

Alcohol and Drug Recovery Services

Patient Information Leaflet



What are Community Based Alcohol and Drug Services?

Community Based Alcohol and Drug Services have Health and Social Work Alcohol and Drug Staff within one team. If you make an appointment with the service, the most appropriate staff will support you to address your alcohol or drug problem in a setting near you. Staff working within the service include addiction workers and nurses as well as doctors, psychologists and occupational therapists.

These services may be known to you under different names and this may depend on which part of the health board you live.

These names include:

- Alcohol and Drug Recovery Services (ADRS)
- CATs (Community Addiction Teams)
- Integrated Teams
- Alcohol and Drug Services
- Addiction Services

The Community Based Alcohol and Drug Services were developed to:

- Bring services closer to your home
- Provide faster access to a wider range of more intensive support
- Improve information sharing and communication, so that you don't have to provide different members of staff with the same information
- Involve you in the planning and decision making around the type of support, treatment and care you receive

We want to involve you at every step to make sure the treatment is right for you. We will:

- Develop a support and treatment plan in partnership with you, which is based on your needs and identified through assessment.
- Help you to think about how alcohol or drugs are affecting your life, family, friends and those you have responsibility for.
- Listen to you and use your suggestions to try and improve the services we deliver.
- Ask for your opinion on the service you receive.

What will the services provide?

- Assessment, planning and review of your care.
- Harm reduction information and support.
- One-to-one support and advice.
- Access to group work – coming together with other service users to discuss common issues within a supportive environment.

Our services support lots of people who have issues with alcohol and/or drugs and we strive to make sure that the support each person receives is suited to their individual needs. We will also provide:

- Support with the physical and mental health problems that alcohol and/or drugs may be causing or contributing to. For example, this may include help with diet and nutrition or supporting access to specialist care when your physical and mental health needs are more severe.
- Support your family or people who care for you to understand, and how to cope with the problems caused by alcohol or drugs.
- Help for the people who rely on you – especially children, who are affected by the use of alcohol or drugs.

- Further help from different staff or agencies if you agree this is necessary, such as hospital care or residential rehabilitation. We can also help you to get in touch with services that will help you get into training and employment.

About my appointment

Your appointment helps us to safely prepare you to make changes to your drinking or drug use, and identify any area where we can help you improve your general health. We do this through an assessment.

To safely assess which treatment options are best for you, we will need to learn about your alcohol and drug history, your medical and surgical history and also your lifestyle such as smoking and diet.

Assessments are usually carried out at a local clinic but sometimes a home visit can be arranged.

What happens at my appointment?

If your appointment is in-person, on your arrival at the clinic, you will be asked to confirm your name, address, contact details and GP details.

If you need an interpreter, this will have been arranged for you.

You will be greeted by a member of staff who might ask to do some routine checks such as your height, weight, blood pressure, heart rate, blood tests and you may have some routine skin swabs taken. Some patients may also require a urine sample and breathalyser test.

You will then have a meeting with one of our team who will take a detailed history from you. This will include past and current alcohol and drug use, any current medication you take, and previous or current physical and mental health needs. You will also be asked about any children who may be affected by your alcohol or drug use and anyone you have to support you through your treatment.

The amount of time the assessment will take will depend on your history, and agreed needs.

Please **allow at least 45 minutes for this appointment** but also be aware that if further investigations are required it can take longer.

Our teams offer face to face assessment and support either in the service buildings or at home. However, in some circumstances, such as those experienced during the COVID pandemic, it may be necessary to do this by telephone or using NHS Near Me online.

What Happens Next?

After the assessment, you may be given information about

- medication advice.
- a drinking diary.
- changing your drinking safely.
- planning for a detox.
- further information about your care plan.
- details of your local recovery hub services.

Can I bring someone with me?

You can usually bring a family member or friend for support and with your consent, they can be included in the assessment process.

As the appointment can be quite long, it's best not to bring children with you unless you have someone who can sit with them in the waiting area.

What to expect

Our staff will be welcoming, friendly, courteous, and helpful and treat you with respect and listen to your opinions and views very carefully. All our staff will be experienced in working with people with alcohol or drug problems and their families and carers.

Where do I go?

There are services across the Greater Glasgow and Clyde area, and the address and phone number for local teams can be found on the back of this leaflet. You will be asked to attend a service in the area where you live.

If you are unable to travel to your local service for any reason, we can arrange to meet you in another venue, or we can visit you at home. We may also be able to offer you an appointment online using NHS Near Me.

