

SOUTH GLOUCESTERSHIRE
DRUG AND ALCOHOL SERVICES

DIRECTORY OF SERVICES

Safer South Gloucestershire
Parkman House
Lime Kiln Close
Stoke Gifford
BS34 8SR
Tel: 01454 868586

Produced by



For all enquiries regarding Drug
and Alcohol Treatment in
South Gloucestershire
Tel: 01454 868750

2006/2007

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This Service Directory is produced by Safer South Gloucestershire Drug & Alcohol Services.

Whilst every effort has been made to ensure information in the Directory is as accurate as possible, no responsibility can be accepted for any errors or omissions.

If you would like further copies of the Service Directory call 01454 868586

ADDICTION RECOVERY AGENCY (ARA)

Kings Court, King Street, Bristol, BS1 4EE

Tel: 0117 930 0282**Website:** www.addictionrecovery.org.uk**Opening hours:** Mon - Fri
9am - 5pm**Who is the service for?**

People with problematic drugs and/or alcohol use who wish to become/remain abstinent.

How can people access the service?

With a written referral from Probation, Primary Treatment Units or Social Services. Funding is required

List of Services:

- 12 step total abstinence programmes
 - Residential
 - Day Care
 - Relapse prevention
 - Aftercare
- Groupwork and Counselling
- Housing Resettlement & Support
- Learning & Skills Development
- Third Stage Accommodation

AVON AND SOMERSET PROBATION

Queensway House, The Hedges, St Georges, Weston-super-Mare, BS22 7BB

Tel: 01934 528740**Website:** www.aspa-online.co.uk**Opening hours:** Mon - Thurs
8.30am to 5pm
Fri 8.30am - 4.30pm**Who is the service for?**

Those who have offended and have been to court.

List of Services:

- Drug Treatment and Testing Order (DTTO) Department
- Employment and Education Department

AVON AND SOMERSET PROLIFIC OFFENDERS SCHEME

Staple Hill Police Station, Broad Street, Staple Hill,
South Gloucestershire BS16 5LX

Tel: 0117 945 4257

Website:

www.avonandsomerset.police.uk

Opening hours: 9am - 5.30pm

Who is the service for?

Prolific Offenders referred by the police
or other agencies.

List of Services:

- Fast track enforcements of court orders and licences
- Intensive supervision of Prolific Offenders
- Referral to accommodation support
- Referral to drug support and treatment in prison and in the community
- Referral to education, training and employment support
- Referral to probation offending behaviour programmes

BATTLE AGAINST TRANQUILLISERS (BAT)

PO Box 658, Bristol, BS99 1XP

Tel: 0117 941 2020

Helpline: 0117 966 3629

Website: www.bataid.org

Who is the service for?

People who are taking Benzodiazepines
and/or sleeping pills, whether prescribed
or not.

How can people access the service?

Self-referral or referral by an agency.

List of Services:

- Advocacy
- Drop-In Centres
- Educational Services
- Helpline
- Home visits
- Individual Help
- Support Groups

Southwold Young Peoples Hostel Association

Southwold House, 240 Station Road,
Yate, South Gloucestershire, BS37 4AQ
Tel: 01454 325165

Services:

The hostel is available to homeless
people aged 16 - 24 including ex-
offenders. Will not accept drug/alcohol
issues and no methadone scripts. Self-
referral or agency.

Facilities:

10 Bed hostel
12 move-on flats
3 bed mother and baby unit

The Forecastle

2 Down Road, Alveston, South
Gloucestershire
Tel: 01454 885718

Services:

Accommodation for single homeless
people.

ACCOMMODATION AND ADVICE

Kingswood Young Homeless Project

71 - 75 High Street, Kingswood,
South Gloucestershire, BS15 4AA
Tel: 0117 935 2881

Services:

Assistance for single homeless people aged 16 - 25.

Nightstop

23 The Parade, Coniston Road,
Patchway, South Gloucestershire,
BS34 5LP
Tel: 01454 865742

Services:

Emergency accommodation with host families available to homeless people aged between 16 - 25

Priority Youth Housing

23 The Parade, Coniston Road,
Patchway, South Gloucestershire,
BS34 5LP
Tel: 01454 865732

Services:

Advice only service available to support those aged between 16 - 25.

