

**TACKLING  
DRUGS  
CHANGING  
LIVES**

**SURREY  
DRUG &  
ALCOHOL  
ACTION  
TEAM**

**SERVICE DIRECTORY  
FOR PROFESSIONALS**

**October 2012**





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## **Introduction to Surrey DAAT**

Surrey Drug & Alcohol Action Team (DAAT) provides drug services across Surrey. A team of DAAT officers work in partnership with other agencies to develop, commission and monitor drug and alcohol service provision in the County. DAAT activities are overseen by a multi-disciplinary Executive Board. DAATs work to guidance issued by a special health authority, the National Treatment Agency for Substance Misuse (NTA).

Surrey DAAT has 2 main functions:

- 1) To deliver the national drugs strategy at local level
- 2) To work in partnership to commission an integrated drug treatment system for Surrey

Contact Surrey DAAT at:

Quadrant Court  
35 Guildford Road  
Woking  
Surrey  
KT22 7QQ

Tel: 01483 519642

Website: [www.surreydaat.org.uk](http://www.surreydaat.org.uk)

## **Surrey's Treatment System**

### **Direct access services:**

Advice, information and support to drug users, their families and carers. Open access services allow for people to drop-in, or telephone directly for an appointment.

### **Carer groups:**

Provide support to partners, families and carers of drug users and represent the carers' voice in planning and delivering drug services.

### **Structured treatment services:**

Ongoing support for drug users who wish to address their drugs issues. Interventions may be clinical, therapeutic and/or practical. Support is given over an agreed period of time.

### **Residential and inpatient treatment services:**

High level support delivered in a residential setting. This may be a rehabilitation or detoxification programme, or a mixture of both.

### **Aftercare services:**

Follow-on support for drug users who have been through structured treatment, released from custody or post-rehabilitation.

## **Recording Information**

Personal information about service users is recorded and stored by drug services in line with the Data Protection Act 1998. Information may be shared, with the permission of the service user, with other drug services. The service receiving the information is bound by confidentiality and will only use the information for treatment purposes. With permission, data will be sent in aggregated format to the National Drug Treatment Monitoring System (NDTMS) and to Surrey's Treatment Information System (HALO).

All treatment agencies must provide a basic level of information to NDTMS on their activities each month – known as the Core Data Set. Regular reporting from NDTMS is made by the NTA to inform their review processes around the Adult Pooled Treatment Budget spend by Drug (and Alcohol) Action Teams (D(A)ATs). Currently monthly, quarterly and annual statistical reports are prepared and shared with all drug treatment service commissioners, usually D(A)ATs, for the purposes of performance monitoring and informing the needs analysis, planning and commissioning processes. Feedback and ad hoc reporting is also made to treatment providers to assist with their administrative and performance processes by the regional NDTMS team.

Halo is a client focused application providing managed sharing of client data from a central data store.

## **Confidentiality**

Confidentiality enables an open relationship between the service user and drug service professional. However, information sharing is also central to providing the service user with a seamless treatment journey which meets their needs and reduces the risk of harm to themselves and others. Information may need to be shared between agencies when service users are in contact with multiple agencies and when care is transferred from one agency to another.

Service users must receive an explanation of confidentiality at the outset of a treatment episode. As part of the assessment process the drug worker and service user will establish which personal information should be shared with other agencies and for what purpose. This may be revisited and revised as part of the care planning process.

No drug treatment service can offer absolute confidentiality. Drug services will have clear policies on how assessment processes and care plans should be shared. They will also have policies on confidentiality, informed consent and information sharing. The limits of confidentiality must be explained early so that relationships between drug workers and service users are based on an appropriate understanding of these issues. A service user's confidentiality may be broken in exceptional circumstances. Examples of such circumstances include:

- \* to protect children, in which case, Surrey's child protection procedures will be followed
- \* as a duty to the Courts
- \* to minimise the risk of serious harm to the service user or another person

Service users should be explicitly advised of their rights with regard to confidentiality including their right to access the information that is held on them.