What are the opening hours?

Most services are open normal office hours (Monday to Friday 9am-5pm) but there may be differences across each team. You will be told about opening hours when you get in touch with us.

Many of our services can be open in the evening and appointments can be arranged if required.

Consent

We will always speak to you about what is involved in your care and ensure you are involved in making decisions about it. To ensure you receive the best possible care, we may need to share your information with a range of other professionals such as your GP or social worker as appropriate. We will speak to you about this if necessary.

What if I'm not happy with the service?

We have a complaints procedure here <https://www.nhsggc.org.uk/get-in-touch-get-involved/complaints/> that you can follow if you feel you have not received the service you expected.

If we cannot sort your complaint out to your satisfaction through this procedure, you will then have the right to refer the matter to the Scottish Public Services Ombudsman by telephoning **0870 011 5378**.

You must do this within 12 months of first being told about the matter you are complaining about.

Glasgow City Alcohol and Drug Recovery Services

Alcohol & Drug Recovery Services North West:

ADRS Possilpark

Telephone: **0141 800 0670**

Address: Possilpark Health & Care Centre, 99 Saracen Street,
Glasgow G21 5AS

ADRS Drumchapel

Telephone: **0141 276 4330**

Address: 7-19 Hecla Square, Glasgow G15 8NH

ADRS Woodside

Telephone: **0141 800 0670**

Address: Woodside Health & Care Centre, 891 Garscube Road,
Glasgow G20 7ER

Alcohol & Drug Recovery Services North East:

ADRS Easterhouse

Telephone: **0141 276 3420**

Address: Westwood House, 1250 Westerhouse Road,
Glasgow G34 9AE

ADRS Parkhead

Telephone: **0141 565 0200**

Address: The Newlands Centre, 871 Springfield Road,
Glasgow G31 4HZ

Alcohol & Drug Recovery Services South:

ADRS Govan

Telephone: **0141 276 8740**

Address: Pavillion 1, Rowan Business Park, Ardlaw Street,
Glasgow G51 3RR

ADRS Castlemilk

Telephone: **0141 276 5040**

Address: 10 Ardenraig Place, Glasgow G45 9US

ADRS Gorbals

Telephone: **0141 420 8100**

Address: Gorbals Health & Care Centre, 2 Sandiefield Road,
Glasgow G5 9AB

ADRS Pollok

Telephone: **0141 276 3010**

Address: 130 Langton Road, Glasgow G53 5DP

Hunter Street Homeless Services

Telephone: **0141 552 9287**

Address: 55 Hunter Street, Glasgow G4 0UP

Primary Care Alcohol Nurse Outreach Service (PCANOS) (Glasgow City, GP Attached):

North East

Telephone: **07879 431261**

Address: Newlands Centre, 871 Springfield Road,
Glasgow G31 4HZ

North West

Telephone: **07919 548196**

Address: Woodside Health & Care Centre, 891 Garscube Rd
Glasgow G20 7ER

South

Telephone: **07976 605662**

Address: Gorbals Health & Care Centre, 2 Sandiefield Road,
Glasgow G5 9AB

Renfrewshire

Renfrewshire Alcohol & Drug Recovery Services

Telephone: **0141 618 2585**

Address: Back Sneddon Centre, 20 Back Sneddon Street,
Paisley PA3 2DJ

East Renfrewshire

East Renfrewshire Community Addiction Team

Telephone: **0141 577 3368/4685**

Address: St Andrews House, 113 Cross Arthurlie Street,
Barrhead G77 1EE

(Encompasses both the Community Addiction Team and
Community Recovery Team)

West Dunbartonshire

West Dunbartonshire Addiction Services (Clydebank)

Telephone: **0141 562 2311**

Address: 120 Dumbarton Road, Clydebank G81 1UG

West Dunbartonshire Addiction Services (Dumbarton)

Telephone: **01389 812 018**

Address: Joint Hospital, Cardross Road, Dumbarton G82 8JA

East Dunbartonshire

East Dunbartonshire Alcohol and Drug Recovery Service

Telephone: **0141 232 8211**

Address: Kirkintilloch Health & Care Centre, 10 Saramago Street,
Kirkintilloch G66 3BF

Inverclyde

Inverclyde Alcohol & Drug Recovery Services

Telephone: **01475 715 353**

Address: The Wellpark Centre, 30 Regent Street,
Greenock PA15 4PB