Shelter

Callicroft House, Rodway Road,
Patchway, South Gloucestershire,
BS34 5DQ
Tel: 01454 865560

Shelterline freephone:

0808 800 4444

Safer South Gloucestershire & South Gloucestershire Bond Scheme

Safer South Gloucestershire
Accommodation Worker:
Parkman House, Lime Kiln Close,
Stoke Gifford, South Gloucestershire,
BS34 8SR
Tel: 01454 862222

Services:

Assistance with finding suitable accommodation and support with maintaining existing accommodation for people 18+ with drug and alcohol misuse who are engaging in treatment. No self-referral

Deposit Bond scheme for those not found to have priority needs and engaging in drug and alcohol treatment with South Gloucestershire Drug & Alcohol Service. Self-referral or referral through an agency.

South Gloucestershire Bond Scheme

23 The Parade, Coniston Road,
Patchway, South Gloucestershire,
BS34 5LP
Tel: 01454 854846

Services:

Deposit Bond scheme for those not found to have priority needs by the council

BRISTOL SPECIALIST DRUGS SERVICE (BSDS)

Cedar House, Blackberry Hill Hospital, Manor Road,
Fishponds, Bristol, BS16 2EW

Tel: 0117 975 4840

Opening hours: Mon to Thurs
9am - 5pm
Fri 9am - 4.30pm

Who is the service for?

Those who have a problem with drug use whose needs cannot be met by primary care. This includes clients with specific needs: pregnancy, those who are coming through the criminal justice system, women working in the sex industry, homeless clients, and/or those needing in-patient treatment.

How can people access the service?

Service can be accessed through GP, healthcare professionals or other agencies. No self-referral.

List of Services:

- Advice and Information
- Care-planned counselling
- Specialist prescribing
- Rapid prescribing for Criminal Justice clients
- Hospital Liaison
- In patient detoxification and stabilisation
- Links with Streetwise
- Maternity Services
- Off the Streets
- Psychiatry
- Psychology
- Shared care with GP's
- Specialist Hepatitis Project - Including Hep B Vaccination Project

DRUG INTERVENTION PROGRAMME (DIP)

Staple Hill Police Station, Broad Street, Staple Hill,
South Gloucestershire, BS16 5LX

Tel: 01454 867254

Who is the service for?

People within the criminal justice system who wish to speak to a drugs worker about their drug use when in police custody or at court, and prison leavers who require support

How can people access the service?

Self-referral and through other agencies, including Probation, Prolific Offenders Scheme, CARATS and Police.

List of Services:

- Fast-track referrals to treatment and aftercare
- Fast track referrals to treatment in prison
- Testing
- Case management
- Referrals to Drug Treatment and Testing Orders, and Drug Rehabilitation Requirements
- Access to rapid prescribing

MATERNITY DRUGS CLINICS

Who is the service for?

Pregnant substance users.

How can people access the service?

Self-referral or referral from a GP, drug agency, community midwife, any outside agency such as 1:2:5 project.

St Michael's Maternity Drug Clinic

St Michaels Hospital, Southwell Street
Bristol, BS2 8EG

Tel: 0117 9285488

List of Services:

- Advice and information
- Antenatal services
- Consultant - led care
- Family support from Bristol Drugs Project available
- Input and support from BSDS available
- Specialist Midwife

Southmead Maternity Drug Clinic

Southmead Hospital, Westbury-on-Trym,
Bristol, BS10 5NB

Tel: 0117 9596359

NILAARI AGENCY

184 Stapleton Road, Easton, Bristol BS5 0NZ

Tel: 0117 955 1664

Website: www.nilaari.co.uk

Opening hours: Mon - Thur, 9am - 5pm
Fri 9am - 4.30pm

Who is the service for?

Anyone who is in need can access the service, particularly those misusing crack or stimulant specific drugs. There are no restrictions on who is eligible to receive the service.

How can people access the service?

Referral from other agencies or self-referral.

