

Family Carer Directory



Making Carers Count

An information and resource pack for people whose lives are affected by the drug or alcohol misuse of relative or friend.



Do get in touch

Use this card to tell us your contact details and whether you would like:

- Your name added to our mailing list for free regular newsletters
- Your email address added to our emailing list for regular ebulletins
- Support, information and access to our Carer Planning Service
- To join our Family Carer Network for involvement and peer support opportunities

Please tick the boxes which apply and record any comments and suggestions for additions or amendments to this Directory below

Name _____

Address _____

Telephone _____

Mobile _____

Email _____

**Carers in Hertfordshire
The Red House
119 Fore Street
Hertford
SG14 1AX**



Introduction

One of the most stressful experiences for families and friends of people who misuse drugs or alcohol is not knowing where to go for help, either for themselves or for their relative or friend.

This Directory is for Family Carers in Hertfordshire whose lives are affected by the drug or alcohol misuse of someone close to them. The Directory has been put together following discussions with Family Carers about what they want by way of support, advice and information, and in recognition of the stress that family carers endure.

In the following pages we hope you will find out about what help is available and where you can get information about services relating to your needs and circumstances.

If you have any comments or suggestions about this Directory, or if you know of (or discover) helpful information which is not included, please let us know so that we can include it when we produce new directories. You can pass on any comments, suggestions or information by completing the Contact Card enclosed. The Card can also be used to provide us with your contact details should you wish to take advantage of any of the services which Carers in Hertfordshire can offer you.



www.carersinherts.org.uk

Who is a Carer?

Very often people do not consider themselves to be a carer, they are just looking after their mother, son or best friend, simply getting on with what needs to be done what anyone else would do in the same situation.

“A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.” Carers Trust

Carers in Hertfordshire

Carers in Hertfordshire is a carers' organisation, many of our staff and trustees are carers themselves. We support any carer living or working in Hertfordshire. You do not have to live with the person you care for to receive support.

Carers in Hertfordshire recognises the impact on **YOUR** life of the drug or alcohol misuse of someone close to you and will

- Help you plan your caring role and guide you through the system
- Make sure that you have time for a life of your own
- Provide opportunities for you to learn new skills and gain knowledge to help you to care
- Bring you together with other carers to have a say on issues affecting carers
- Give you the chance to meet other people like you

We work with Young Carers too, aged 8 to 18, and their families to help them access the right level of support, at the right time, to reduce inappropriate caring roles. We also run a Young Carers Council giving young carers the chance to have their say on the things that matter most to them and fundraise to offer some fun activities.

Carers' Rights

As a carer you have specific legal rights and entitlements. Knowing your rights can help you to get the support that you need.

Your right to financial help

(Carers Rights Guide 2014/2015, Carers UK www.carersuk.org)

The benefits system is complicated and finding out what you are entitled to can be difficult. However, we would urge anyone who is caring for someone not to be put off and claim what they are entitled to. But we would always suggest that you seek contact with a qualified advisor to do a thorough benefits check and look at your individual circumstances

For expert advice and information about benefits call the Carers UK Adviceline on **0808 808 7777** or email advice@carersuk.org.uk or contact Carers in Hertfordshire on 01992 586969

Your right to an assessment

(Carers Rights Guide 2014/15, Carers UK www.carersuk.org)

The Care Act 2014 defines a carer as “an adult who provides or intends to provide care for another adult (“adult needing care”) and places a new single duty on the social services department of local authorities for carers to receive an assessment regardless of their needs for support or their financial resources, or those of the adult that they care for. The assessment must consider how the provision of support would enable a carer to achieve their desired day to day outcomes. This removes the previous requirement for a carers to be undertaking a “regular or substantial” caring role, or to request an assessment.

The assessment must consider whether the carer is willing, and able, to continue to care and have regard to whether the carer is working, training or in education or wishes to do so. The care provided can be practical or emotional support. The assessment must also consider what resources or support the carer can access from the wider community.

