14)
Al-Anon	(Page 10)
Frank	(Page 21)
Quay Advice Centre	(Page 29)
Connexions	(Page 16)
SWAC	(Page 31)

Think you have a drug or alcohol problem?

YADAS	(Page 32)
PACT	(Page 24)
Connexions	(Page 16)
Quay Advice Centre	(Page 29)
Al-Anon	(Page 10)

Are you a parent/partner/carer concerned about a young person's use of drugs or alcohol?

For advice and information

PACT	(Page 24)
EDDAAS	(Page 18)
YADAS	(Page 32)
SWAC	(Page 31)
GP	(Page 21)
Frank	(Page 21)
Families Anonymous	(Page 21)
Al-Anon	(Page 10)
BADSUF	(Page 11)
Clouds Families Plus	(Page 15)
Clouds Family Support Gp	(Page 15)

For treatment

PACT	(Page 24)
EDDAAS	(Page 18)
YADAS	(Page 32)
GP	(Page 21)

Are you over 18 and think you have a drug or alcohol problem?

For advice and information

PACT	(Page 24)
EDDAAS	(Page 18)
SWAC	(Page 31)
GP	(Page 21)
BADSUF	(Page 11)
Alcoholic Anonymous	(Page 11)
Narcotics Anonymous	(Page 23)

For treatment

PACT	(Page 24)
<i>(harm minimisation, specialist prescribing, detox, rehab and continuing care)</i>	

Have you been arrested/remanded/sentenced and have a drug or alcohol problem?

Arrest Referral Worker	(Page 11)
Prison Liaison Worker	(Page 27)

Drug Treatment and Testing Order?

Referrals from:

Probation Officers	(Page 28)
Arrest Referral Worker	(Page 11)
Prison Liaison Worker	(Page 27)

Pre-sentence - Initial Assessment, support and motivation to change:

Probation	(Page 28)
PACT	(Page 24)

Following DTTO sentence, either:

Tier One Probation <i>Referral to Residential or Structured Day Care Programme</i>	Tier Two PACT <i>Referral to Structured Day Care Programme Drug Testing within PACT</i>
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Successful completion:

EDDAAS Roads to Recovery	(Page 18)
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(Resettlement Outreach Aftercare Development Service)

Are you an intravenous heroin user who wants to continue to use whilst minimising the risk to your health?

Pharmacy Needle and Syringe Exchange Scheme	(Page 26)
PACT	(Page 24)
EDDAAS	(Page 18)

Are you concerned about HIV or Hepatitis?

GP	(Page 21)
GUM (Genito Urinary Medicine) Clinics, Bournemouth/Poole Hospitals	(Page 22)
EDDAAS	(Page 18)
PACT	(Page 24)
Body Positive	(Page 12)
AIDS and HIV Helpline	(Page 10)

Are you drugs/alcohol free and seeking aftercare, support and advice?

PACT	(Page 24)
EDDAAS	(Page 18)
Alcoholics Anonymous	(Page 11)
Narcotics Anonymous	(Page 23)
Clouds – Working Recovery	(Page 15)

Models of Care is the National Framework developed by the National Treatment Agency to promote individualised integrated care pathways available to all clients. In order to achieve an efficient service, clients will be asked to give their permission for information to be shared between the relevant agencies involved in their treatment.

THE FOUR-TIER FRAMEWORK

The National Treatment Agency for Substance Misuse outlines the four tiers of provision of drug treatments. The following drug treatment services are available in Poole:

Tier One

(Agencies that work with a wide range of clients including drug and alcohol misusers, but their sole purpose is not drug or alcohol treatment.)

- Accident and Emergency**
- Bournemouth and Poole College Counselling Service**
- Big Issue**
- Body Positive**
- Bridge Corner House**
- Community Pharmacists**
- Connexions**
- Dorset Police**
- Healthpoint**
- Housing**
- GP**
- GUM Clinics**
- Life Education Centres – Dorset**
- NHS Direct**
- Probation**
- Quay Advice Centre**
- Resettlement Officer, Housing Management (Borough of Poole)**
- Routes to Roots**
- Social Services**
- South and East Dorset PCT**
- Stonham Housing Association**
- Teachers**

Tier Two

(Provides accessible drug and alcohol services for a wide range of misusers referred from a variety of sources, including self-referrals.)

