

Social Services and Health, Drugs and Alcohol team

This leaflet explains the process of our team



Preparation Stage

★ Self Referral

Our team requires people to make a self referral. This can be done by in 2 ways, either by making a duty appointment to come into college house or telephoning the office in duty hours on 0117 9224747. A self referral will take approximately 30 minutes. Our duty hours are Monday, Tuesday, Wednesday, Thursday 1:30pm - 4:30pm and Thursday 10am - 1pm.

★ Personal Plan Letter

This is the first letter you will receive from us following your referral. It has contact information for organisations in Bristol that run groupwork programmes, and explains that taking part in a group is part of your preparation for rehab. It also asked you to contact your GP to discuss substitute prescribing and/or detox, if you require this.

★ Preparation Group

You will be asked to attend one preparation group, which will be run by someone from our team. The group is used to explain our team process and what you can expect from our service. It is a chance for you to ask any questions that you may have. The group last 1 ½ hours and there will be a maximum of 11 other people at the group.

★ Phone back within 7 days

After you have attended the preparation group we ask that you call the office to confirm that want to continue with your assessment to our team. At this point your name will go onto a waiting list and Martha (our preparation social worker) will call you when an appointment becomes available. If we do not hear from you within 7 days, we will assume that you do not feel our service is appropriate for you and will send you a letter with details for re-referral if/ when you feel this appropriate.



★ 1 to 1 preparation appointment

When an appointment becomes available our preparation Social Worker will contact you to arrange a date and time when you are able to come into college house and meet with her. In your 1 to 1 you will go over your initial referral in more detail, and will discuss your current group work and detox plans and also what you feel your needs are in relation to a rehab placement.

★ Group work with other agencies

Our team does not run any groupwork, but we liaise regularly with organisations such as BDP, who do provide groupwork programmes. We ask people to take part in groupwork as part of their preparation for going into rehab. This is a way of showing motivation towards addressing your drug or alcohol uses and is also a way of getting used to being in a group (as you will be at rehab)

★ Arrange a prescription & detox (if needed)

Our team is not able to provide a prescription or usually provide your detox. This needs to be arranged via your Doctor who can refer you to Bristol Drugs Project, Bristol Specialist Drugs Service or The Robert Smith Unit. Or you could refer yourself to the Salvation Army. We liaise with these services so that when you have a place in Rehab, your last day at detox is the same as your first day in rehab. Most people do their detox in a different place to their rehab. If someone has a particular reason why they feel this would not be appropriate for them some rehab have the facilities to provide a detox as well.

★ Keep in touch.

It is really important that you stay in touch with us. Let us know if your address or phone number changes at anytime. If we are unable to contact you we will notify you by post and ask you to contact us within 14 days. If we have no contact from you we will have to close your referral and you

will have to re-refer.



Care Management

★ Go onto allocation list

Once you have been attending group work regularly and you have agreement from a detox provider that they will provide your detox, Martha will put your case onto the allocation list. The length of time you are on this list varies for every individual.

★ Allocation to stage 2 Social Worker

Every Wednesday we have a team meeting to look at the referrals awaiting allocation. During this meeting each Social Worker will inform the team whether, their caseloads is full or that they are able to start working with a new person. When a social worker feels they are able to do this they will begin working with the person at the top of the list. The Social Worker (or the Customer Services Officer) will contact you to let you know that they are your new social worker and arrange an appointment to meet with you.

★ Further detailed Assessment

Once you have been allocated to a Social Worker you will meet with them up to 3 times to complete a detailed assessment form. During this assessment you will discuss in greater detail what kind of rehab you feel you need, and consider the options available to you. You will be asked to contact the rehab's that you would like to visit. The guideline for completing this assessment form is 25 working days.

★ Care management by Social Worker

During and after your assessment your social worker will be in contact with all the relevant people involved in your care, to co-ordinate your admission to rehab. Your Social Worker will liaise with the rehab's you contact and provide you with up to 3 travel warrants to go and visit them. When you have chosen a rehab they will co-ordinate your end date of detox with your start date of rehab.



★ Complete planned Detox

Once you have agreed dates with both your detox provider and your rehab you will be ready to start your detox. Start your detox on the planned start date and complete the detox programme.

★ Rehab Placement

You and your Social Worker will arrange transport from your detox to your rehab, where you will begin your placement. During your placement your social worker will come to see you to review your situation and how you are getting on in the rehab. You will also discuss issues of secondary treatment, resettlement and forms of community support you can access once you have completed the placement.

★ Community & other forms of support

Following your review, you will have an idea of what services you wish to access once you leave rehab (e.g. attending community based relapse prevention groups). Your Social Worker will offer you support to link in with these services and can also cover some travel costs.

★ Resettlement

When leaving rehab you may feel that you want to return to your previous accommodation or that you want to move to somewhere else in the same area or a different area. Following your assessment and your reviews your Social Worker should be aware of this, and will offer you support to link in with the appropriate services.

For more information please contact Becky Evans on 0117 922 4747.