A carer can refuse an assessment. A carer's right to an assessment is independent of the person with care needs' rights to assessments (e.g. a carer still has a right to an assessment event if the person with care needs refuses an assessment).

Your Carers Assessment will be carried out by Spectrum Drug and Alcohol Recovery Service Hertfordshire (you will find the contact details for Spectrum on later pages). Your Carers

Assessment will provide the opportunity for you to have a private discussion about how your loved one's drug use or problematic drinking affects YOUR LIFE, and how you are coping. The Spectrum worker will help you to identify the areas of your life you need support with and will refer you to services that can help you.

Your rights in the workplace

(Carers Rights Guide 2014/15, Carers UK www.carersuk.org)

Since the Employment Act 2002 became law, working parents of disabled children under 18 have the right to request flexible working arrangements. Furthermore, since April 2007, you also have the right to ask for flexible working if you are a carer of an adult who is a relative or lives at the same address as you.

While you have the right to ask for flexible work in these circumstances, it is important to know that employers are not bound to grant these requests. However, they must give business reasons for refusing a request for flexible working.

Carers also have the right to take unpaid time off work for dependents (the people they care for) in an emergency.

A Guide to Services

The information in this section has been reproduced with the kind permission of South Yorkshire Parents and Drugs Support.

Where to go?

Before you think about seeking help for the drug or alcohol user, you need to be sure that they want help themselves as many do not perceive they have a problem. However, remember that, even if they do not want help, or are not ready to be helped you can still get support and information by contacting any of the services listed below.

The services we have listed are free

A range of different services are available locally although the majority serve the 'user' as a priority they will all provide Family Carers with, at the very least, information and at best one to one counselling and support groups.

Family Doctors (GPs)

GPs are often the first person people turn to when they realise something is wrong. Your doctor can help and support you. She may refer you onto one of the agencies described in this section. Ask your doctor to make it clear on your notes and on the notes of the person you care for that you are a carer. This will make it more likely that the staff at the practice will understand that you are under pressure, and give you the help you need.

Shared Care

Shared Care is the joint participation of GPs and other agencies involved in providing drug treatment service for patients with a drug misuse problem. It involves day-to-day management by the GP of an individual service user with regards to general medical care and drug treatment. Shared Care between specialist treatment services and GPs is seen as an ideal model to be used to facilitate primary care involvement in the treatment of problem drug use.

Street Agencies

There are a number of agencies in the county which offer a range of services to drug and alcohol users and their families/friends/carers. The agencies and what they offer are listed below and you will find contact details in the 'directory' section of this pack.

Spectrum Drug and Alcohol Recovery Service Hertfordshire is the county's commissioned provider and works with people over the age of 18 who would like to access support for their drug or alcohol misuse. This includes support for their friends, families and carers.

Spectrum services include:

Health care clinics at which recovery nurses provide health care advice, screening and vaccinations for blood borne viruses, such as Hepatitis C.

Needle exchange to ensure safe equipment and provide advice for injecting drug users.

The Family Carers' Directory

Talking Therapies that enable to people to build and maintain their motivation understand their use of drugs and alcohol, and make long-term changes for healthier and safer life

Medically assisted recovery including medical detoxification and alternative medication to reduce people's use of some illegal drugs

Assessments and goal setting including a structured, holistic recovery plan that is regularly reviewed and addresses additional support needs around housing and employment

Support and treatment to manage, reduce and stop drug and alcohol misuse

Advice, guidance and support including access to a key-worker on a one-to-one basis and therapeutic and educational group sessions

For family, friends and carers Spectrum will carry out a Carers Assessment (see section on Carers Rights), invite you to join their structured support programme for Carers and refer you to other appropriate support.

You and/or your relative or friend can contact Spectrum 24 hours a day by using the appropriate Hub phone number (see Directory of Services section) during office hours and by calling **0800 652 3169** outside of office hours and at weekends

The Living Room provides services from two sites (Stevenage and St Albans) but will see clients from anywhere in (or out of) the county provided that they meet the criteria and can get to either venue. **The Living Room** provides structured daily group therapy and one to one counselling and support for people with a whole range of addictions, as well as providing support for their families. **The Living Room** enable people to become free of drug

and alcohol misuse, eating disorders and behavioural addictions such as love, sex addiction and problem gambling.