Clouds
EDDAAS
YADAS
GP
Pharmacy Needle and Syringe Exchange Scheme
SWAC
Streetscene

Tier Three

(Services provided solely for drug and alcohol misusers in structured programmes of care)

PACT
Clouds
Dorset Healthcare NHS Trust
Providence Project
YADAS

Tier Four

(Aimed at individuals with a high level of need. Residential services for drug and alcohol misusers. Residential drug and alcohol misuse specific services)

PACT
Clouds
Dorset Healthcare NHS Trust (Flaghead Unit)

ACCIDENT AND EMERGENCY (A&E)

Accident and Emergency Services in the Poole area are provided at the Poole General Hospital. This is an emergency service to assist people who are in need of immediate medical help.

**Poole Hospital
Longfleet Road
Poole
BH15 2JB**

Telephone: 01202 442202

Availability: 24 hour

AIDS and HIV HELPLINE

Telephone 01202 311166 (24 hour answerphone)

Professional counselling for anyone concerned about HIV/Aids

Telephone: 01202 733322/710616 for free totally confidential advice.

(Monday 9am to 12 midday, Tuesday 9am to 4.30pm, Thursday 9am to 12 midday)

AL-ANON

Al-anon Family groups aim to provide support to people when someone close to them has a problem with alcohol. Parents, children, partners, friends and colleagues can all be helped by Al-anon and Alateen whether or not the drinker in their lives recognises that a problem exists. Al-anon and Alateen offer similar services but Alateen is specifically for young people affected by a problem drinker.

**Al-anon Family Groups UK and Eire
61 Great Dover Street
London
SE1 4YF**

Telephone: 0207 403 0888

Or telephone: 01202 296000 (Alcoholic Anonymous - will contact a local Al-Anon volunteer to call you back).

ALCOHOLICS ANONYMOUS (AA)

Alcoholics Anonymous is a voluntary world-wide fellowship of people from all walks of life who meet to attain and maintain sobriety. The only requirement for membership is the desire to stop drinking alcohol. For more information, contact:

AA
PO Box 2499
Bournemouth
BH1 3YB

Telephone: 01202 296000

ARREST REFERRAL SCHEME

There is an Arrest Referral worker in the Poole Addictions Community Team, who offers advice, information and/or referral to treatment to those who come into contact with the judiciary system as a result of their drug and/or alcohol use. The aim of the scheme is to provide access to appropriate treatment services for anyone in contact with the Criminal Justice System. (For clients under 18 referral, where appropriate, will be made to YADAS (see page 32).

Telephone: 01202 633875

BADSUF

(Bournemouth Alcohol and Drug Service User Forum and Advocacy Service)

An independent charitable organisation working with and for people accessing treatment service, offering independent information on ways to access the addiction services. An opportunity for users and their carers to express their opinion. BADSUF provides an independent advocacy service.

29a Alma Road
Winton
Bournemouth
BH9 1AB

Telephone 01202 535748

E-mail: mail@badsuf.com

Opening hours: Monday and Thursday 12pm - 4pm

BIG ISSUE, SOUTH WEST

A unique opportunity for homeless and vulnerably-housed people to support themselves into permanent accommodation.

**51-53 Poole Hill
Bournemouth
BH2 5PW**

Telephone: 01202 314261

Availability: Mon - Sat 8.30am - 2pm

BODY POSITIVE DORSET

Self help group for people living with or affected by HIV/AIDS. Drop in centre provides a range of services including counselling, gym, benefits and housing advice and hardship fund.

**Diana Princess of Wales House
24 Lorne Park Road
Bournemouth
BH1 1JL**

Telephone: 01202 297386 /24 hour Helpline 01202 311166

Email: bodypos@bodypos.demon.co.uk

Availability: Mon - Thur 1pm - 7pm, Friday 10am - 4pm

BOROUGH OF POOLE - ADULT SOCIAL SERVICES

Adult Social Services have a responsibility for purchasing residential and day treatment for people following an assessment of their needs. The Unit, in partnership with the Drug Action Team, has contracts with a number of residential treatment providers throughout the South of England and also with day treatment providers in Poole and Bournemouth.

