

Wear Recovery

Sunderland Integrated Drug and Alcohol Service



Wear Recovery

Service User Information Leaflet



Service provided by Cumbria, Northumberland,
Tyne and Wear NHS Foundation Trust,
Humankind and Changing Lives

Wear Recovery – Sunderland Integrated Drug and Alcohol Service

Wear Recovery is a dedicated service for anyone in Sunderland experiencing problems with drugs and alcohol. We are here to help you get well and stay well.

We believe recovery from addiction and substance misuse is possible for everyone, and we're here to help you achieve it. Our aim is to make recovery a reality in Sunderland – whether you're dealing with problematic drug or alcohol use or helping support others that are.

We offer the following support which is tailored to help you on your recovery journey:

- Harm reduction – safer injecting support and needle exchanges
- Abstinence programmes – group and community-based 12 step programmes
- Medical support including prescription of substitute medications and supporting detoxification programmes
- A dedicated Recovery Co-ordinator to motivate and support you through every stage of your recovery journey
- Recovery support – ongoing services to help with your next steps into employment, housing and health

We are here to support you, however long your recovery journey takes.

How can Wear Recovery help me?

Whatever your experience and whatever stage you're at, we can help you plan a route towards recovery and well-being. Wear Recovery is here for anyone who:

- Worries about their drinking or drug use
- Feels their drinking or drug use is out of control
- Is experiencing medical or mental health problems because of their drinking or drug use
- Thinks their drinking or drug use could be having negative effects on their family and friends

We can work with anyone from Sunderland who is 18 years old or over and wants support.

How do I access Wear Recovery?

There are two main ways to access the service. You can either contact us directly yourself or you can ask your GP or another professional to make a referral for you. To do this you need to ring the main Wear Recovery contact number **Tel: 0800 234 6798**

We can also take referrals from carers of people experiencing problems with drugs and alcohol with their consent.

What happens next?

Once we've taken your name and contact details you'll then be contacted by one of our Recovery Co-ordinators to arrange an initial appointment. The Recovery Co-ordinators provide one to one support to help you build a Personal Recovery Plan which addresses your short-term and longer-term recovery needs. They'll stay with you throughout the recovery journey, providing help and support at each stage along the way.

What sort of things does Wear Recovery provide?

Our aim is to help you get well and stay well. To help you do this we provide a range of services including:



Whether you use some of these services or all of them your Recovery Co-ordinator will also provide access to:

- Motivation support and interventions
- Interventions to help you change problematic behaviours
- Family and friends support programmes
- Peer support from Recovery Peer Mentors with their own experience of recovery from addiction

In addition to utilising local community resources the service will be delivered from three key Recovery Hubs:

- 4-6 Mary Street, Sunderland, Tyne and Wear, SR1 3NH
- Vermont House, Concord, Washington, Tyne and Wear, NE37 2SQ
- Empire House, 62 Newbottle Street, Houghton-le-Spring, Tyne and Wear, DH4 4AJ

Each Hub will offer the full range of service including clinical, coordination and psychosocial interventions.

Interpreters and accessibility

If you would like an interpreter, staff will be able to help you to get one.

What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website www.cntw.nhs.uk (click on the 'Contact Us' tab)
- telephone the Complaints Department Tel: 0191 245 6672
- email complaints@cntw.nhs.uk Please note that information sent to the Trust via email is sent at your own risk
- We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.

You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at www.cntw.nhs.uk/poy
- complete a Points of You survey, available on wards, reception areas or from staff.

Useful contacts

- **Al-anon**

Tel: 020 7403 0888 (10am-10pm 365 days a year)

- **Alcoholics Anonymous**

Tel: 0800 9177 650 (24 hour, 7 days a week)

- **Narcotics Anonymous**

Tel: 0300 999 12 12 (24 hour, 7 days a week)

- **Families Anonymous**

Tel: 0845 1200 660 (weekdays 1pm-4pm and 6pm-10pm, weekends 2pm-10pm). Provides support for friends and family.

- **Sunderland Carers Centre**

Tel: 0191 549 3768 (9am – 5pm, Mon to Fri)

- **Samaritans**

Tel: 116 123 (24 hour, 365 days a year)

- **Sunderland Area Parent Support (SAPS)**

Tel: 0191 520 3444



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