



Camden and Islington
NHS Foundation Trust

CARERS WELCOME PACK

Drug and alcohol services in Camden and Islington



Your partner in
care & improvement



At C&I we are: Welcoming | Respectful | Kind | Professional | Positive | Working as a Team

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Contents

Who is a carer and what are carer rights?

The word 'carer' refers to a friend, relative or partner of a service user. A carer may provide practical or emotional support to the service user. They may or may not live with the service user.

As a carer, you have legal rights and entitlements. These include:

- The right to have your needs assessed by your local authority in a Carer's Assessment. A Carer's Assessment looks at all your needs and determines whether you are eligible for services and additional support.
- The right to receive direct payments so that you can choose the most appropriate service to have.
- Rights in the workplace

What is a Carer's Assessment?

A carer's assessment will enable you to talk about yourself and what you need to continue your caring role. This assessment will be carried out by a Care Manager. You will be asked questions about the things you have to do as a carer and how you cope with this. This assessment will also provide you with information on help and assistance that may be available.

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Young Carers

Young carers are children and young people under 18 years of age who look after someone who is ill, has a disability, is experiencing mental distress or is affected by substance misuse. Young carers may carry out, often on a regular basis, significant or substantial caring tasks, taking on a level of responsibility for the person they care for, which is inappropriate for their age or development.

Financial assistance for carers

A carer's assessment will enable you to talk about yourself and what you need to continue your caring role. This assessment will be carried out by a Care Manager. You will be asked questions about the things you have to do as a carer and how you cope with this. This assessment will also provide you with information on help and assistance that may be available.

It may be possible to receive a carer's allowance payment if you care for someone for at least 35 hours a week and receive certain benefits. However, it is important to note that this can affect the benefits that you or the person you care for receives.

Tips for looking after your needs:

- Try to eat regularly and exercise when you have the opportunity
- Monitor your sleep and ensure you have enough rest.
- Know when you need a break. Try to take some time to yourself to do things you enjoy.
- Balance your daily activities and cut down on non-essential tasks
- Seek support and talk to friends, family or join a local carer's support group
- Look after your back, carers often suffer from back pain.
- If you begin to feel low, you can speak to your GP, or self-refer to an IAPT service for talking therapy
- Do not put too much pressure on yourself

Safeguarding yourself and the person you care for

Caring for someone can be rewarding but it can also be very tiring, putting a lot of demand on your physical and emotional energy. When you are simply coping day-to-day and responding to the needs of others, it's easy to forget your own health needs.

Carers hurt or at risk from the person they care for, might be physically or emotionally abused. Sometimes it is difficult to acknowledge that you are being harmed, especially if it is by the person you care for.

If you don't feel safe with the person you care for, it is important to tell a health or social care professional and get help.

A carer who is isolated and not getting any practical or emotional support can be at greater risk of harm. Carers can access advice service and a list of local services is included in the back of this leaflet.

Drugs and alcohol services

Services and support

Our services offer many different types of support for people with drug or alcohol problems living in Camden and Islington.

Everyone receives a comprehensive assessment and care plan at the start and regular reviews throughout treatment.

The treatment menu includes:

- 1:1 and group work
- Opiate substitute prescribing (e.g. methadone, buprenorphine)
- Blood borne virus (BBV) testing
- Counselling and psychological therapy
- Family and couples sessions
- Complementary therapies
- Community detoxification
- Assessment for residential detox and rehab
- Specialist 'club drug' Grip clinic
- Needle exchange
- Relapse prevention
- Mutual aid (NA, AA and SMART)
- Overdose prevention (including naloxone)
- Dual diagnosis support for people with substance misuse and other mental health problems
- Housing advice and support
- Domestic violence support
- Welfare advice
- Training, qualifications and employment support
- Volunteering placements
- Opportunities for service user involvement in the Trust
- Service user support groups

Confidentiality and information sharing

We record information about our service users and their treatment, and we store this information securely. A service user needs to give their consent for us to be able to talk to their carer or family about their treatment.

Staff may need to share information without the service user's consent, if there is a risk of serious harm.

People who work in Substance Misuse Services

A range of staff work in our substance misuse services:

Specialist Practitioners and Recovery Workers come from a variety of backgrounds, including personal experience of substance misuse and recovery but all have extensive training and experience working with substance misuse. The practitioners work with service users to help them reduce their substance use, become stable in their lives and work towards abstinence or long term stability.

Clinical Nurse Specialists provide expert advice related to specific conditions and treatment pathways. They may also have prescribing responsibilities and offer screening for Hepatitis A, B and C and human immunodeficiency virus (HIV) as well as offering investigations such as liver function testing. They can also provide vaccinations for Hepatitis A and B.



Social Workers/Care Managers assess service users for residential detox and rehabilitation treatment. Social workers also support families and conduct carer's assessments and arrange personal budgets to help the person and their carer to get support with local groups/activities.