Referral to residential treatment is through the Poole Addictions Community Team. The Unit also funds voluntary organisations including EDDAAS and SWAC. This service has access to Language Line, which offers over one hundred languages for fast, accurate, confidential language interpretation and translation.

BOROUGH OF POOLE SOCIAL SERVICES - CHILDREN & FAMILIES

The Children and Families Services Unit has a duty to promote and protect the welfare of children and young people under 18 in its area. The duty service responds to initial enquiries. Longer-term work aims to promote the welfare of children at home and manages the care of children unable to remain at home who are looked-after by the local authority. The Unit is also responsible for the registration and inspection of all day care provision for children, such as playgroups, childminders, nurseries, crèches, after-school and holiday clubs. The Unit also has a Young People and Family Support Team and the Ted Webster Family Centre.

Children and Families Services should be contacted where there is concern about a child's welfare. This may include circumstances where, for example, a child or young person is being neglected or mistreated and other situations where the child may need services in order to maintain a satisfactory standard of health and development.

The duty worker should be the first point of contact and will have an initial discussion with the caller and may make further enquiries of other agencies in order to assess what help is needed. Help ranges from advice and support to more intensive intervention in cases of significant risk. However, the vast majority of cases are dealt with by offering advice and personal, practical support.

Please contact the Duty Social Worker to discuss concerns, make a referral or obtain information about the range and type of services available.

**Borough of Poole
Children and Families Service Unit
14a Commercial Road
Parkstone
Poole
BH14 0JW**

**Telephone: 01202 735046 Monday - Thursday 8.40 - 5.20
Fax: 01202 715589 Friday - 8.40 - 4.00**

Outside of normal hours, advice is available from the Social Services Out of Hours Service, telephone 01202 668123.

This service has access to Language Line, which offers over one hundred languages for fast, accurate, confidential language interpretation and translation.

BOROUGH OF POOLE – HOUSING MANAGEMENT/HOUSING AND COMMUNITY SERVICES

If you're homeless you have a legal right to help from us and may be entitled to accommodation if you qualify. If you think that you may be in this position you should contact a Housing Adviser to arrange an appointment.

Homeless persons are advised to contact the Housing and Community Services emergency telephone **01202 733254** - or the local Police if they lose their home outside the normal office hours of 8.30am to 5.15pm

A Resettlement Officer is available to support anyone with a tenancy that may be under threat, to help them to sustain their tenancy, and to interact with other agencies to provide help, advice and information.

Please telephone 01202 633204 between 8.30 – 5.15pm.

BOURNEMOUTH AND POOLE COLLEGE COUNSELLING SERVICE

Confidential counselling and/or social work intervention for students, either short or long term. This can include children on school links, 'Bridging the Gap' projects and may include work with families. If appropriate, the service links with outside specialist agencies. Referrals should be made by telephone or in writing to the Counselling Services Manager.

**Bournemouth and Poole College of Further Education
North Road
Parkstone
Poole
BH14 0LS**

Telephone: 01202 205956/205896

Availability: 10.00 am - 5.00 pm, all locations

BRIDGE CORNER HOUSE

A hostel for single homeless people, including people in active recovery for drug and/or alcohol problems. Bridge Corner House has 15 beds with access to three move-on properties.

**2-4 New Quay Road
Hamworthy
Poole
Dorset
BH15 4AF**

Tel: 01202 673190

CLOUDS

Clouds is a registered charity and registered company founded in 1982 offering "help, hope and freedom from alcohol and drug dependency" and provides the following services:

Structured Day Treatment Programme

A community based first stage structured programme for individuals post-detox who wish to participate in an abstinence based day treatment programme.

Continuing Care

A service for individuals who have been through treatment, whether residential or in the community, and who wish to maintain an abstinence based recovery.

Families Plus

A qualified Family Therapist available for outpatient couples' counselling, individual counselling, family therapy, supervision and training. Clouds also runs a five day residential Family Programme.

Working Recovery

A community training and work-based programme for those in the process of recovering from alcohol and/or drug dependency.