Weekly support and training for **families and friends** is provided by **Living Room** staff and for those who attend these sessions one to one counselling and family therapy is also available.

Resolve is a local Charity offering a range of services for people of the Welwyn Garden City and Hatfield areas of Hertfordshire who have drug/alcohol problems and wish to change their life in a positive supportive environment. **Resolve** provides structured day services five days a week as a community rehabilitation service.

Druglink Ltd delivers an extensive range of substance misuse treatments to meet the diverse needs of the community.

Nascent House - based in Apsley, Hemel Hempstead. An abstinence based residential rehabilitation service.

Hertspeak works with the whole family where there are children affected by parental drug &/or alcohol misuse. Including parents with current or past drug & alcohol issues. Children from pre-birth to 18 yrs which have been affected by parental drug & alcohol use. Each care package is tailored to the needs of the family with the well-being of the children at the centre. Based in Hitchin Hertspeak can meet families closer to where they live.

FOCUS offers counselling specialising in addiction issues, auricular acupuncture, support and advice and provides opportunities to talk in a confidential environment about current and past experiences, enabling clarification of problems and the ability to make choices.

www.carersinherts.org.uk

Family therapy: these sessions explore communication within the family and focus on improving family relationships.

Couples counselling: for adults who have a shared responsibility for the care of a child to help them prioritise the needs of the child/ren and to explore relationship issues.

One-to-one therapy: helps individuals deal with the impact of their substance misuse, experience of domestic abuse or other issues.

Practical support: help and support with debt, housing, training and education, legal advice, risk assessing and safety planning.

Parenting one-to-ones: to enhance parenting skills and offer practical and emotional support with parenting.

Therapeutic play: a time for children to express and work through their thoughts and feelings through the medium of non-directive play.

Parenting Groups: Positive Parenting Groups which help parents in similar situations to support each other and discuss practical techniques.

Future Living Hertford Well-Being Centre: offers a comprehensive life course programme which addresses the all the needs surrounding addiction and its treatment. The programme will engage with the emotional areas of a client's journey, helping them repair their lives. Services such as counselling, group therapy, relaxation, health and well-being and the Jamie Oliver Food foundation are also available to carers.

Needle Exchange Schemes

Injecting drugs is less common than other ways of using them, but it is the most hazardous. The major risks of injecting are overdose, infection from non-sterile injecting equipment (including HIV and Hepatitis) abscesses and gangrene by missing the vein when injecting and damage from other substances which may be mixed in with the drug (usually by the dealer to add bulk to the drug). It is important that if a person is injecting that they have as much information as possible to minimise the risk to themselves and others.

Whilst it is understandable that some people may see giving needles and syringes to drug users as condoning their behaviour, contact with such services can often be the first step towards addressing their problem. It also increases the chance of them staying healthier, so that they are less likely to have long-term health problems (which could last well after they have moved away from drug use).

Most drug services provide free syringes, condoms and information on safer injecting.

Residential Rehabilitation

Residential rehabilitation may be an option for people who have tried other community based forms of help to become and remain drug or alcohol free, but without success.

Programmes involve spending a period of several months (sometimes up to a year) in a specialist unit often away from an individual's home area to break links with drug and alcohol using friends and associates.

Different units follow a variety of different philosophies but all provide structured programmes of psychological, educational and social therapies aimed at preparing drug or alcohol users to achieve and maintain a drug/alcohol free life back in society. Places on residential rehabilitation programmes are funded and access to this will require a full assessment of an individual's needs and financial circumstances, which can usually be carried out by a social worker in a Community Drug and Alcohol Team. Funding for places is in short supply and it could involve delays.