## **Assessment**

All service users with serious drug problems referred to the drug treatment system in Surrey will be offered an initial assessment. The initial assessment is part of the record of care and is stored in line with the Data Protection Act 1998 and service protocols. The assessment will include:

- \* A brief assessment of the drug problems
- \* an indication of what, if any, specialist drug treatments and interventions the service user is likely to benefit from
- \* a risk assessment
- \* an interim care plan including onward referral to services
- \* a set of data which satisfied the reporting requirements of NDTMS and HALO

Assessment processes will always include a risk assessment. Assessing risk provides information that will inform the care planning process. Substance misuse risks that may need to be prioritised in assessment and care planning include risks around overdose, safer injecting and blood-borne virus transmission. Wider priorities identified may include risk related to vulnerability, self harm or harm to others.

A comprehensive assessment will be conducted at the outset of a treatment episode. Comprehensive assessment underlies planning and delivery of structured treatment and other interventions. It may be undertaken by the drug worker and service user or in conjunction with other professionals or services.

The result of the assessment process will be the development of a comprehensive care plan, describing the planned agreed actions aimed at addressing the needs and goals identified as part of the initial and ongoing comprehensive assessment.

## **Care Planning**

All service users should have a written care plan which is developed and reviewed on a regular basis with them. Care plans should be user-focused and made available in written format to users by service providers. Care planning is good practice and a requirement of all drug services commissioned by Surrey DAAT.

The care plan must:

- \* set the goals of treatment and milestones to be achieved (taking into account the views and treatment goals of service users and developed with their active participation)
- \* set goals in some, or all, of the four key outcome domains (physical health, psychological health, social and legal) to ensure that the focus is on a range of service users' needs
- \* indicate the interventions planned and which service and professional is responsible for carrying out those interventions
- \* make explicit reference to risk management and identify the risk management plan and contingency plans where needed
- \* identify the engagement plan to be adopted with service users who are difficult to engage in the drug treatment system
- \* identify the review date

The care plan will include:

- \* service user name
- \* keyworker name
- \* identified goals in relation to specific interventions planned
- \* roles and responsibilities of keyworker and service user
- \* names and roles of other individuals/agencies identified in delivering care (eg. including the name of GP and pharmacy)
- \* review date for care plan and risk assessment
- \* service user signature
- \* keyworker signature

## **Harm Reduction**

Surrey DAAT recognises that harm reduction is integral to Surrey's drug treatment and criminal justice systems, and promotes a harm reduction approach to all services accessed by drug users.

Effective drug treatment must also respond to the whole of an individual's health needs, including primary and secondary healthcare, alcohol use, prescription drug misuse, sexual health and dental health. It should also take account of the service user's housing, social and legal situations in offering a holistic package of support.

All DAAT-commissioned services, as part of their core business, have preferred harm reduction initiatives to reduce drug related harm to individuals using their services.

The DAAT co-ordinates a multi-agency Harm Reduction sub-group which takes a strategic approach to initiating, promoting and monitoring harm reduction interventions in Surrey. The DAAT also co-ordinates a Drug Related Death / Confidential Inquiries panel in order to reduce the number of drug-related deaths within Surrey.

## **Aftercare/Reintegration**

Aftercare/Reintegration is a holistic package of support put into place during, or at the end, of an individual's structured treatment programme.

The primary aims of aftercare are to ensure that treatment gains are sustained and to assist problematic drug and alcohol users in community re-integration. Appropriate aftercare/reintegration support greatly increases the likelihood that individuals will not relapse into drug use or offending.

An aftercare/reintegration plan will be drawn up between the service user and the Reintegration Team and, where possible, the treatment provider. The individually tailored aftercare/reintegration plan will incorporate a range of activities to improve psychological health, physical health and social functioning. It will address relapse and allow for rapid access back into the treatment system if necessary.

## **Advocacy**

The aim of Generic Advocacy Services is to provide professional advocacy for people of working age and above (18+) with past or present drugs issues. The expectation is that you will be known to or engaged with a local Surrey CDAT and registered with a Surrey GP.

Referrals can be made by statutory and voluntary groups, although the advocacy service can only work with individuals that agree- for this reason self referrals are preferable.

Support is given to clients to enable and empower them to have their voice heard, promote self-confidence, and develop skills so they can advocate on their own behalf. The work is issue-specific and generally short term- it is not a replacement for existing services

Advocacy can assist with a wide range of issues such as: treatment/medication issues, support at meetings, probation, benefits, housing, debt, complaints, liaising with other organisations or professionals, etc. Advocacy also provides links to specialist help such as: solicitors, debt advice and support, CAB, etc and may assist clients to access these services where appropriate.