Clouds Building

**1 Station Approach
Off Ashley Road
Boscombe
Bournemouth, BH1 4NB**

**Day Treatment Programme: 01202 300550
Working Recovery: 01202 399723**

Family Support Group

Facilitated groups for people struggling with someone who is misusing alcohol or drugs. Groups held weekly in Bournemouth (Thursday evenings), and monthly in Poole (Monday evening). For further details or information:

Telephone: 01722 340325

CONNEXIONS

Confidential advice, support and information for 13-19 year olds.

**3 Kingland Road
Poole
BH15 1SH**

Telephone: 01202 677557

DORSET HEALTHCARE NHS TRUST

Addiction Service

Partnership working with Bournemouth, Dorset and Poole DAT's to provide a locality team to meet the needs of residents in each DAT area. For Poole residents see PACT (see page 24).

Information and Advice for clients of the service is available by telephone from the PACT team at the Civic Centre Annexe, Telephone: **01202 633875** between 9am and 5pm Monday to Thursday and 9am to 4.45 on Friday.

Flaghead Specialist In Patient Detoxification Unit - 10 day, 2 to 3 week inpatient unit for stabilisation and detoxification from drugs and alcohol. All patients expected to attend the unit's day programme.

Referral for Poole residents through Poole Addictions Community Team.

**Flaghead Unit
Jumpers Lane
Christchurch
Dorset
BH23 2JR**

Telephone: 01202 484250

Sedman Unit - an intensive 6 week day treatment programme to help and support people remain drug and alcohol free.

Referral for Poole residents through Poole Addictions Community Team.

The Dual Diagnosis Project includes a specialist Dual Diagnosis Nurse, who works with the mental health services to support and strengthen their work with people with both mental health and substance misuse problems, provides training and links to a National Network.

For people with **drug and alcohol and severe mental health problems (Dual Diagnosis)** referral should be made via a GP or Health Visitor to the appropriate Community Mental Health Team.

Specialist Training in Addictions is provided which includes training in the identification and prevention of alcohol problems for primary health care teams, training in drug and alcohol awareness and Psychological Skills in Addictions course, accredited to Bournemouth University, and specific treatments for all other professionals.

How To Use Us

Referral for treatment for Poole residents with drug and alcohol problems should be made to the Practice Manager, Civic Centre Annexe, Park Road, Poole, Dorset BH15 2RT (Fax: **01202 633634**, Telephone: **01202 633875**).

The PACT Practice Supervisor welcomes any enquiries and comments or suggestions on how to improve services and can be contacted by telephone on **01202 633875**.

DORSET POLICE (COMMUNITY RELATIONS)

The Community Relations Department of Dorset Police offers drugs education to schools, youth clubs and adult groups (such as teachers, governors and parents).

Gravel Hill Police Station
Gravel Hill
Poole

Telephone: 01202 227837
Main Switchboard: 01202 552099

Other numbers

Crimestoppers: **0800 555111** (For the anonymous reporting of any crime)

Confidential Drugs Squad Line: **01202 222233**

EAST DORSET DRUG AND ALCOHOL ADVISORY SERVICE (EDDAAS)

EDDAAS is a registered charity which offers information, advice, befriending and support to anyone whose life is being adversely affected by substance misuse.

EDDAAS also offers the Poole Aftercare Project (PAC) which is a free and confidential community based programme for to those who have stopped drinking, using drugs or have been through a detox. It offers practical advice and support for recovering addicts and their families around issues such as employment, education and training, health, housing, social and leisure activities.

Roads to Recovery (Resettlement Outreach Aftercare Development Service) is a community programme aimed at helping to rebuild lives for those who have been

involved with the Criminal Justice System and have stopped drinking or using drugs. This service offers practical advice and help on education, work, socialising, health and establishing a more rewarding and satisfying way of life.

The provision of a parents' support group and training for other agencies is also a priority.

EDDAAS (Poole)
448 Ashley Road
Parkstone
Poole

Telephone: 01202 733322
E-mail: eddaas@epoole.fslife.co.uk

Helpline available:

Mon, Tues, Friday 8.30 am - 4.00 pm

Wed 8.30 am - 4.00pm and 7pm - 9pm

Thurs 8.30 am - 9pm - answerphone at all other times.

Telephone: **01202 733322**

Open for appointments:

Monday, Wednesday, Thursday and Friday from 10.00 am - 2.00 pm
and 7.00 pm - 9.00 pm on Wednesday and 4pm to 9pm on Thursday

Outreach:

Community Health Clinic, Shaftesbury Road Mondays 2 - 3pm

Tel: **01202 710616** for an appointment.