List of Services:

- Advocacy, advice and information to individuals who are misusers or at risk of misusing drugs
- Assessment and care planning
- Family support
- 1:1 counselling
- Phambili group (meaning - to move forward)
- Primarily for people from black or ethnic communities
- School/Education Programmes
- Work with the Prison Service
- Working with other agencies
- Youth Work

NEEDLE EXCHANGE FOR SOUTH GLOUCESTERSHIRE

Pharmacy Needle Exchange

Cadbury Heath

Stuart Moul Dispensing Chemist
1 School Road, Park Estate, Cadbury
Heath, South Gloucestershire, BS15 5EN
Tel: 0117 967 1192

Kingswood

Billing JRW
1 Kings Chase, Regent Street,
Kingswood, South Gloucestershire,
BS15 8LP
Tel: 0117 967 0061

Tower Pharmacy

7 High Street, Kingswood,
South Gloucestershire, BS15 4AA
Tel: 0117 967 4060

Patchway

Lloyds Pharmacy
Coniston Medical Practice, The Parade,
Patchway, South Gloucestershire,
BS34 5TF
Tel: 0117 969 2056

Staple Hill

Alliance Pharmacy
98 High Street, Staple Hill
South Gloucestershire, BS16 5HL
Tel: 0117 956 6488

Yate

Alliance Pharmacy
17 West Walk, Yate, BS37 4AX
Tel: 01454 313688

Outreach Needle Exchange

Available in:

Cadbury Heath
Kingswood
Staple Hill
Yate

and other areas on request

For more information call

Tel: 08000 733011 (freephone)
(free from a call box or land line)

Providing:

- Different size needles & barrels
- Free citric
- Free condoms
- Advice & information on reducing harm and good sexual health

Static Needle Exchange

Available at Bristol Drugs Project, 11 Brunswick Square, Bristol, BS2 8PE
Tel: 0117 987 6000

PRISONS

HMP ASHFIELD

Shortwood Road, Pucklechurch, South Gloucestershire, BS16 9QJ

Tel: 0117 303 8000

HMP Ashfield is for Young Offenders and Juveniles between the ages of 15 and 21.

HMP BRISTOL

(Previously known as HMP Horfield)

19 Cambridge Road, Bristol, BS7 8PS

Tel: 0117 372 3377

HMP Bristol is for male prisoners, and a limited number of young offenders, from local courts and who are both convicted and on remand.

HMP EASTWOOD PARK

Falfield, Wotton-under-Edge, Gloucestershire, GL12 8DB

Tel: 01454 382100

HMP Eastwood Park is available to all females above the age of 15 years. Offenders will be referred by a member of staff or by application via a wing officer.

HMP LEYHILL

Wotton-under-Edge, Gloucestershire, GL12 8BT

Tel: 01454 264000

HMP Leyhill is for adult males who are mostly from the South West Area. Also holds life sentence prisoners, allocated nationally.

ROBERT SMITH UNIT

11-12 Mortimer Road, Clifton, Bristol, BS8 4EX

Tel: 0117 973 5004

Website: www.avon.nhs.uk/alcohol

Who is the service for?

People who are experiencing problems with alcohol use and/or mental health issues are able to access the service.

How can people access the service?

Referrals can be made by GP's, healthcare workers, social workers, probation officers and non-statutory agencies.

List of Services:

- Art therapy
- Assessment and care planning
- Daily support groups
- Detoxification clinic
- Community alcohol detox programme
- Help and support
- Long term support groups
- Recovery skills course
- Skills-based groups and courses
- User support groups
- Carer support groups
- Gender specific groups
- Meditation

SOUTH GLOUCESTERSHIRE FAMILY AND CARER SUPPORT SERVICE

Tel: 07920 744313

Who is the service for?

Family members, partners and carers who are affected by someone else's drinking or drug misuse

How can people access the service?

Self referral or referral from another agency.

List of Services:

- Evening support groups in Yate and Warmley
- 1:1 counselling

SOUTH GLOUCESTERSHIRE COMMUNITY CARE ASSESSMENT SERVICE

Tel: 01454 868750

Who is the service for?

People who are misusing drugs and/or alcohol who are engaging in community drug treatment and need more intensive services to address their needs

How can people access the service?

Referral from an agency. No self-referrals

List of Services:

- Community Care Assessment of needs
- Referral to residential or structured day care programmes
- Regular monitoring and reviewing of care plans
- Support with aftercare

SOUTH GLOUCESTERSHIRE YOUNG PEOPLE'S DRUG & ALCOHOL SERVICES

Parkman House, Lime Kiln Close, Stoke Gifford, BS34 8SR

Tel: 01454 868763

Website: www.southglos-drugs.org.uk

Opening hours: Mon - Fri
9am to 4.30pm

Who is the service for?

