

Stakeholder Bulletin

Spectrum Drug and Alcohol Recovery Service

12/01/18 - Issue 5



Service updates

Welcome to the 5th issue of our redesign series.

A year has passed since we implemented our first changes to our services and so far we have:

- moved all clinical services into Hertford, Stevenage, Watford and Hatfield
- moved over to community working in Hemel Hempstead, St Albans and Borehamwood
- our workers have settled into their new specialised roles and teams
- we offer open access & triage appointments at the 4 hubs and triage can be done over the phone
- finalised our community working set up in Letchworth

Key dates - hub changes

We are in the penultimate stage of switching over to working in community venues.

Upcoming dates:

- **January 29th 2018:**
Key-work appointments at Jackman's Community Centre in Letchworth
- **November 2018:**
Hugill House, Waltham Cross moving into the community

Location changes and community working

Hemel Hempstead

Previous location – Wolsey House. **Status:** Closed.

Current locations – [Urgent Care Centre](#), Hillfield Road
– [Jobcentre Plus](#), Waterhouse Street

St Albans

Previous location – Vickers House. **Status:** Closed.

Current location – [Trinity Church Day Centre](#), Beaconsfield Road

Borehamwood

Previous location – Majestic House. **Status:** Closed.

Future locations – [Farrier's Way Community Centre](#)
– [Jobcentre Plus](#), Elstree Way

Letchworth Garden City

Previous location – Solutions House. **Status:** Closing on January 29th 2018.

Future location – [Jackmans Community Centre](#)

We are moving in to Jackman's Community Centre on **January 29th** and offering appointments on **Mondays (1.30 - 5pm), Tuesdays (9am – 5pm)** and **Wednesdays (12pm - 8pm)**.

Please note: *All* clinical interventions take place in either Watford, Hatfield, Hertford or Stevenage. Attendance at the services listed above is by **appointment-only** and we do not offer drop-in times at these locations.

Primary hubs and referral points

- [Hatfield](#) (covers Welwyn and St Albans)
- [Stevenage](#) (covers Letchworth, Hitchin and Royston)
- [Hertford](#) (covers Waltham Cross, Cheshunt and Ware)
- [Watford](#) (covers Hemel Hempstead, Borehamwood, Tring)

Opening times for all services can be found [here](#)

All of our Key Workers are now specialising in new roles so they can provide a higher level of care to Service Users:

- Specialist Drug Worker
- Specialist Alcohol Worker
- Rapid Engagement and Brief Intervention Worker
- Complex Case Worker

Further queries

If you have any other questions please do not hesitate to contact us via herts@cgl.org.uk or speak to any of the Deputy Service Managers below:

- Heather.Brooks@cgl.org.uk – covers Watford, Hemel, Borehamwood, St Albans, Hatfield
- Raymond.Jay@cgl.org.uk – covers Letchworth, Stevenage, Hertford, Waltham Cross and Cheshunt