Poole Aftercare project:

Monday evenings, 6pm and 8pm, Thursday 4pm to 7pm

One to one support can also be offered at the centre or in the community by arrangement.

HIV/Aids:

Professional counselling for anyone concerned about HIV/Aids

Telephone: **01202 733322/710616** for free totally confidential advice.

EDDAAS is a partner and the host agency for YADAS which is a multi-agency service for young people between 10 and 19 years old whose lives are being affected by drugs and/or alcohol (see page 32).

YADAS (Young Adults Drug and Alcohol Service)
448 Ashley Road
Parkstone
Poole

Telephone: 01202 741414

Availability: 8.30 am - 4.30 pm, Monday to Friday

Parent Helpline: **01202 733322**

Parent advice, information and support - an entirely free and strictly confidential service for parents.

EDDAAS (Bournemouth)
2 West Hill Road
Bournemouth BH2 5NZ

Telephone: 01202 311606

Availability: 8.30 am - 4.30 pm, Monday to Friday

Medication Dependency Helpline: **01202 311500**

FAMILIES ANONYMOUS

Families Anonymous is a fellowship of relatives and friends of people involved in substance misuse. Families Anonymous offers groups which meet regularly throughout the country. The aim of these groups is to help the family and friends of people with substance misuse problems, by providing mutual support and to offer a forum where experiences and anxieties can be shared. For more information, contact:

Families Anonymous
Unit 37
Doddington and Rollo Community Association
Charlotte Despard Avenue
Battersea
London
SW11 5JE

Telephone: 0171 498 4680

FRANK

"Talk to Frank" drugs campaign

The Frank campaign is aimed at young people, parents and carers concerned about drugs. A website provides information on how to get help, an A to Z of drugs and what to do when worried about someone else.

The 24 hour advice line - **0800 77 66 00** - will help anyone who has questions about drugs and a translation service is available. It is staffed by trained specialists who will provide the facts on drugs and refer callers to treatment and support organisations.

E-mail: frank@talktofrank.com

GENERAL PRACTITIONERS (GP)

GP's are usually the first point of contact for anyone who has a problem with their health. GP's can provide and access a comprehensive range of services with regard to substance misuse problems. Some GP's may be able to help directly, depending on the nature of the problem, or alternatively they will be able to refer on to a specialist service.

NB If a prescribing service is necessary, PACT will require a referral from a GP.

GUM CLINICS (Genito Urinary Medicine)

Poole Hospital's red outpatients' area between 2pm to 7pm every Monday. Please telephone **01202 704644** for an appointment.

GUM Clinics are also held at Bournemouth Hospital on the following days:

Monday and Thursday 2pm to 6pm
Tuesday, Wednesday and Friday 9.30am - 11.30am and 2pm to 4pm.
(No referral or appointment necessary)

HEALTHPOINT

Healthpoint is a health information centre with a wide range of information available to the general public and to health professionals. It also holds a data base of local and national self help groups and the 'community wise' database providing information on community support at a local level. It is based in Poole Central Library but has links with the rest of the county.

Healthpoint
Poole Central Library
The Dolphin Centre
Poole

Telephone: 01202 675377

Opening times:
Monday 10 - 5.30, Tuesday Friday 9 - 5.30, Saturday 9 - 1.00

LIFE EDUCATION CENTRES - DORSET

Life Education Centres - Dorset is a registered charity which provides an educative/preventative response to drug problems. Working in schools and with the support of local communities, Life Education Centres equip children from the age of three to fifteen with the knowledge, self-confidence and decision making skills that will enable them to make healthy choices for the future, particularly the avoidance of drug use.

The charity encourages local communities to contribute towards hi-tech mobile classrooms which will visit the area's schools. Each is staffed by a trained Educator who works with an average of 12,000 children per year. Through the Life Education Centre's annual visits to schools, children learn how their bodies work and how unique each of them is. They also learn to develop and practise the skills and self-confidence to make their own positive choices for a healthy lifestyle.

Telephone: 01300 345567

For details of participating Poole Schools contact the RHPSE Advisor, School Advice and Support:

Telephone: 01202 633559

MARSHALL SUPPORT SERVICES

Structured day care - programme of "one to one" sessions through dedicated counselling support. Referral through the Poole Addictions Community Team.