# SURREY DRUG & ALCOHOL CARE

## 24 HOUR HELPLINE

### Worried or Concerned about Drugs or Alcohol?

Support and information to drug and alcohol users, their families and friends

- We are totally confidential and non-judgemental
- We are always available to listen to you problems
- We explain the options and facilities available to you

We can refer you into treatment services

### Surrey Drug and Alcohol Care

Call our 24/7 confidential helpline:

Freephone **0808 802 5000**

it's free for mobiles too

[www.surreydrugcare.org.uk](http://www.surreydrugcare.org.uk)



WE WANT TO HELP

Registered charity no 293421



## **ADVOCACY SERVICE**

Advocacy for people with drug issues.

### **Matrix Advocacy**

Community Link Centre  
Knowle Green  
Staines  
Middx  
TW18 1XA

01932 72 3759

Or

0845 843 6317 (charged at local rate)

Email: [wsadvocacy@matrixsdt.com](mailto:wsadvocacy@matrixsdt.com)

Area covered: Spelthorne, Runnymede, West Elmbridge, Woking,  
Guildford, Surrey Heath, Waverley

Services Provided:

- \* Generic advocacy providing support at meetings and tribunals
- \* Assistance with accessing specialist services
- \* Assistance with dealing with complex schemes
- \* Support with options and making choices

Opening Hours: Mon – Fri 9.00am to 5.00pm

### **KAG Advocacy**

Ramsay House  
West Park Hospital  
Horton Lane  
Epsom KT19 8PH

Tel: 01372 205849

Fax: 01372 205849

Email: [surrey@KAG.org.uk](mailto:surrey@KAG.org.uk)

Area covered: Epsom & Ewell, East Elmbridge, Mole Valley, Tandridge,  
Reigate & Banstead

Service Provided:

- \* Generic advocacy providing support at meetings and tribunals
- \* Assistance with accessing specialist services
- \* Assistance with dealing with complex schemes
- \* Support with options and making choices
- \* Independent Mental Health Advocate for people who are detailed  
including Community Treatment Orders

Opening Hours: Mon - Fri: 9.00am to 5.00pm

## **DROP-IN SERVICE**

### **The Xchange**

20 High Street

Woking

Surrey GU21 6BW

Tel: 01483 773242

Fax: 01483 740394

Area covered: Woking and surrounding area

#### Services provided:

- \* Information and advice for drug and alcohol use
- \* Specialised stimulant service
- \* Alternative therapies
- \* Needle exchange drop-in
- \* Referral on to structured treatment
- \* Sexual health supplies and advice
- \* Woking Borough Council housing clinic
- \* Courses and groups
- \* Parent/carer support group

Opening hours: Mon, Weds, Thurs, Fri: 9.00am to 5.00pm  
Tues: 9.00am to 7.00pm

## **OUTREACH SERVICES**

### **Surrey Harm Reduction Outreach Team (SHOT)**

The Xchange  
20 High Street  
Woking  
Surrey GU21 6BW

Tel: 01483 773242

Fax: 01483 740394

Area covered: Spelthorne, Runnymede, Tandridge, Reigate & Banstead, Epsom & Ewell, Mole Valley, Elmbridge, Woking

#### Services provided:

- \* Needle Exchange (including Performance & Imaging Enhancing Drugs)
- \* Advice, support and information
- \* Brief interventions for drug & alcohol users, including triage, assessment and other care planned interventions including 1:1 sessions and groups
- \* Care planned structured interventions including structured Psychosocial interventions and other structured drug treatment
- \* Acts as a treatment referral point for Job Centre Plus referrals
- \* Signposting to other services
- \* Sexual health supplies and advice
- \* Training programmes on safer drug use
- \* Services for those affected by other people's substance misuse, i.e. parents and carers

Opening hours: Mon, Tues, Thurs, Fri: 9.00am to 5.00pm (out of hours by arrangement)

Weds: 8.00am - 7.00pm

**SAdAS – Omni Outreach**

Links Two  
Links Business Centre  
Old Woking Road  
Old Woking  
Surrey GU22 8BF

