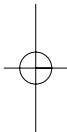
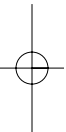


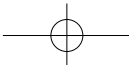
# INFORMATION FOR CARERS



Poole Drug Action Team  
Civic Centre  
Poole  
Dorset BH15 2RU  
Tel. 01202 633635



**TACKLING  
DRUGS  
CHANGING  
LIVES**



## INTRODUCTION

**This booklet offers advice and information to anyone who is concerned about a member of their family, a partner or a friend who is either/or has been previously misusing drugs and/or alcohol and provides contact details of other non drug/alcohol specific services available to Poole residents.**

**The information contained within this booklet is correct to the best of our knowledge at the time of printing.**

**Additional information is available for both Carers and Users from either the Drug Action Team (DAT) or agencies contained within this booklet.**

## CARERS

Research has shown that support by Carers helps Users to succeed on their journey through treatment. Carers themselves need support because caring is difficult especially where Users have chaotic lives. It makes erratic and emotional, rather than physical, demands on the Carers.

Some Users report faster recovery once a partner, children or parents have received help for themselves and consequently learned how to manage the User's needs.

## HELP IS AVAILABLE

The Carers (Recognition and Services) Act 1995 gives people who provide substantial care on a regular basis the right to an assessment from Social Services. Please contact your nearest Social Services Office and ask for the Carers Co-ordinator.

Alternative support for Carers in the Poole area is also available through Support Groups for Carers. Details of Support Groups are contained within this booklet.

## THE IMPORTANCE OF TAKING CARE OF YOURSELF

It is now increasingly recognised that carers living with the consequences of the substance misuse of others can benefit from receiving support for themselves. Often people feel that if only they can change what is happening to their friend, partner or relative then all of their problems would be solved. Unfortunately it is often not possible to change what is happening with the substance misuser themselves. The only option may be for the carer to seek help and support in their own right. This may be by looking at ways in which

carers can improve the quality of their lives, by putting boundaries in place, exploring new ways of reacting to “the problem” and of finding ideas about how to manage with the stress and anxiety that they frequently experience. It is possible that if the substance misuser sees their carers doing things differently, then they might also be encouraged to seek help and begin to make their own changes.

## SUPPORT FOR CARERS – DRUG & ALCOHOL SPECIFIC

### Clouds Families Plus

Clouds Families Plus provides support for Carers whose family members are either experiencing Substance Misuse or have previously experienced Substance Misuse. Meetings held fortnightly on Monday evenings.

**Tel: 0870 794 34 34**

### Residential Week

Specialist residential week with Clouds Families Plus, for Carers to address their needs and issues surrounding the misuse of substances by a relative.

### East Dorset Drug and Alcohol Advisory Service

Confidential service offering support to anyone whose life is affected by substance misuse.

**Tel: 01202 733322**

### Poole Service User Forum

Available to provide support to service users and carers.

**Tel: 01202 633930**

**YADAS (Young Adults Drug and Alcohol Services)** A multi-agency service for young people under the age of 19 years, living in the Poole or Bournemouth area, whose lives are being adversely affected by drugs and/or alcohol misuse.

**Tel: 01202 741414**

### Family Support Project

Provides an integrated service to the children of parents/carers who misuse drugs or alcohol by helping the children to overcome the effects of living with this. Service available to children resident in Poole aged between 4½ and 10 years old. **Tel: 01202 633875**

### EDDAAS Parent Helpline

Offering Poole parent advice, information and support. **Tel: 01202 733322**

### Families Anonymous (FA)

FA provides mutual support and offers a forum where experiences and anxieties can be shared. This is an anonymous programme, first names only. No fee or dues required. Weekly meetings.

**Tel: 0845 1200 660**

### Al-Anon

Support for families and friends of problem drinkers. Support through the exchange of experience, strength and sharing of problems. Anonymous, confidential service, self-supporting through members' voluntary contributors.

**Tel: 020 7403 0888**

### Alateen

Alateen is for young people aged between 12 – 20, who are affected by a problem drinker.

**Tel: 020 7403 0888.**

## SUPPORT FOR CARERS – GENERAL

### CARERS' SUPPORT SESSIONS

#### Carers Network Group

takes place 2nd Tuesday of every month 10.30 am-12:30 pm Held at Longfleet Baptist Church

**Carers evening Group**

monthly on Thursday evenings- Details of dates available from Val Mitchell.

**Younger Carers Group**

(aged 17-25) dates yet to be arranged.