Telephone: 01202 633875

NARCOTICS ANONYMOUS (NA)

Narcotics Anonymous is a voluntary world-wide fellowship of men and women from all walks of life who meet together and maintain abstinence. The only requirement for membership is the desire to stop using substances. For more information:

Telephone: 0207 730 0009
Local Helpline: 07041 580050

NATIONAL DRUGS HELPLINE

A confidential telephone helpline for drug users, their families and carers. Call for advice, help or just to talk. For more information:

Telephone: 0800 776600

Availability: 24 hour
(See "Frank" - page 21)

NHS DIRECT

A confidential health advice line staffed by professional nurses providing immediate medical advice

Available 24 hours, 7 days a week

Telephone: 0845 4647

PACT (Poole Addictions Community Team)

Poole Addictions Community Team is based at:

**Civic Centre Annexe
Civic Centre
Poole
BH15 2RT**

Telephone: 01202 633875

Referrals to PACT can be made either by GP referral, referral from other professionals or by self-referral direct to the team. (If a prescribing service is required PACT will require a letter from a GP). This multi-agency approach ensures that service users have the best range of treatment services available.

The Poole Addictions Community Team provide a range of treatment options via individual therapy and group work including programmes that aim to meet the individual's needs, one of which may include abstinence. It also offer harm minimisation programmes for drug users; and assists people to moderate or control

their drinking.

Care co-ordination will be available for clients who with one or more of the following:

- Significant drug and alcohol misuse problems in two or more problem domains
- A need for structured and/or intensive intervention
- Significant psychiatric and/or physical symptoms
- Significant risk of harm to self or others
- Have contact with multiple service providers
- A pregnancy or child(ren) at risk
- A history of disengagement from drug and alcohol treatment services

All clients will be provided with a treatment plan and, where considered appropriate by the PACT practice manager and in accordance with the above, clients will be allocated to a care co-ordinator. The care co-ordinator will receive a copy of the treatment plan and will act as advocate/mentor for the client in ensuring that treatment is progressed in accordance with the plan and that any associated services necessary for the 'holistic' treatment of the client are involved in the care/treatment of each client.

Surgeries - advice, guidance and comprehensive assessment to provide rapid response to clients, carers and professionals.

Clinics - Group sessions and one to one.

Drop-ins - Women only/non-opiate/prescribed/over the counter use. Non structured/low threshold. Providing a safe environment for minority groups to access services, which offers specific interventions and harm minimisation.

Outreach Worker - One to one sessions providing help and advice for those not in treatment and to motivate and re-engage users into treatment. Also providing support and access to services for those completing treatment.

Pregnancy Liaison - High level of support and appropriate intervention to promote health and well-being. To engage clients and, where appropriate, their families in specialist services.

Hepatitis B Immunisation - to promote health to high risk groups.

Harm minimisation - a low threshold service promoting harm minimisation, and to provide liaison with other services/service providers.

Specialist Prescribing - a range of drugs used to substitute illicit substances to detox and to provide pharmacological support during aftercare.

Auricular Acupuncture/Reiki/Yoga etc - providing treatment for stimulant users and those requiring complimentary treatments.

Detoxification/residential rehabilitation – provides appropriate treatment to meet the individual need of clients. Access to in-patient, residential or day care treatment.

Arrest Referral Scheme and Prison Liaison work – fast access to a range of treatment options/aftercare to meet the needs of those in the Criminal Justice System.

Aftercare – provides support and access to services for those completing treatment and assisting in maintaining drug free lifestyle.

Supported Housing – Access to “dry” accommodation, subject to meeting criteria.

The Needle Exchange will be available five days a week through PACT from Summer/Autumn 2004. This service is currently available through the Harm Reduction Clinic. Advice is also provided on safer injecting, a range of health promotion topics and how to get treatment.

Harm Reduction Clinic – available in 2004. This clinic will offer testing and vaccination for Hepatitis.

This service has access to Language Line, which offers over one hundred languages for fast, accurate, confidential language interpretation and translation.