Tel: 01483 756899

Area covered: Countywide

Services provided:

- \* Support for clients with complex needs who have disengaged from services
- \* Motivation and support to re-engage them in mainstream services

Opening hours: Mon to Fri: 9.00am to 5.00pm

## **SAdAS Engage Service**

14 Jenner Road  
Guildford  
Surrey  
GU1 3PL

Tel: 01483 590150

Area covered: Guildford, Waverley and Surrey Heath

Services provided:

- \* Advice and information on drugs and alcohol
- \* Support point of contact for drug misusers (and others affected including parents, partners and children)
- \* Engage drug misusers in treatment and reduce drug related harm through the provision of access to specialist services
- \* Act as a treatment referral point for Job Centre Plus referrals
- \* Care planned structured interventions including structured Psychosocial interventions and other structured drug treatment
- \* Care planned individual and group work based interventions for alcohol users
- \* Accessible support services offering facilities for needle exchange, prevention of blood borne viruses, triage assessment, motivational interviewing and brief interventions, stimulant specific work
- \* Complementary therapies
- \* Overdose prevention and other harm reduction courses for drug users
- \* Care planned structured interventions for drug and alcohol misusers as appropriate
- \* Service user involvement
- \* Housing advice

Opening hours: Mon - Fri: 9.00am to 5.00pm

## **STRUCTURED TREATMENT SERVICES**

On-going support for substance users, which may include clinical, therapeutic and/or practical interventions. Support is given over an agreed period of time.

### **Acorn (Community Drug and Alcohol Team)**

Taylor Building  
Farnham Road Hospital  
Farnham Road  
Guildford  
GU2 7LX

Tel: 01483 450256

Areas covered: Guildford, Waverley & Surrey Heath (specifically Ash, Ash Vale & Mychett)

Opening hours: Mon: 9.00am to 8.00pm (5.00pm to 8.00pm counselling only)  
Tues, Weds and Fri: 9.00am to 5.00pm  
Thurs: 9.00am to 7.30pm

Services provided:

- \* Assessment
- \* Counselling
- \* Community prescribing
- \* Group work
- \* Advice and information
- \* Hepatitis A and B testing/vaccination and Hepatitis C testing

### **Respond (Community Drug and Alcohol Team)**

Tylney House  
23 High Street  
Leatherhead  
Surrey  
KT22 8AB

Tel: 01372 379739

Areas covered: Elmbridge  
Epsom & Ewell  
Mole Valley  
Reigate & Banstead  
Tandridge

Services Provided:

- \* Assessment
- \* Counselling
- \* Community prescribing
- \* Group work
- \* Advice and information
- \* Hepatitis A and B testing/vaccination and Hepatitis C testing

Opening hours: Mon to Fri: 9.00am to 5.30pm

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### **Windmill Team (Community Drug and Alcohol Team)**

Abraham Cowley Unit  
Holloway Hill  
Chertsey  
KT16 0AE

Tel: 01932 723309

Area covered: Runnymede  
Spelthorne  
Woking  
Surrey Heath (specifically Camberley & Frimley)

Services provided:

- \* Assessment
- \* Counselling
- \* Community prescribing
- \* Group work
- \* Advice and information
- \* Hepatitis A and B testing/vaccination and Hepatitis C testing

Opening hours: Mon, Tues, Weds, Fri: 9.00am to 5.00pm  
Thurs: 9.00am to 8.00pm

## **IN-PATIENT SERVICE**

Inpatient detoxification and stabilisation, residential rehabilitation or residential crisis intervention.

### **Windmill House**

Windmill House  
Guildford Road  
Chertsey  
Surrey  
KT16 0QE

Tel: 01932 722096

Area covered: Countywide

Services provided:

\* 12 bedded, 24 hour in-patient detox unit

Opening hours: 24 hour – access through Community Drug  
& Alcohol Teams

## **AFTERCARE SERVICES**

Aftercare provides a range of support with life skills and activities to assist people to enter employment, training and education.