Young people under eighteen years living in South Gloucestershire whose use of drugs or alcohol is problematic. In addition this service provides training support and advice to both teachers and professionals working with young people in education and prevention services.

How can people access the service?

Via referral from professionals or family/carers or through self-referral.

Are there any restrictions on who can use the service?

The service is for young people who are not in contact with Youth Offending Team or Social Services. Young people in contact with these agencies receive a service from specialist workers in these agencies.

Duration of Services:

Dependent on need. Call for info

Access: There are no facilities to see young people at the service base. Young people are seen in a range of venues (schools, Connexions, health centres, at home)

List of Services:

- Assessment
- Advice and information
- Counselling/support
- Referral for specialist treatment (prescribing, detoxification)
- Support for carers
- Consultation and training for professionals
- Education and Diversionary projects
- Training to professionals working with young people
- Curriculum and policy development
- Vulnerable group work

The Samaritans

You can contact The Samaritans in complete confidence in the following ways:

Tel: 0117 983 1000

UK number: 08457 90 90 90

ROI number: 1850 60 90 90

E-mail: jo@samaritans.org

After 30 days your email will be deleted unless you request that it is deleted before.

Website: www.samaritans.org.uk

By Post:

If you are in crisis and prefer to write, you can write to The Samaritans at:

PO Box 90 90, Stirling, FK8 2SA

Every letter goes to a volunteer who will respond to you directly.

Samaritans is available 24 hours a day, 7 days a week to provide confidential emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide.

- They will not judge you
- They will not try to influence you or impose their own convictions but they will offer emotional support and try to help you think things through

Everything you say to a Samaritan will remain confidential. Unless the individual is involved in any acts of terrorism, they will not pass on any information based on what you have told them to any external organisation.

South Gloucestershire Citizens Advice Bureau (CAB)

Generalist advice service and specialist advice on welfare and debt benefits.

Website: www.citizensadvice.org.uk

Phone 0870 1212019 for opening hours

Patchway

Community Centre, Rodway Road, Patchway, BS34 5PF

Staple Hill

117 High Street, Staple Hill, BS16 5HF

Thornbury

Town Hall, 25 High Street, Thornbury, BS34 5PD

Yate

Kennedy Way, Yate, BS37 4DQ

South Gloucestershire Housing Aid Centre

South Gloucestershire & North Bristol Housing Aid Centre, Callicroft House, Rodway Road, Patchway, BS34 5DQ

Tel: 01454 865560

National Helpline: 0808 8004444

Website: www.shelter.org.uk

Free, confidential and open-minded advice on housing problems

Supportive Parents

Parent led organisation offering help, support and information for parents of children with special educational needs.

Tel: 0117 989 7725

Website: www.supportiveparents.org.uk

Victim Supportline

Advice & support for victims of crime & violence.

Tel: 0845 3030900

Website: www.victimsupport.com

LOCAL INFORMATION

Alcoholics Anonymous (AA)

Contact point for AA, putting you in touch with local groups.

Tel: 0117 926 5520

National helpline: 0845 7697 555

Website: www.al-anonuk.org.uk

Avon and Bristol Law Centre

2 Moon Street, Stokes Croft, Bristol, BS2 8QE

Tel: 0117 924 8662

Website:

www.avonandbristolawcentre.org.uk

Free specialist legal advice and representation on:

- Community Care
- Debt
- Employment
- Discrimination
- Housing
- Immigration and Nationality
- Welfare Benefits

Call for appointments and advice.

Children's Information Service

Information on childcare and family support, including signposting.

Tel: 0117 941 3999

Cocaine Anonymous

To help people recover from their addiction. Call for info re local groups.