PHARMACY NEEDLE AND SYRINGE EXCHANGE SCHEME

This service provides injecting equipment to IV drug users on a confidential basis. Each pack supplied contains a range of harm minimisation equipment/advice/information. Clients are encouraged to return used sharps to the supplying pharmacy.

Participating pharmacies in Poole include:

**A & E Bryant
462 Ashley Road
Parkstone
Poole**

Telephone: 01202 740176

Availability: 9.00 am - 6.00 pm, Monday to Friday
9.00 am - 5.30 pm, Saturday

Rowlands Pharmacy
315 Wimborne Road
Oakdale
Poole

Telephone: 01202 675329

Availability: 9.00 am - 5.30 pm, Monday to Friday
9.00 am - 1.00 pm and 2.00 pm - 5.00 pm, Saturday

Rowlands Pharmacy
14 Parkstone Road
Poole

Telephone: 01202 677932

Availability: 9.00 am - 8.00 pm, Monday to Friday
9.00 am - 5.00 pm, Saturday, 10.00am - 2.00 pm, Sunday
Poole Addictions Community Team also provides Needle Exchange and harm
minimisation advice and information:

PACT
Civic Centre Annexe
Park Road
Poole

Telephone: 01202 633875

9am - 5pm Monday to Thursday, 9am - 4.45 Friday

'Sharps'

A team of Council employees are trained and equipped to deal with the removal of 'sharps' found on Council or private land (subject to landowners consent) and can be contacted:

During office hours (8.30 am - 5.15 pm) at Poole Consumer Protection on **01202 261700**.

At all other times on the Councils emergency telephone number on **0800 506050**.

POOLE SERVICE USER RESOURCE FORUM

Poole Service User Resource Forum is available to provide support to service users.

Telephone: 07791 514974

PRISON LIAISON WORKER

A Prison Liaison Worker is based in the Poole Addictions Community Team who supports and assists substance misusers/carers who are currently within the criminal justice system and require treatment and aftercare on release from prison.

Telephone: PACT on 01202 633875

PROBATION

Drug Treatment and Testing Order (DTTO)

The drug treatment and testing order is a community sentence for those who commit serious crime to fund a long-standing drug problem. A DTTO involves treatment, testing and supervision by a probation officer.

Addressing Substance Related Offending (ASRO)

An accredited initiative to run alongside a 12 month community rehabilitation order. This is a group programme of 22 sessions to be attended twice weekly.

For further information contact :

**National Probation Service
63 Commercial Road
Parkstone
Poole**

Telephone: 01202 724000

PROVIDENCE PROJECT

The Providence Project is a registered charity offering an intensive abstinence based programme for the treatment of alcohol and drug dependency. The programme is run on a quasi-residential basis. The treatment is delivered on a daycare basis while the majority of clients reside in one of the projects supported 'Sober Living' houses. The project delivers integrated primary and secondary treatment seven days a week and includes detoxification and full therapeutic programme.

The project accepts self-referrals and also referrals through PACT, Probation, Social Services, various charities and the courts.

The programme is presented in four stages and includes:

- **detoxification;**
- **daily acupuncture;**
- **a full range of therapeutic interventions;**
- **regular drug screening;**
- **on-going monitoring and evaluation;**
- **an extensive throughcare package**

Group facilities are also available for people already in recovery who are having problems and wish to address them, as well as family and couple counselling and groups for the eating disordered.

**The Providence Project
Henley Court
32 Christchurch Road
Bournemouth
BH1 3PD**

Telephone: 01202 555000

Fax: 01202 555100

Email: info@providenceproject.org

Website: www.providenceproject.org

Availability: 9.00 am - 5.00 pm, Monday - Friday

Providence Project is a treatment for clients from Poole who are subject to Drug Treatment and Testing Orders (DTTO's).

QUAY ADVICE CENTRE

The Quay Advice Centre offers information, advice and support on a wide range of issues and topics to young people aged 14 - 25 years.

There are some specialist worker sessions (including YADAS) also available and the Health Clinic is on Tuesdays and Wednesdays. The opening times for the Centre are as follows:

Quay Advice Centre
Hill Street
Poole
BH15 1NR

Tel No: 01202 262291/262292

Fax No: 01202 262290.