### **Reintegration Team**

Quadrant Court 2nd Floor  
35 Guildford Road  
Woking  
GU22 7QQ

Tel: 01483 519190

Area covered: Countywide

Services provided:

The overall aim of the Reintegration Service is to maximise treatment gains and the engagement, retention in treatment and successful reintegration of drug misusers into mainstream society during and after structured treatment

- \* One to one support sessions in line with the Service users' reintegration goals as set out in the service user care plan.
- \* Work to enable Service users to participate in community activities including adult education, leisure, sport, social activities.
- \* Work to enable Service users to develop self-care, social skills, budgeting skills and access public transport in order to encourage the Service user to move to independent living.
- \* The development of links with local organisations to promote services for service users and an inventory of community resources so that users can gain access to them.

### Referral Route

TBC Currently initial contact via above number for discussion on how to proceed depending on need, area etc.

Opening hours: 9 to 5 Monday to Friday

## **SURREY COMMUNITY PHARMACY NEEDLE EXCHANGE SCHEME**

Surrey PCT provides a confidential injecting equipment exchange service through over 60 participating community pharmacies across Surrey.

To find a participating Pharmacy in your area go to [www.surreydaat.org.uk](http://www.surreydaat.org.uk) or contact:

Susie Dadlani  
Community Pharmacy Drug Misuse Manager  
Harm Reduction Outreach Team  
Sheerwater Community Centre  
Blackmore Crescent  
Sheerwater  
Woking GU21 5QJ

Tel: 01932 355533

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## **SURREY COMMUNITY PHARMACY SUPERVISED CONSUMPTION SCHEME**

Approximately 90 pharmacies across Surrey provide supervised consumption of methadone, buprenorphine (Subutex) and buprenorphine/naloxone (Subuxone). Annual workshops and one-to-one induction training sessions are available to participating pharmacists.

For further details contact Susie Dadlani – details as above.

## **HOUSING SUPPORT SERVICES**

Note – SAdAS does not provide housing, this service is to support people who already have homes but may be experiencing difficulties with tenancies etc.

### **SAdAS Links Housing Support**

Links Two  
Links Business Centre  
Old Woking Road  
Old Woking  
Surrey GU22 8BF

Tel: 01483 730019

Area covered: Countywide

Services provided:

- \* Support to clients who are having difficulties with their tenancy due to substance misuse problems
- \* Support to clients within the criminal justice system who are experiencing difficulties with their tenancy due to their offending behaviour
- \* Assistance with benefits claims and debts
- \* Assist with harm reduction

Opening hours: Mon to Fri: 9.00am to 5.00pm

**FOR INFORMATION ON SUPPORTED HOUSING PROVIDERS WHO  
WORK WITH SUBSTANCE USERS**

Visit the Surrey Supporting People Team's website – [www.surreysp.org.uk](http://www.surreysp.org.uk)

Service provider list can be sorted by client group.

# **CRIMINAL JUSTICE SYSTEM**

## **DRUG & ALCOHOL INTERVENTION PROGRAMME**

Surrey Drug & Alcohol Interventions Service is a wrap around service providing screening, assessment and case management to meet the needs of adults living in Surrey. A pro-active approach is adopted to help individuals break free from harmful patterns of behaviour, who have a Class A drug or alcohol problem, and for those who are involved in the criminal justice system.

The service works assertively with hard to engage substance users offering a holistic approach to develop an agreed care plan tailored to individual needs.

In Surrey this service is delivered in partnership by CRI and Access rapid prescribing service. There are clinics at various locations across the county to ensure that Surrey clients do not have to wait long periods to support their motivation to change. A single point of contact (SPoC) is provided for all professionals in the substance misuse field. Drug and alcohol workers are based at every Integrated Offender Management (IOMs) clusters to detect and provide interventions and referrals at the earliest opportunity.

### Services Provided:

- \* Screening, signposting and triage assessment of those identified as having a substance misuse problem either in the community or prison
- \* Early intervention at time of arrest, advice, harm minimisation
- \* Motivational engagement and assertive outreach
- \* Care planning, co-ordination and a case management approach
- \* Partnership working with community agencies, prisons, PPO and IOMs. Shared protocols with appropriate agencies to ensure engagement and maximise the likelihood of retention in treatment and reduction in offending
- \* Timely risk assessment in collaboration with the client and partnership agencies
- \* Advice, support and referrals to Tier 2/3 treatment services, housing, benefits, education, training, employment and counselling