Community Rehabilitation Programmes

Community rehabilitation is a home or community based service aimed at supporting drug or alcohol users to come off drugs or alcohol and remain that way. The benefits of community rehabilitation is that people can 're-learn' to live 'clean' or 'dry' in their own environment and don't have to leave the area.

Self Help and Community Groups

Groups such as Narcotics Anonymous or Alcoholics Anonymous which are self-help fellowships of drug or alcohol users provide information and support to drug or alcohol users, their families and friends.

Telephone Helplines

There are a number of helplines available for drug and alcohol users and their families. These are listed within the section "Directory of Services".

What you can expect from services

Drug and alcohol services vary from area to area so do not expect all services to be exactly the same, but all will offer similar treatment and services. Treatment for drug use usually attempts to do one of two things. It either attempts to stabilise use to reduce harm associated with it, or it helps the drug user to stop using drugs. Sometimes it helps people to stabilise their use before they try to cut down or stop using. Before any type of treatment or support the drug/alcohol user will first be assessed. The assessment will take into account: the person's general health, their addiction history and their social environment.

Addiction is a complex problem with many factors affecting the user's recovery. It is a learning process for the users, often with relapse after relapse, and can become long-term. It is useful for families to bear this in mind, and not become too despondent, if treatment fails. It is important, especially at this time for parents and other relatives or friends to get as much support as they can for themselves.

Described below are some of the treatments likely to be offered with explanations of what they involve.

Counselling

It in some form or another. It gives the client an opportunity to talk and explore ways of living more resourcefully and towards greater well being. Counselling sessions vary between agencies, some are very structured, and others involve a much more informal relationship.

Detoxification

Detoxification is the term used for ridding the body of drugs or alcohol and can result in unpleasant withdrawal symptoms, for example, if a person is using heroin regularly, they can suffer with aches and pains, diarrhoea, agitation and insomnia. Symptoms of alcohol withdrawal include sweating, rapid pulse, increased hand tremors, insomnia, nausea or vomiting, physical agitation, anxiety, auditory /visual hallucinations, and the possibility of grand mal seizures. These physical and emotional symptoms may be extremely severe depending on the individual's alcohol abuse history. Attempting to withdraw from heavy alcohol abuse without the proper professional help can be extremely dangerous. It can result in serious physical, psychological and consequences which can include death.

Symptomatic detoxification is when medication is given over a period of time (usually less than 3 weeks) to relieve the unpleasant symptoms associated with withdrawal.

In-Patient Detoxification

Most in-patient detoxification in Hertfordshire now takes place in specialist hospital wards for which there can be a wait of some

weeks for a bed to become available, particularly for alcohol detoxification. Detoxification is normally part of a planned treatment package, but occasionally detoxification is arranged as an emergency in either medical or psychiatric wards, depending on the emergency assessment. Some residential rehabilitation units now do in-patient detox.

It is usually provided after assessment by a specialist drug and alcohol professional, and rarely as a first line treatment.

Methadone

Methadone is an opiate. This means that it falls into the same group as heroin and morphine which come from the opium poppy. Methadone, however, is a man made drug; it usually comes in the form of a green syrup to be drunk or (very occasionally) ampoules for injecting. Like heroin, Methadone is a painkiller and can also produce a feeling of warmth and drowsiness. It does not however produce the same 'high' as heroin but can take away the unpleasant withdrawal symptoms of heroin.

Used properly, Methadone can be an effective type of treatment, as many of the problems faced by users of heroin are a result of having to find the money to buy the drug. There are also health risks of using street heroin which is often contaminated with other substances or is of uncertain strength. A prescription of Methadone can stabilise the heroin user's life and health.

For some, Methadone will be the start of a reduction programme over a period of several weeks or months. For others, they will receive a maintenance dose of Methadone for a longer period. Methadone, however, is no less addictive than heroin. Many users say that it is more addictive and report that withdrawal lasts longer. It is also possible to overdose on Methadone; even a small amount could be fatal for a naïve user, particularly to a child. An overdose can also occur when someone takes more Methadone than they are used to, when mixed with other substances, (particularly alcohol), or when they have a break from it and then start taking it again at an inappropriate dose.

