

What are the aims of Torbay Drug and Alcohol Service?

- To support people in their personal recovery from their substance use.
- To enable individuals to build a brighter future for themselves.
- To reduce the harm that substances cause to the person, their families and the wider community.



What do we do with your personal data?

All staff that handle your data have a common law duty of confidentiality and are required, by law, to abide by the terms of the General Data Protection Regulation (2018), which was brought into UK law by the Data Protection Act (2018).

We are required to keep and provide some statistics to help in the planning and delivery of Drug & Alcohol Services. We collect minimal personal information about you to allow us to do this. In providing this information to others we make sure that it does not identify you personally. For more information please contact 01803 604330.

What do we offer?

- Drug and alcohol assessments for adults (18+) – this includes the full range of prescribed, legal, illegal and over the counter medication.
- A named Recovery Coordinator.
- A named peer support volunteer.
- Structured psychosocial interventions on a 1:1 and group work basis.
- Healthcare assessments.
- Volunteering opportunities.
- Blood Borne Virus Testing (Hep B/C and HIV) and Hep B immunisation.
- Access to a Specialist Health Visitor to support families.
- Assessment and referral to community based residential rehabilitation programmes.
- Assessment for prescribing interventions including stabilisation, detoxification and reduction programmes.
- Signposting and advice.
- We can supply Naloxone, an antidote used to reverse the effects of a heroin overdose, and provide training on how to use it.
- Torbay Friends and Family Support offer phone support, drop-in sessions, group meetings, structured courses and confidential 1:1 sessions. For more information please contact 01803 291129.

How do I make a referral or get some advice?

To access the Support of Torbay Drug and Alcohol Service please call us on:

01803 604334

You can also call or text on:

07825027845

To self-refer 'online' please use:

www.torbayandsouthdevon.nhs.uk

then search for

Torbay Drug and Alcohol Service

Once your referral has been received you will be booked in for a Triage Assessment over the phone.

'Face to Face' triage appointments are available but only in certain circumstances.

What are your rights?

- Assessment of individual need
- Access to specialist services (National target is 3 weeks from referral), and the right of immediate access on release from prison
- Full information about treatment options and informed involvement in making decisions concerning treatment
- An individual care plan and participation in the writing and reviewing of that care plan
- Respect for privacy, dignity and confidentiality, and an explanation of any exceptional circumstances in which information will be divulged to others
- Referral for a second opinion, in consultation with a GP, when referred to a consultant
- A written statement of service user's rights
- The development of service user agreements, specifying clearly the type of service to be delivered and the expected quality standards
- The development of advocacy
- An effective complaints system
- Information about self-help groups and user advocacy groups

Are there other support agencies?

- The Jatis Project—Abstinence based supported accommodation and Group Work
- SMART Recovery
- Narcotics Anonymous
- Alcoholics Anonymous
- Access to Breaking Free Online

Please ask your Recovery Coordinator for contact details.

This document can be made available in other languages and formats. For more information telephone

01803 219700



www.torbayandsouthdevon.nhs.uk/



TorbayAndSouthDevonFT



@TorbaySDevonNHS

25468 V2/Community/TSDFT/07.22/Review date 07.24



Torbay and South Devon
NHS Foundation Trust

PATIENT INFORMATION

Torbay Drug and Alcohol Service:

Are you worried about your, or someone else's, drug or alcohol use?

This leaflet provides a general overview of what support is available to you from Torbay Drug and Alcohol Service.

Torquay Drug and Alcohol Service
Walnut Lodge
Walnut Road
Chelston
Torquay
TQ2 6HP

Tel: 01803 604330



Working with you, for you