Psychiatrists work with service users to assess, manage and treat mental health problems arising from, or complicated by, the misuse of substances. Psychologists and counsellors work with service users and their families to help them learn to cope more effectively



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Pharmacists oversee the prescribing aspect of our services and provide on-site dispensing of opiate substitute medication.

Administrative staff greet service users at reception, make sure our services keep proper records and keep our services running smoothly.

All our services have a number of assistants, trainee therapists and student nurses.

What to do in a crisis?

If the person you care for goes into crisis, and you are in any doubt call 999/112. 112 is the international emergency number and will reach emergency services in most countries.

Overdose protection

If the person you care for has taken heroin, methadone or another opiate and overdoses don't assume they will come round.

When someone has overdosed they can look and sound like they are asleep. Always check when you hear snoring that the person is actually asleep and not in an overdose situation. Snoring/rasping can be an indication of breathing difficulties. The time gap between a person taking (e.g. injecting) drugs and slipping into an overdose and can vary from a few minutes to several hours.

The signs and symptoms of an opioid overdose:

- Small, pinpoint pupils (indicates opioid use)
- Pale skin colour
- Bluish tinge to lips, tip of nose, eye bags, fingertips or nails
- No response to noise (when the helper 'shouts' at the casualty and gets no response)
- No response to touch (shoulder shake, ear-pinch)
- Loss of consciousness i.e. the suspected overdose casualty cannot be woken
- Breathing problems:
 - Slow/shallow or infrequent breaths
 - Snoring/rasping sounds
 - Not breathing at all

Naloxone



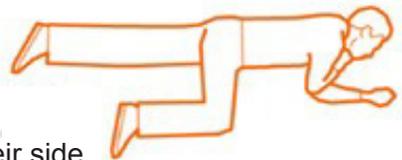
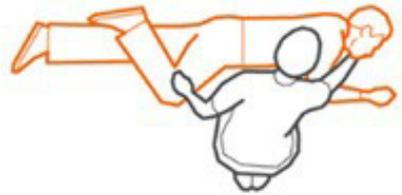
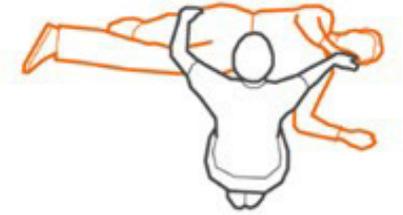
Naloxone is a temporary antidote for opiate overdose, providing more time for an ambulance to be called and treatment to be given.

If the person you care for uses heroin, methadone or other opiates, ask your local drug treatment service to give you Naloxone and training in how to use it.

Recovery position

If the person you care for is unconscious but is breathing and has no other life-threatening conditions, place them in the recovery position.

- Open their airway by tilting the head and lifting their chin.
- Lay them on their side and straighten their legs.
- Place the arm nearest to you at right angles to the body.
- Pull the arm furthest from you across their chest and place the back of their hand against the cheek nearest to you
- Get hold of the far leg just above the knee and pull it up, keeping the foot flat on the ground.
- Keep their hand pressed against their cheek and pull on the upper leg to roll them towards you onto their side.
- Tilt the head back so they can breathe easily.
- Their hip and the knee of the upper leg should be bent at right angles.



Call 999/112 and ask for an ambulance. Stay with them until the ambulance arrives.

Useful contacts

Local support for carers

Camden Carers Centre

Address: 293-299 Kentish Town Road, NW5 2TJ Phone: 020 7428 8950/55

Website: www.camdencs.org.uk

Offers advice, support and activities for family and unpaid carers across the borough

Camden Carers Support Group (Substance Misuse)

Address: The Margarete Centre, 108 Hampstead Road, NW1 2LS

Phone: 020 3317 6012/6000

A group that provides support for those who carry out carer roles within the community

Some Space – (Supporting Families and Partners of Addicted Others)

Address: 184 Royal College Street, NW1 9NN Phone: 020 7485 2722

Mobile: 07500 220735

Website: www.somespacecamden.com

Families, partner's carers of people affected by someone else's drug or alcohol use, Camden residents over 16

Islington Carers Hub

Address: 9 Manor Gardens, London, N7 6LA

Phone: 0800 085 1141 (Freephone) or 020 7281 3319

Website: islingtoncarershub.org/

Offers advice, support and activities for family and unpaid carers across the borough

Solace

Phone: 0808 802 5565

Men's Advice Line

Phone: 0808 801 0327

Local support for young carers

Camden Carers Centre

Address: 293 – 299 Kentish Town Road, London, NW5 2TJ
Phone: 020 7428 8950

CASA Family Service

Address: 86 Durham Road, London, N7 7DT
Phone: 020 7561 7490

Families First Islington

- 85 – 88 Holland Walk, London, N19 3XS
 - St Luke's Centre, 90 Central Street, London, EC1V 8AJ
 - The Exchange, Watkinson Road, N7 8DE
- Phone: 020 7527 4343