Lofexidine

Lofexidine (also known as Britlofex) is a non-opiate drug, prescribed to reduce opiate withdrawal symptoms. As Lofexidine can occasionally affect blood pressure patients have to be assessed and monitored by medical or nursing staff in the initial stages of the treatment. A course of treatment usually lasts for seven to ten days and is prescribed in conjunction with other drugs such as tranquillisers. Excessive doses of Lofexidine may cause dizziness/blackouts.

DF118

DF118 (Dihydrocodeine) is a mild strength opiate drug. It is commonly prescribed for pain relief, and sometimes it is prescribed to alleviate opiate withdrawal symptoms.

Buprenorphine (Subutex)

Subutex is an opiate drug, meaning that, like Methadone, it has some properties similar to heroin. However, some of its properties are more similar to those of Naltrexone, in that it may block out the effects of other opiates (thus leading to a reduced effect of any heroin taken alongside it). It comes in tablet form; the tablets are unusual in that they must be placed under the tongue and dissolved (they will not work if swallowed). It may be prescribed as a maintenance dose or in the form of a reduction dose over several weeks or months.

Tranquillisers

The most commonly prescribed groups are called 'benzodiazepines' and include Vallium (Diazepam), Librium (Chloradiazepoxide) and Temazepam. They are prescribed to treat some withdrawal symptoms such as, anxiety and insomnia. Tolerance to these drugs develops quite quickly, so it is easy to become dependent on them. Withdrawal effects can be unpleasant and can include sickness, headaches and anxiety. It is also possible to overdose on tranquillisers particularly when taken with alcohol.

Anti-depressants

Anti-depressants are a group of drugs (such as 'Prozac' and 'Dothiepin') that help reduce levels of depression and low mood,

without causing a 'high'. They are not addictive, and may be prescribed for several months. If they are prescribed, it should be borne in mind that they take at least two to three weeks to have an effect.

Naltrexone ('Blockers')

Naltrexone works by blocking the part of the brain responsible for producing the 'buzz' from taking heroin or other opiates, so if it is used in conjunction with counselling in the period following symptomatic detox to help a person adjust to a drug free life. To commence Naltrexone treatment an individual must have completed their symptomatic detox and be urine-tested to show that all opiates are out of their system.

Treatment for stimulant drugs (Amphetamines/Crack/Cocaine)

Although many users of stimulant drugs report that they find it very difficult to cut down or stop using, the withdrawal symptoms are more around an individual's body adjusting to different levels of activity and energy. They may also experience a strong psychological need to continue taking the drug. For this reason, detox, in the way that it is used for heroin withdrawal does not occur and prescribing of substitute drugs rarely, if ever, occurs. However, drugs such as anti-depressants may help with restoring an individual's well-being, and in cases where the level of use has caused feelings of anxiety, or even paranoia, a tranquilliser (often a 'phenothazine' rather than a benzodiazepine) may be prescribed.

Counselling and support with stimulant users is an essential part of helping them to adjust to a drug-free life.

Complementary/Alternative Therapies

Acupuncture, aromatherapy and homeopathic remedies can be helpful for anyone who wants to reduce their drug use, stop using drugs altogether or for people who need extra help.

Acupuncture

Ear acupuncture is available at some agencies and is claimed to be helpful for some people with drug use problems (including users of heroin, amphetamines, crack and alcohol) although the theory behind this is not fully understood or medically proven. The treatment involves five small acupuncture needles being placed lightly in each ear on specific points that correspond to different organs in the body.

Homeopathic medicines

Homeopathic treatments mean 'treating like with like' – it is a long established form of treatment, often using herbal remedies. Homeopathic medicines can be used to help with drug use and related problems, however, evidence for its efficacy is not available.

Aromatherapy

Aromatherapy is the controlled use of essential oils with massage. It is particularly beneficial in aiding relaxation, relieving anxiety, tension, muscle cramps and for pain control.