Carers need to contact Val Mitchell to book into the sessions which are at various locations and dates

**Tel: 01202 261174**

**SUPPORT FOR CARERS – DRUG & ALCOHOL SPECIFIC****Carer's Courses**

Day time course 11.am-20.00pm - one day per week for 12 weeks

Evening Course 7pm-9.00pm - one day per week 5 weeks

Any carer is welcome to be added to the mailing list providing regular magazines and events as they are planned throughout the year.

For details and bookings for all of the above carers can contact Val Mitchell (01202 261174) directly or care manager can refer.

**National Schizophrenia Fellowship**

A support group. Meetings are relaxed and social, with an opportunity for discussion with people who understand.

**Tel: 01202 749903**

**DO'S AND DON'T'S****Do's and Don't's when caring for someone with drug/alcohol problem**

- |              |  |
|--------------|--|
| <b>DO</b>    | focus on your own reaction and attitude                                    |
| <b>DO</b>    | allow other people to accept their own responsibilities                    |
| <b>DO</b>    | manage your own anxieties one day at a time                                |
| <b>DO</b>    | learn to be open and honest  |
| <b>DO</b>    | encourage all attempts to seek help  |
| <b>DO</b>    | spend time reading helpful literature                                      |
| <b>DO</b>    | involve yourself in support groups   |
| <b>DON'T</b> | accept guilt for another person's acts                                     |
| <b>DON'T</b> | nag, argue, lecture or recall past mistakes                                |
| <b>DON'T</b> | over-protect, cover up or rescue from the consequences                     |
| <b>DON'T</b> | neglect yourself or be a doormat   |
| <b>DON'T</b> | yearn for perfection   |
| <b>DON'T</b> | manipulate or make idle threats  |
| <b>DON'T</b> | sit at home feeling depressed – talk to other people in the same situation |

## OVERDOSE

### Causes of overdose can be:

- Using more than one drug. Most overdoses feature alcohol or downers and opiates
- Low tolerance after a break such as prison, detox etc. It takes only a few days for tolerance levels to drop
- Using on their own
- Injecting again if the person has had a dirty or missed hit
- 'Topping up' while on a methadone prescription

### Warning signs of an overdose can be if the person:

- Has pale skin, blue lips or blue fingernails; or
- Doesn't wake up, nor reacts to loud noise; or
- Has shallow or disrupted breathing; or
- Makes gurgling, snoring or choking sounds; or
- Has a slow or very faint pulse

## DO'S AND DON'TS IF SOMEONE OVERDOSES

### If someone overdoses.....**DON'T PANIC.**

#### DO:

- Lie the person on the floor.
- Put them into the recovery position (on their side, one arm bent, and tilt their head back).
- Call the ambulance - dial 999. Inform the operator of the overdose.
- Make sure they don't roll onto their back.
- Inform the ambulance team what the person has taken.

#### DON'T

- Leave them alone.
- Walk someone around. This will pump the drugs into their blood stream quicker.
- Put them into a cold bath.
- Hit them, burn them or hurt them.
- Give the person a drink.
- Inject them with salt water.
- Give them any further medication and/or drugs.

**MAKE SURE YOU ATTEND OVERDOSE  
AWARENESS SESSIONS AT YOUR  
LOCAL CARERS SUPPORT GROUP**

## BLOOD BORNE VIRUSES

### Hepatitis

In the UK, about 4 in 10 injectors have Hepatitis C. Hepatitis viruses live in blood and other cells. All Hepatitis viruses can cause damage and swelling of the liver. Hepatitis can be carried and passed on for years without the infected person being aware that they have the virus.

The virus can be passed through sharing of injecting equipment and unprotected sex.

#### Symptoms of Hepatitis may include:

- Fatigue, lack of energy
- Weakness, dizziness
- Discomfort in liver area
- Nausea, vomiting
- Sleep problems
- Muscular aches and pains
- Dry, itchy skin, scalp and rashes
- Redness of eyes, blurred vision
- Weight loss

## DO'S AND DON'T'S

### Do

- Get yourself tested if you have been exposed to hepatitis
- Get immunised
- Assume that all blood is potentially infectious
- Consider alternatives to injecting
- Stop or reduce amount of alcohol you drink as this will reduce damage to your liver

### Don't

- Share injecting equipment
- Have unprotected sex
- Share razors or toothbrushes
- Don't share personal stuff that may have blood, saliva or any other body fluids present.

