

Partner and Stakeholder Bulletin

Issue: 2 Date: April 2020

An unusual start to a new contract

Hi Everyone, its fair to say that the start of us new contract on 1st April was slightly different to what we had anticipated, and we've spent much of the last month, focusing on keeping our clients safe and getting used to different ways of working during this global pandemic.

Within this bulleting, we've focused on the key information you need to know during this time.



How to access our service and make a referral

- Our service is still up and running, with various functions being delivered remotely, through telephone, internet and online apps. Where clients do not have phones, we have provided them with one.
- Our William Street service is still open for emergency drop in and needle exchange.
- Skinner Street is closed and will remain closed. The new alcohol hub at Brunswick Street will open in the coming months as part of our recovery plan.
- The services main phone line is still in use – **01642 673888**
- You can keep up to date with what's going on by following our Facebook Pages '**CGL Stockton Recovery Service**' and '**CGL Stockton Young Peoples Recovery Service**'
- Our website has lots of helpful information and tools including alcohol audit tool, harm reduction information and lots of guidance on treatment options. www.changegrowlive.org.uk
- You can also access our Stockton specific page <https://www.changegrowlive.org/recovery-service-stockton/info>
- To make a referral to us, you can either contact the service on 01642 673888 or follow the link on website, the following will take you straight to the section you need. <https://www.changegrowlive.org/recovery-service-stockton/referrals>

Keeping up to date

In the coming months, we'll be establishing a quarterly newsletter to keep you up to date on the drug and alcohol sector, what's happening in your local service and how you can get involved. We'll also include information about our new training offer which we will be launching later in the year.

To subscribe to this newsletter, please email jenny.thompson@cgl.org.uk

Our Covid-19 Response

Alcohol

- We're still taking alcohol referrals and prioritising assessments for those who need our support.
- Where it is safe to do so, we are still able to complete a community alcohol detox
- We have links with the small numbers of detox units that are still taking admissions for high risk dependent drinkers
- Skinner Street has now closed down and all of our alcohol services are being delivered remotely.
- Our alcohol workers are working from home and are maintaining contact with their existing clients over the phone and through digital means
- We are providing online groups and mutual aid via Whatsapp and Zoom
- We are supporting people to access self-help via You Tube videos and worksheets sent out in the post
- Coming soon – we're working on an approach to support those whose drinking habits might be changing right now, keep an eye out for our new Healthy Habits Service

Opiates

- We are still taking opiate assessments and have streamlined our process to speed up entry into treatment. Due to the risks involved with methadone, we will not be commencing anyone on this at present. All new starts will be commenced on Buprenorphine.
- Following careful risk assessment, we have moved most of our clients to fortnightly dispensing to allow them to follow government guidance and stay at home.
- We are sending prescriptions directly to pharmacies and where required, delivering medications to those who need it
- Our workers are having regular contact with their clients through phone and digital means. We are also maintaining contact with other professionals and family members where possible.
- It is essential that we maintain contact with people during this time. If we are unable to speak to someone, we may need to outreach them or pause their prescription. Please encourage people to keep working with us.

Other substances

- We are continuing to support everyone accessing our service for other substances on the phone and through digital means. We are encouraging people, where they have access to use our online meetings provided by Recovery Connections, join online mutual aid meetings and have regular contact with their workers to review their recovery plans and continue with their planned interventions.

Harm Minimisation

- Our full harm minimisation offer is available remotely during this time. For a home delivery of Naloxone or needle exchange supplies and collection of used equipment, clients can contact Gren on 07925355849 between 9.00am and 12.00pm for same day delivery.

Partnership Working

- Working closely with our colleagues remains a key part of our offer in order to safeguard clients. If you are aware of any increasing risks, changes to drug markets or overdoses, please can you inform us immediately.
- In recent weeks, we have worked closely with housing options to ensure our clients continue to access safe accommodation, treatment and support during this difficult time.