Spectrum Drug and Alcohol Recovery Service Hertfordshire

Spectrum Drug and Alcohol Recovery Service Hertfordshire

Borehamwood

Majestic House

16-18 Shenley Road

Borehamwood

WD6 1DL

Tel: **0208 953 1320**

Hatfield

St Martins House

14 The Common

Hatfield

AL10 0UR

Tel: **01707 256 532**

Hemel Hempstead

Ground Floor

Wolsey House

Hemel Hempstead

HP2 4TU

Tel: **01442 256 520**

Hertford

Ground Floor

1 Yeoman's Court

Ware Road

Hertford

SG13 7HJ

Tel: **01992 500 161**

Directory of Services

**Letchworth
Solutions House**
Dunhams Lane
Letchworth
SG6 1BE
Tel: **01462 480944**

**St Albans
Vicker's House**
222 London Road
St Albans
AL1 1PN
Tel: **01727 847 277**

**Stevenage
Armstrong House**
Norton Road
Stevenage
SG1 2LX
Tel: **01483 364 495**

**Waltham Cross
Hughill House**
Swanfield Road,
Waltham Cross
Hertfordshire
EN8 7JR
Tel: **01992 626404**

Future Living Hertford Well-Being Centre

Vale House

43 Cowbridge

Hertford

SG14 1PN

Tel: **01992 501316**

Mob: **07818 550059**

www.futurelivinghertford.co.uk

The Living Room

Stevenage

8 - 10 The Glebe

Stevenage

SG2 0DJ

Tel: **01438 355649**

Family Support Group: **Wednesday 10.30am – 2.30pm**
(break for lunch between 12noon – 1pm) (Ask for Tina)
Thursday 10.30am – 2.30pm (As above)

St Albans

Rear of 156 Hatfield Road

St Albans

AL1 4JA

Tel: **01727 854479**

Family Support Group: **Tuesday 1pm – 2.30pm**
Thursday 10.30am – 2.30pm
(break for lunch between 12noon – 1pm)

FOCUS (Lois Harris, Project Service Manager)

Able House, 2nd Floor

1 Figtree Hill

Hemel Hempstead

HP2 5XH

Tel: **01442 211687**

Resolve

The Old Post Office

Woodhall Community Centre

Mill Green Road

Welwyn Garden City

AL7 3XD

Tel: **01707 690739**

Druglink Ltd

Trefoil House,

Red Lion Lane

Hemel Hempstead

HP3 9TE

Tel: **01923 260733**

Hertspeak & One Herts One Family

WDP Family Services

Thomas Bellamy House

Bedford Road

Hitchin, Herts, SG5 1HL

Tel: **01462 442442**

For young people under the age of 18

The Adolescent Drug and Alcohol Service in Hertfordshire works with anyone under the age of 18 years old in Hertfordshire who has issues/problems with their own drug/alcohol use. The service provides information, advice, support, drug related counselling and where appropriate, prescribed medication and safe needle exchange.

Wherever possible the service works with parents/carers as part of the intervention.

Referrals are accepted from anyone with the young person's agreement. Young people can also refer themselves to the service which is **open weekdays from 9am – 4.3**

A-DASH

Downs Farm Centre
2a McDonald Court
High View
Hatfield
AL10 8HR
Tel: **01992 531917**



National sources of help and information – Alcohol

Alcoholics Anonymous (AA)

Tel: (National Helpline): **0845 769 7555 – 24 hour helpline**

Web: www.alcoholics-anonymous.org.uk

Alcoholics Anonymous is a voluntary fellowship of men and women who help each other to become and stay sober by sharing experiences and giving mutual support.

Alcohol Concern

Tel: **020 7928 7377**

Web: www.alcoholconcern.org.uk

Best time to telephone: **9.00am – 5.00pm, Monday – Friday**

Provides general information about alcohol and alcohol services.

Al-Anon Family Groups (Al-Anon)

Tel: (Helpline) **020 7403 0888**

Web: www.al-anonuk.org.uk

Best time to telephone: **10.00am – 10.00pm 365 days a year.**

The helpline can also provide details of meetings throughout the UK and Eire.