## MODELS OF CARE

Drug and/or alcohol dependence is a chronic condition in which people commonly relapse and may, therefore, require numerous treatment episodes at different levels. Evidence suggests that many people who are dependent may require an average of five to seven years in treatment.

Each local partnership – Drug Action Team – is required to develop a treatment system in which Service Users may access different types of treatment (modalities) during their journey in substance misuse.

Models of Care identifies the range of modalities available to a Service User as:

**Tier 1:** These consist of generic services available to any member of the general public eg: GP surgeries, Pharmacies, Benefit Agencies, Social Services, Police, CAB etc.

**Tier 2:** Open access services specifically for people with drug and/or alcohol problems.  
Services in this tier offer harm reduction services, information, advice, support and aftercare.

**Tier 3:** Community-based structured programmes for a nominated period of time. Users attending this tier will have a Care Plan detailing the services they will receive support from.

**Tier 4:** Specialist addiction in Patient or residential programmes. Entry for this is via the Poole Addictions Community Team.

Users may receive one or more modalities of treatment together (eg: methadone maintenance plus structured counselling) or sequentially (In Patient Detoxification followed by either Structured Community Day Programme or Residential Rehabilitation).

Before a Service User receives either Tier 3 or 4 structured treatment, a full comprehensive assessment of their needs will be carried out by the Poole Addictions Community Team.

PACT will assess the Service User's current needs and offer them a choice of treatment in line with their assessed need. The Service User will make an informed choice of the treatment they wish to receive with guidance from their Assessor.

## SUPPORT FOR SERVICE USERS

**Tier 2:** Open access services in Poole for people who are still misusing substances.

### **East Dorset Drug and Alcohol Advisory Service – 01202 733322**

Confidential service offering support and counselling for people whose life is affected by substance misuse. Open: Monday – Friday. Evening and daytime appointments available.

### **Clouds – Pre-Treatment – 01202 727096**

Support group for people who are contemplating treatment, require some preparation and motivation for treatment and are still misusing substances. Open: Tuesday, Wednesday and Friday mornings.

### **Needle Exchange – 01202 633821**

Confidential service for injecting drug users, offering harm reduction information, sterile injecting equipment, condoms and helpline information. Open: Monday – Friday at PACT, Civic Centre Annexe, Park Road, Poole.

### **Pharmacy Needle Exchange**

Providing 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 include:

A&E Bryant, 462 Ashley Road, Parkstone, Poole  
Rowlands Pharmacy, 315 Wimborne Road, Oakdale, Poole  
Rowlands Pharmacy, 14 Parkstone Road, Poole

## WHAT IS TREATMENT

The first step in treatment is **recognition by the individual** that they have a problem and wish to seek help. In most cases this will be from their GP or a Tier Two service. However, it is possible to self refer directly to Tier 3 (although contact will need to be made with your GP prior to prescribing).

Effective treatments are those that are tailored to meet an individual's needs, and will also depend on which drug is being abused. Treatments can include psychological therapies, such as behaviour therapy and medication to help the individual's withdrawal symptoms.

There are lots of different types of treatment. Just because someone you know, or know about, attended a day programme or went to a residential rehab service does not mean this treatment will be right for the Individual user. It is important to get advice and find the right treatment for Individual Users based on their assessed need.

**12 Steps** – A twelve-step programme is aimed at the recovery of its members from the consequences of an addiction, a compulsion, or another harmful influence in their lives, with the help of the Twelve Steps.

**Cognitive Behaviour Therapies (CBT)** – CBT is a kind of psychotherapy used to treat depression, phobias, and other forms of mental disorder. It involves recognising distorted thinking and learning to replace it with more realistic substitute ideas.

**Motivational Interviewing (MI)** – MI aims to help users identify and change behaviours that may be placing them at risk of misusing substances. MI encourages and supports people in adopting new behaviours.

**Complimentary therapies** - Sometimes, treatments like acupuncture and shiatsu massage can help a User feel better when they are coming off drugs or reducing the amount they take. They can also assist in reducing the craving.

**Substitute Medication** - If someone takes heroin, a specialist doctor may prescribe a drug like methadone to replace it. Substitute drugs, like methadone, can help a User stop taking drugs altogether. They can help reduce the amount the User takes or they can just help to stop the drug use getting any worse.

**Detoxification** - Detoxification means getting rid of physical dependence on drugs and/or alcohol and treating the symptoms. Coming off drugs and/or alcohol and staying off can be very difficult.

There are various types of Detoxification available to Users in Poole, depending on their assessed need.