Elfrida Rathbone Family and Youth Resource Centre

Address: 7 Dowdney Close, off Bartholomew Road, NW5 2BP
Phone: 020 7424 1601

Camden Substance Misuse Treatment Services

North:

Address: 5 Daleham Gardens, NW3 5BY Phone: 020 3317 6400
Website: www.candi.nhs.uk/services/north-camden-drugs-service-response

South:

Address: The Margarete Centre, 108 Hampstead Road, NW1 2LS
Phone: 020 3317 6363
Website: www.candi.nhs.uk/services/south-camden-drug-service

Camden Specialist Drugs Services (CSDS)

The CSDS delivers focused interventions with clear treatment outcomes to combat drug misuse, improve mental health and wellbeing, and enable a service user to achieve recovery. Service users will be provided with substitute medication, such as methadone and buprenorphine, talking therapies, psychiatric assessments, assessments for residential detox and rehabilitation, testing and vaccination for hepatitis as well as general support and advice.

Grip - Specialist Stimulant & Club Drug Service

Grip – Specialist Stimulant & Club Drug Service

Address: The Margarete Centre, 108 Hampstead Road, NW1 2LS

Phone: 020 3317 6000

Website: www.candi.nhs.uk/services/grip-club-drugs-service Based at the Margarete Centre, Grip is part of Camden Specialist Drug Services and offers support to those

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Address: 184 Royal College Street, NW1 9NN Phone: 020 7485 2722

Website: www.changegrowlive.org/content/184

A community drug service offering structured interventions to adults living in Camden.

Integrated Camden Alcohol Service (ICAS)

Address: 7-8 Early Mews, Arlington Road, Camden Town
NW1 7HG

Phone: 020 3227 4950, 24-hour Freephone Advice and Referral line
0300 303 2420.

Website: www.icascamden.org.uk/

A community alcohol service offering structured treatment, advice and support. Key work sessions, group work and complementary therapies available Referrals to detox and residential programmes are available.

Islington Substance Misuse Treatment Services

CASA Alcohol Service

Address: 332C Goswell Road, EC1V 7LQ Phone: 020 7833 9899

Website: www.blenheimcdp.org.uk/services/casa-alcohol-service/

Offers free and confidential service with a wide range of options for support according to individual need

CASA Family Service

Address: 86 Durham Road, London, N7 7DT Phone: 020 7561 7490

Website: www.blenheimcdp.org.uk/services/casa-families-partners-and-friends/

Service which helps children, young people & families affected by parental alcohol or drug use

ISIS Islington

Address: 99-101 Seven Sisters Road, N7 7QP Tel: 020 7561 3310

Website: www.changegrowlive.org/content/isis-islington

For those wanting treatment and support in relation to substance misuse.

Grip – Specialist Stimulant & Club Drug Service

Islington residents, who use club drugs can also access treatment at the Camden-based Grip Service, see the Camden listing for details.

Islington Drug and Alcohol Specialist Service

IDASS North

Address: 592 Holloway Road, N7 6LB Phone: 020 3317 6240

Website: <http://www.candi.nhs.uk/our-services/islington-drug-and-alcohol-specialist-service-idass>

IDASS South

Address: 309 Gray's Inn Road, King's Cross, WC1X 8QS Phone: 020 3317 6650

Website: <http://www.candi.nhs.uk/services/islington-specialist-alcohol-treatment-service>

The service offers assessment and recovery focused treatment for people with complex substance misuse problems. Service users are offered substitute medication, alongside 1:1 and group work interventions, helping to reduce their drug and alcohol use and achieve and maintain abstinence. Testing and vaccination for blood borne viruses like Hepatitis B is provided. The services also offer psychiatric assessments as well as assessments for residential detox and rehabilitation.

Helplines

Carers Trust

Phone: 0844 800 4361

Website: <https://www.carers.org/>

Carers Trust works to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems. The charity aims to ensure that information, advice and practical support are available to all carers across the UK.

Carers UK

Phone: 0808 808 7777

Website: <http://www.carersuk.org/>

Carers UK are a national membership charity for carers that are both a support network and a movement for change.

Young Minds Parents Helpline

Phone: 0808 802 5544 (Open 9:30-4:00pm, Monday-Friday) Website: www.youngminds.org.uk/for_parents/parent_helpline

Useful words

During your engagement with substance misuse services in Camden or Islington, there are some words which are helpful for you to know:

Dual Diagnosis - Refers to co-existing mental health and alcohol and/or drug problems.

Harm reduction - Policies or programmes that focus directly on reducing the harm resulting from the use of alcohol or drugs. This might include “Substitute prescribing”, in which we prescribe drugs like methadone to help people reduce and stop use of street drugs like heroin.

Relapse - A return to drinking or other drug use after a period of abstinence.

This information can be made available in alternative formats, such as easy read or large print, and may be available in alternative languages, upon request. Please contact Shabir Abdul at equalityanddiversity@candi.nhs.uk or on **020 3317 7170**.