Monday 1.00 pm - 5.00 pm

Wednesday 1.00 pm - 6.00 pm

Friday 1.00 pm - 4.30 pm

Tuesday 1.00 pm - 6.00 pm

Thursday 1.00 pm - 5.00 pm

Saturday 11am - 1pm

ROUTES TO ROOTS

A registered charity which coordinates the soup runs for rough sleepers in Poole and operates a drop in on a Tuesday evening 7.30pm to 9.30pm in Hill Street Baptist Church, Poole (just off the High Street) providing food, clothing and advice regarding accessing housing, employment, health care etc. The charity also has a partnership arrangement with the Drug Action Team to provide outreach support to substance users.

Contact numbers: **01202 261029/07977 259153**

SOUTH AND EAST DORSET PCT

South and East Dorset PCT is the lead for Dorset's health promotion. Its functions include co-ordinating local support for national health promotion campaigns, assessing the health needs of local populations, and supporting health education by providing training and resource materials for health educators to use.

For more information on training and resource material, contact:

Michael Keys
Telephone: 01202 858337

For more information on health promotion, contact:

Ruth Angel (Health Promotion Co-ordinator)
Telephone: 01202 262288

SOUTH WESSEX ADDICTION SERVICE (SWAC)

SWAC is a registered charity which offers a range of services to people whose lives are, or have been, adversely affected by substance misuse. These services include one to one counselling and support for substance mis-users and non-using family and friends - also various therapy groups and half day treatment programme. SWAC is also very active in the area of education and substance misuse awareness. For more information, please contact:

SWAC
200 Holdenhurst Road
Bournemouth
BH8 8AS

Telephone: 01202 552266

Availability: 10.00 am - 4.00 pm, Monday to Friday

SWAC is a treatment provider for clients from Poole who are subject to a Drug Treatment and Testing Order.

STONHAM HOUSING ASSOCIATION LIMITED

Heath House is a hostel for women referred through Probation.

Telephone: 01202 667566

STREETSCENE

Streetscene is a registered charity which was established to work with people who misuse or have misused drugs and/or alcohol. Streetscene operates two residential units in Bournemouth, they are:

For primary treatment:

Allington House
46 Dean Park Road
Bournemouth
BH1 1QA

Telephone: 01202 551254

Fax: 01202 293660

For secondary treatment:

Anderson House
3 Knyveton Road
Bournemouth
BH1 3QF

Telephone: 01202 552356

Fax: 01202 552536

YADAS (Young Adults Drug and Alcohol Service)

YADAS is a multi-agency service for young people between the ages of 10 and 19 years whose lives are being adversely affected by drugs and/or alcohol.

The team is made up of:

EDDAAS – a voluntary organisation
Education
Youth Offending Team
Poole Social Services
Dorset NHS Health Care Trust

YADAS offers an easily accessible service in a relaxed, friendly atmosphere. Normally

the information given will be kept confidential (unless there is concern for client's safety or the safety of others), and YADAS provides a safe environment for clients to talk.

For information and support about drugs and/or alcohol and the effects and implications they can have on health, safety, home life, school, the law and friends:

YADAS
448 Ashley Road
Poole
BH14 0AD

Telephone: 01202 741414

(8.30 - 4.30 Mon - Fri, and 24 hour answerphone)

E-mail: yadas@poolebournemouth.fsnet.co.uk

WEBSITES

www.pooledat.com Information on local service provision

www.ndh.org.uk for information for drug users, their families, friends and people who work with them

www.adfam.org.uk exists to raise awareness about and to take action to alleviate the problems faced by families dealing with drugs and alcohol.

www.drugscope.org.uk comprehensive information on drugs and a local service finder.

www.alcoholconcern.org.uk comprehensive information on drugs and a local service finder.

www.talktofrank.com for drug information and advice. Targeted at 11-21 year olds and parents of 11-18 year olds. It focuses on Class A drugs.

www.drugs.gov.uk The national drug strategy website for drug prevention and treatment professionals and others interested in the drug strategy. Content includes publications, events, Drug Action Team Directory, public drugs campaign resources, government press releases and the national drug strategy.

www.doh.gov.uk/drugs has resources and information of interest to drug prevention and treatment professionals, parents, young people and students.

www.treatmentworks.co.uk is a website providing information about the sorts of treatment available for drug misuse and how to get it.

NOTES