Helpline: 0207 284 1123

Website www.cauk.org.uk

Connexions West of England

Website: www.connexionswest.org.uk

Filton

28-30 Gloucester Road North
Filton, South Gloucestershire, BS7 0SJ

Tel: 0117 969 8101

Kingswood

21-23 High Street, Kingswood
South Gloucestershire, BS15 4AA

Tel: 0117 961 2760

Narcotics Anonymous (NA)

P.O. Box 285, Bristol, BS99 7AS

Helpline: 0117 924 0084

Call this number and they will put you in touch with local groups

UK Helpline: 0207 730 0009

E-mail: helpline@ukna.org

Website: www.ukna.org

List of Services:

- Helpline, advice and information
- Meetings
- Relapse Prevention

SOUTH GLOUCESTERSHIRE YOUTH OFFENDING TEAM

48 – 50 Elm Park, Filton, South Gloucestershire, BS34 7PP

Tel: 01454 868558

Website :

www.southgloucestershireyot.org.uk

Opening hours: Mon - Fri

9am - 5pm

(young people can be seen out of these hours).

Who is the service for?

Under 18 year olds involved (or becoming involved) in the criminal justice system. Parents/Carers are offered a service comprising of drug awareness and managing difficult behaviour.

How do people access the service?

We do most of our work in the local community. We visit young people at home, local venues and if appropriate at the office. Some sessions may include Parents/Carers as appropriate.

Are there any restrictions on who can use the service? We can signpost and supportively refer over 18's into Adult drug services but otherwise it is under 18's only.

Duration of Services: Young People will have access to or receive a drug/alcohol service during the duration of their court order as appropriate. After the court order they are offered a

SOUTH GLOUCESTERSHIRE DRUG & ALCOHOL SERVICES (SGDAS)

Tel: 01454 868750

Opening hours: Mon - Fri

9am - 5pm

Out of hours appointments available

Who is the service for?

South Gloucestershire residents with drug and alcohol misuse problems.

How can people access the service?

Self-referral or referral from another agency

These services are provided through Drugs and Homeless Initiative (DHI).

List of Services:

- 1:1 counselling
- Structured day care programme
- Ear acupuncture (helps with detox and relaxation)
- Proactive Outreach Services
- Shared Care
- Referral for Community Care Assessment
- Referral for aftercare services, including education, volunteering and employment
- Family and friends support service (see page 6)

SOUTH GLOUCESTERSHIRE YOUNG PEOPLE'S DRUGS WORKER

43 The Park, Kingswood, South Gloucestershire, BS15 4BL

Tel: 01454 866240

Opening hours:

Mon, Tues and half day Weds (can be flexible with notice).

Messages and referrals welcome at other times.

Which user groups can access the service?

Young people from 11 to 21 years who are known to Social Services. Support and advice is available to the carers and families of young substance misusers.

How do people access the service?

Via their social worker, other support worker, or by self-referral.

Are there any restrictions on who can use the service?

Normally, this service is restricted to individuals and their families/carers known to Social Services.

Duration of Services:

Dependant on individual need.

Access: MARS* or CAF* forms for external agencies, by phone, email, fax etc.

List of Services:

- Access to specialist treatment services.
- Advice
- Care Planning
- Detoxification support
- Harm reduction
- Information
- Liaison with and referral to other agencies as appropriate
- Relapse prevention
- Support for young person and family/carer

* Note: the MARS (Multi-Agency Request for Services) form may be replaced with the CAF (Common Assessment Framework) form, in line with "Every Child Matters"

SOUTH GLOUCESTERSHIRE STREET CARE

Help Desk: 01454 868000

If you come across a syringe or needle

anywhere in South Gloucestershire do not touch it but call the number above immediately.

Please make sure you:

- DO NOT Touch it
- DO NOT Hide it
- DO NOT put it in any kind of bin or down a toilet

- DO NOT kick it out of sight or down a drain

What should I do if I sustain a needle injury?

If this does occur, contact your local GP or Accident and Emergency Department immediately.

Opening hours are: Monday to Friday
7am - 10pm

National Society for the Prevention of Cruelty to Children

Charity specialising in child protection, and prevention of child abuse

Helpline: 0808 800 5000

Website: www.nspcc.org.uk

Parents Against Drug Abuse (PADA)

Support for families affected by substance misuse

24 hr Helpline: 08457 023 867

Website: www.pada.org.uk

Parentline Plus

Support for anyone parenting a child

Helpline: 0808 800 2222

Website: www.parentlineplus.org.uk

Prisoners Families and Friends Service

Information & support for families and friends of prisoners

Helpline: 0808 808 3444

Website: home.btclick.com/pffs

Quitline

Support and advice on how to stop smoking.