- Community detoxification
- In-Patient Detoxification
- Residential Rehabilitation

Access to detoxification is through a PACT Comprehensive Assessment. Evidence shows that detoxification should not be given as treatment on its own, but as part of a full treatment package which should include other services such as a Structured Programme and/or Aftercare.

There are various types of detoxification medication available depending on the User's assessed need. Detoxification medication will be prescribed by a Specialist GP and agreed upon by the User, Assessor and Specialist GP.

## DOMESTIC VIOLENCE

**If you are being assaulted, either physically or sexually, or are being threatened by someone you live with, then you are a victim of domestic violence.**

**You don't have to put up with it.**

Domestic violence doesn't just affect women, it can affect men too, and the violence usually gets worse over time. And there are other non-physical forms of abuse too, such as verbal abuse or attempts to control or bully you, which can also have damaging effects.

There are many people who remain in violent relationships because they don't acknowledge what is happening to them. It's not easy coming to terms with the fact that your partner or relative is violent towards you, and it's not unusual for the abused person to minimise, or even justify, what is happening to them.

People often blame themselves because that is what they are told by their abuser, but that is just their way of justifying what they are doing to you. You should always remember that being assaulted is wrong.

Either confide in a friend or call one of the organisations listed on page 19 to talk to someone who can offer you emotional support and also practical help.

## DEBT ADVICE

If you find you are getting into difficulties, there are some do's and don'ts you should be aware of. You should also consider all of the options available to you.

## DO

- Check to see if debts are covered by insurance if you are paid off or off work sick.
- Get in touch with creditors straight away if you run into difficulties.
- Seek advice if you feel that you can't cope on your own.
- Tackle priority debts first – this could avoid homelessness.
- Offer even the smallest amount to your creditors to show that you mean to repay the debts.
- Let creditors know if you cannot make an agreed payment. As long as they are kept informed, you can usually prevent action.
- Return court documents giving all the facts.
- Keep records and copies of all letters you receive or send.

## DON'T

- Ignore the problem – the longer you wait, the worse it gets.
- Borrow more money to pay off your debts without taking advice first.
- Give up trying to negotiate with creditors even if they seem difficult.

Citizens Advice Bureaux (CAB) provides free, confidential and independent advice. Advice is available face-to-face and by telephone. The CAB may in some circumstances offer home visits and some also provide email advice.

Advice from CAB helps people resolve their debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems and is available to everyone regardless of race, gender, sexuality, age, nationality, disability or religion.

## HELPLINES

Alcoholics Anonymous	<b>01202 296000</b>
Narcotics Anonymous	<b>07041 580050</b>
Cocaine Anonymous	<b>020 7284 1123</b>
Families Anonymous	<b>0845 1200 660</b>
Al-Anon/Alateen	<b>020 7403 0888</b>
Rape Crisis	<b>01202 547445</b>
Samaritans	<b>0845 7909090</b>
Poole CAB	<b>0870 7510937</b>
Carers UK	<b>080 808 7777</b>
Princess Royal Trust	<b>020 7480 7788</b>
Poole Service User Forum	<b>01202 633930</b>
East Dorset Drug & Alcohol Advisory Service	<b>01202 733322</b>
The Police Domestic Violence Officer	<b>01202 233374</b>
Poole Refuge	<b>01202 748488</b>
Poole Outreach Services	<b>01202 710777</b>
East Dorset Outreach	<b>0800 3284457</b>
Women's Aid Domestic Violence Helpline	<b>08457 023 468</b>
Men's Advice Line and Enquiries	<b>020 8644 9914</b>

## WEBSITES

### [www.ndh.org.uk](http://www.ndh.org.uk)

- information for drug users, their families and friends

### [www.drugscope.org.uk](http://www.drugscope.org.uk)

- information on drugs and service finder

### [www.talktofrank.com](http://www.talktofrank.com)

- information and advice for 11-21 year-olds and their parents

### [www.alcoholconcern.org.uk](http://www.alcoholconcern.org.uk)

- information and service finder

### [www.carers.org.uk](http://www.carers.org.uk)

- A national charity, which provides information and support to Carers.

### [www.carersonline.org.uk](http://www.carersonline.org.uk)

- A national charity, which represents all carers. A major campaigning organisation, which raises awareness of the needs of Carers.

### [www.pooledat.com](http://www.pooledat.com)

- information on drug/alcohol treatment services in Poole area.

### [www.famanon.org.uk](http://www.famanon.org.uk)

- information for family members