COAP (Children of Addicted Parents and People) –

A website for young people affected by another person's addiction. Includes personal stories, discussion/support forums, newsletters, creative corner, podcasts/video clips and important links. COAP aims to bring young people together to support each other and inform young people that they are not alone.

www.coap.co.uk

Drinkline –The National Alcohol Helpline

Tel: (Helpline): **0800 917 8282**

Best time to telephone: **9.00 – 11.00pm, Monday – Friday**

The National Association for Children of Alcoholics (NACOA) NACOA Helpline 0800 358 3456

The helpline is staffed **Monday, Tuesday, Friday: 10am – 7pm, Wednesday, Thursday: 10am – 9pm and Saturday: 10am – 3pm** when possible.

Please be aware that lines can be busy but please keep trying and you will get through. There is an answering service outside of these hours. Please leave a message with a convenient time for a NACOA volunteer-counsellor to return your call.

www.nacoa.org.uk

National sources of help and information – Drugs

Adfam

Tel: **020 7553 7640**

Web: www.adfam.org.uk

Open: **Monday – Friday 9.00am – 5.00pm**

The website has a searchable database giving details of local support agencies for family carers.

Drugscope

Waterbridge House

Tel: **020 7940 7500**

Web: www.drugscope.org.uk

Drug Information Line: 020 7940 7520

Provide balanced and up to date drug information.

Families Anonymous

Tel: **020 7498 4680** for details of local groups

Helpline: **0845 1200 660**

Web: www.famanon.org.uk

Open: **Monday – Friday 1pm – 10pm,**

Saturday – Sunday 2pm – 10pm

Operates self-help groups around the country for families and friends of people with drug related problems.

FRANK the National Drugs Helpline

Tel: **0300 123 6600 (24 hours a day, 365 days a year)**

Textphone: **SMS 82111**

Email: frank@talktofrank.com

Web: www.talktofrank.com

Free confidential drugs information and advice. The website also provides a comprehensive A – Z on drugs.

Narcotics Anonymous

Tel: 020 7730 009

Helpline: 0300 999 1212 (24 Hours)

Web: www.ukna.org for details of local meetings

Narcotics Anonymous run self-help groups for people who think they have a drug problem. Contact the Narcotics Anonymous helpline as above for further details, including locations of meetings in your area.

Public Health England

Tel: 0207 972 1999

Email: enquiries@nta-nhs.org.uk

Web: www.nta.nhs.uk

Formerly the National Treatment Agency, its critical functions were transferred to a new national service, Public Health England from 1st April 2013

RELEASE

Tel: 020 7324 2989

Best time telephone helpline:

Drugs and Legal advice 11am – 1pm

Drugs advice only 2pm – 4pm (Monday – Friday)

Web: www.release.org.uk

Release offers advice, support and information to drug users, their family and friends on all aspects of drug use including drug related legal problems. A range of leaflets and booklets on drugs and drugs law are available.

Re-Solv / Society For The Prevention Of Solvent And Volatile Substance Abuse

Tel: (Helpline): 01785 810 762

Best time to telephone helpline and admin: 9.00am – 5.00pm,

Monday – Friday, excluding public holidays.

Tel: (Admin): 01785 817885

Web: www.re-solv.org

Re-Solv is an independent charity and is solely concerned with all aspects of volatile substance abuse prevention.

Disclaimer

Although **Carers in Hertfordshire** undertakes reasonable efforts to keep the information in this directory accurate, the information is not guaranteed and no responsibility is assumed for errors or omissions. This directory does not constitute a recommendation or endorsement by **Carers in Hertfordshire** of the organisations or the services they may provide.

In no event shall **Carers in Hertfordshire** be liable to you or anyone else for any decision made or action taken by you on the information in this directory.

Family Carer Directory 2015

Carers in Hertfordshire
The Red House, 119 Fore St
Hertford SG14 1AX
☎ 01992 586 969
fax: 01992 586959
contact@carersinherts.org.uk