Helpline: 0800 00 22 00

Website: www.quit.co.uk

Re-Solv

Help for anyone concerned about solvent and volatile substance abuse

Helpline: 0808 800 2345

Website: www.re-solv.org

Relate

Relationship support and advice

Helpline: 0845 130 4010

Website: www.relate.org.uk

Release

24 hour confidential helpline offering advice on drug use and legal issues.

Helpline: 0207 7299 5255

Saneline

Advice & support concerning all aspects of mental health

Helpline: 08457 767 8000

Samaritans

24 hr confidential emotional support for people experiencing feelings of distress or despair, including those which may lead to suicide

Helpline: 08457 909 090

Website: www.samaritans.org.uk

Shelter

24 hour helpline providing advice and information on housing issues

Helpline: (Freephone) 0808 800 4444

Website: www.shelter.org.uk

Suicide Helplines

Guide to emotional first aid helplines.

Website: www.befrienders.org

Telephone Helplines

To find contact details for UK Helplines

Helpline: 0845 120 3767

Website: www.helplines.org.uk

UKPPG National Mental Health Drugs Helpline

Independent advice & information about mental health drugs

Helpline: 0207 919 2999

Victim Supportline

For anyone affected by crime.

Website: www.victimsupport.com

Helpline: 0845 30 30 900

Website: www.victimsupport.org.uk

Womankind

Helpline to provide listening and emotional support to women.

Helpline: 0845 458294

Frank

Information & advice regarding drugs and drug misuse

Helpline: 0800 776 600

Website: www.talktofrank.com

Frank (Welsh)

Helpline: 0800 776 600

Frank (Cantonese, Bengali, Punjabi, Urdu, Hindi)

Helpline: 0800 917 6650

Get Connected

Assists young people to find the best help, whatever the problem

Website: www.getconnected.org.uk

Tel: 0808 808 4994

HIV/Aids & Sexual Health

24 hour free & confidential advice

Helpline: 0800 567 123

Jewish Women's Aid

Helpline: 0800 591 203

Kidscape

For parents, guardians, or concerned relatives of bullied children

Helpline: 0845 1205 204

Website: www.kidscape.org.uk

Mankind Initiative

Help for men suffering domestic violence

Helpline: 0870 794 4124

Website: www.mankind.org.uk

Men as Survivors Helpline (MASH)

Information and support for men who have experienced sexual violence or abuse

Helpline: 0845 1221201

Methadone Alliance

Information, advice & support for people receiving prescribed drugs for the treatment of drug dependency

Helpline: 020 7837 4379

Website: www.m-alliance.org.uk

MINDINFOLINE

Information and advice on mental health issues.

Helpline: 08457 660 163

Website: www.mind.org.uk

Muslim Women's Helpline

Confidential listening service, practical help and information for Muslim girls or women.

Helpline: 0208 904 8193

Website: www.mwhl.org

Narcotics Anonymous

Help for people for whom drugs have become a major problem

Helpline: 0845 3733366

Website: www.ukna.org

Nacro

Support for people who have been in prison or who are at risk of offending.

Website: www.nacro.org.uk

National Association of Children of Alcoholics (NACOA)

Information, advice & support for children of alcoholics and people concerned for their welfare

Helpline: 0800 358 3456

Website: www.nacoa.org.uk

National Nightline

Student helpline, run by students

Student Helpline: 0117 926 6266

Website: www.nightline.niss.ac.uk

STEPPING STONES

220 Charlton Road, Kingswood, South Gloucestershire, BS15 1LX

Tel: 0117 9671893

Who is the service for?

Accommodation for men and women aged 18+ recovering from an addiction. To access the service, applicants must be alcohol and drug free for at least 28 days.

How can people access the service?

Self-referral or referral by an agency.

List of Services:

- Aftercare support available to ex-residents
- Help with re-housing offered
- 1:1 counselling
- Encouragement to attend AA, NA and CA meetings
- Encouragement to follow the 12 step approach to recovery

ST. JAMES' PRIORY PROJECT

Walsingham House, St James Priory, Whitson Street, Bristol, BS1 3NZ

Tel: 0117 929 9100

Website: www.sjpriory.org.uk

Who is the service for?

The service is offered as a priority to those who have history of homelessness. When accessing the service, the user must be abstinent from drugs or alcohol. People who wish to access the service must be over the age of 18.