**CRI Surrey DIP**

Unit 4, Bradmere House  
Brook Way  
Kingston Road  
Leatherhead  
KT22 7NA

Tel: 01372 748350

Fax: 01372 748363

e-mail: [surreydip.spoc@cri.org.uk](mailto:surreydip.spoc@cri.org.uk)

Opening hours: 9.00am - 5.00pm

Custody cover: 9.00am to 8.00pm

Area covered: Countywide

**The Access Team**

Windmill House  
Guildford Road  
Chertsey  
KT16 0QE

Tel: 01932 875213

Opening hours: 9.00am - 5.00pm

Custody cover: 9.00am to 8.00pm

Area covered: Countywide

The Access Team does not accept referrals. Referrals are through CRI.

## **Women's Support Centre (Women in Prison)**

19a High Street  
Woking  
GU22 6BW

Tel: 07540 704 013

e-mail: [kate@womeninprison.org.uk](mailto:kate@womeninprison.org.uk)

Area covered: Countywide

The overall aim of the Support Centre is to provide practical and emotional support to women whose lives have been impacted by the Criminal Justice System or at risk of offending. The workers at the centre work with the women to identify and address their needs with the aim of reintegrating into the community and leading a more stable life. The Women's Support Centre has a designated Substance Misuse Worker

### Services Provided:

- \* Through the Gate service, for Women resettling in to Surrey
  - o Including advice and support prior to release
  - o Supporting women in prison to access legal advice relating to children, ongoing court matters and immigration
  - o Accompanying women on the day of release to homeless persons unit or supported housing interviews
  - o On-going support with resettlement
  - o Supporting women to attend meetings with other agencies
  - o Supporting Women to engage with Substance Misuse Services
- \* Community Support for women subject to Community Orders, Licence or who might be at risk of offending, including support around:
  - o Motivation, Accommodation, Mental health and Self Harm, Finance, Family/Children relationships, Meaningful occupation and compliance with statutory services
- \* Referral criteria:
  - o The woman has a maximum of 5 months left to serve, is on remand, is subject to a community order or has been identified as being at risk of offending
  - o The woman requests support and is willing to engage with the service
  - o The woman has multiple support needs and requires/desires engagement with local services
  - o The Woman lives in, or will be released to Surrey

Opening hours: 9 to 5 Monday to Friday

# **YOUNG PEOPLE'S TREATMENT SERVICES**

## **Catch 22 in Surrey: 24/7**

The Mansion  
Church Street  
Leatherhead  
KT22 8DP

Tel:

For Professionals: 01372 363 655

Young People, Parents and Carers: 0800 622 6662

Area covered: Countywide

Web: (refer securely on line): [www.catch-22.org.uk/247](http://www.catch-22.org.uk/247)

e-mail: [247@catch-22.org.uk](mailto:247@catch-22.org.uk)

Services provided:

- \* Information and advice on drug/alcohol issues
- \* Support for young people and their families on substance misuse issues
- \* 24 hour helpline for referral and crisis
- \* Assertive outreach for those who do not readily engage
- \* Access to detoxification services
- \* Access to residential rehabilitation services
- \* Individually designed aftercare packages

Opening hours: 24 hours, 7 days a week

## **Surrey Youth Justice Service Substance Misuse Service**

Quadrant Court  
35 Guildford Road  
Woking GU22 7QQ

Tel: 01483 517000

The Mansion  
Church Street  
Leatherhead  
KT22 8DP

Tel: 01372 363655

Area covered: Countywide

The overall purpose of the Surrey Youth Justice Service is to prevent offending by children and young people, specifically those aged between 10-17. They work with young people and their families to reduce the risks associated with offending behaviour. They also work to strengthen protective factors in the lives of young people - education, training, employment, sport, leisure pursuits. They aim to support school attendance of pupils who have committed offences and to help pupils be readmitted into Surrey schools after they have been excluded through committing offences

Services provided by the substance misuse service:

- \* Information and advice on drug/alcohol issues
- \* Support for young people and their families on substance misuse issues
- \* Assertive outreach for those who do not readily engage
- \* Access to detoxification services
- \* Access to residential rehabilitation services
- \* Individually designed aftercare packages

Opening hours: Mon to Fri: 9.00am to 5.00pm