List of Services:

- **Walsingham House - Residential Primary Rehabilitation Programme**

This programme is based on the 12 step model.

How can people access the service?

Referral by Social Services and other agencies. This service requires funding.

Duration of Service: 12 weeks

- **St James' House - 3rd Stage Accommodation**

How can people access the service?

Self-referral supported by an agency. Usually a secondary rehabilitation, e.g. ARA.

Duration of Service: 12 - 24 months.

HEALTH, POLICE & SOCIAL SERVICES

Emergency

Call **999** and ask for Police, Ambulance or Fire Service

A & E Hospitals

Bristol Royal Hospital for Children
Upper Maudlin Street, Bristol
Tel: 0117 927 6998

Bristol Royal Infirmary
Marlborough Street, Bristol, BS2 8HW
Tel: 0117 923 0000

Frenchay Hospital
Frenchay Park Road, Frenchay, Bristol, BS16 1LE
Tel: 0117 970 1212

Southmead Hospital (minor injury)
Westbury on Trym, Bristol, BS10 5NB
Tel: 0117 950 5050

NHS Direct

NHS Direct is part of the National Health Service and operates a 24 hour nurse telephone advice and health information service. It provides confidential information on:

- Local healthcare services, such as dentists, doctors or late night opening pharmacies
- Particular health conditions
- Self-help and support organisations
- What to do if you or a member of your family feels ill

Tel: 0845 4647

Website: www.nhsdirect.nhs.uk

Police Stations

All Stations are connected by the same phone number: 01275 818181

All Enquiries to
P.O Box 188, Bridewell Street, Bristol

Avon and Somerset Police HQ
P.O. Box 37, Valley Road, Portishead (24 hour)
Tel: 01275 818181

Website:
www.avonandsomerset.police.uk

South Gloucestershire Social Services

Duty Desks:

Services for older and disabled people
Tel: 01454 866270

Mental health services
Tel: 01454 866221

Services for adults with learning difficulties
Tel: 01454 865961

Occupational Therapy Services
Tel: 01454 866328

Adoption & fostering (Family Placement Team)
Tel: 01454 866423

Children's assessment team
Tel: 01454 868501

Emergency home care
Tel: 01454 615047

Out of hours emergency duty team
Tel: 01454 615165

NATIONAL HELPLINES & WEBSITES

Adfam

Provides information, support and counselling for families and friends of drug users.

Helpline: 020 7928 8898

Website: www.adfam.org.uk

Alateen

Support for 12-20 year olds who have been affected by someone else's drinking.

Helpline: 0207 403 0888

10 am—10 pm

Website: www.al-anonuk.org.uk

Alcoholics Anonymous

Helpline: 0845 7697 555

Website: www.al-anonuk.org.uk

Child Death Helpline

Support for anyone affected by the death of a child.

Helpline: 0800 282 986

Mon-Fri 10am-1pm, 7-10 pm

Also Wed 1-4pm

Childline

Free & confidential 24 hr helpline for children and young people

Website: www.childline.org.uk

24 hr Helpline: 0800 1111 (Freephone)

Citizens Advice Bureau

Tel: 020 7833 2181

Website: www.citizensadvice.org.uk

Co-DA (Co-Dependents Anonymous)

Support group for adults who are unable to sustain relationships due to co-dependency issues.

Helpline: 07000 263645 (answerphone)

Website: www.coda-uk.org

Cocaine Anonymous

To help people recover from their addiction

Helpline: 0207 284 1123

Website: www.cauk.org.uk

Cruse Bereavement Care

Helps anyone bereaved by death to cope with their loss

Helpline: 0870 167 1677

Website:

www.crusebereavementcare.org.uk

Cry-sis

Offers support for families with excessively crying, sleepless and demanding babies

Helpline: 08451 228669

Website: www.cry-sis.org.uk

Debtline

Free, confidential advice on how to deal with debt problems

Helpline: 0808 808 4000

Website: www.nationaldebtline.co.uk

Drinkline

Help and advice for people worried about their own drinking, and support to families and friends.

Helpline: 0800 917 8282

Website: www.patient-co.uk/showdoc

Families Anonymous

Support for families & friends concerned about drug abuse or related behavioural problems

Website: www.famanon.org.uk

Helpline: 0845 1200 660