

# **Substance Misuse Treatment Directory**

## ***Public Health Surrey***

September 2016

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## **Introduction to Surrey Public Health**

Public Health at Surrey County Council is responsible for commissioning best practice/evidence based treatment that improves the outcomes for individuals who want support to recover from their dependency.

The treatment system offers a person centred recovery approach which ensures appropriate support & information is available to drug and or alcohol users and their families.

For further information, please see contact details below:

**Email:** [public.health@surreycc.gov.uk](mailto:public.health@surreycc.gov.uk)

**Telephone:** 020 8541 7976

Public Health  
Surrey County Council  
Public Health - Room G55  
County Hall  
Penrhyn Road  
Kingston Upon Thames  
KT1 2DN

# **Surrey's Substance Misuse Treatment System**

## **Glossary**

### **Open access services:**

Advice, information and support to drug & alcohol users, their families and carers. Open access services allow people to drop-in (no appointment required) or telephone directly for an appointment.

### **Self help & mutual aid:**

Self help/mutual aid groups offer individuals an opportunity to receive/provide support via their peers. Groups are available across the county and are delivered through established SMART Recovery and Fellowship network.

### **Carer/Significant other groups:**

These groups provide support to partners, families and carers of drug/alcohol users and represent the carers/significant others voice in planning and delivering drug/alcohol services.

### **Structured treatment services:**

Ongoing support for drug and alcohol users who want support to change their high risk or dependent use; interventions may be clinical, therapeutic and/or practical. Support is provided through a care plan which indicates the goals and aspirations of the service user.

### **Residential and inpatient treatment services:**

High level support delivered in a residential setting. This may be delivered through a rehabilitation or detoxification programme, or a combination of both.

### **Aftercare services:**

Follow-on/integrated support for drug/alcohol users who have been through structured treatment, released from custody or post-rehabilitation.

## **Recording Information**

Personal information about service users is recorded and stored by drug services in line with the Data Protection Act 1998. Information may be shared, with the permission of the service user, with other appropriate treatment services. The service receiving the information is bound by confidentiality and will only use the information for treatment purposes. With permission, data will be sent in aggregated format to the National Drug Treatment Monitoring System (NDTMS) and to Surrey's Treatment Information System (HALO). HALO is a client focused application providing managed sharing of client data from a central data store.

## **Confidentiality**

Confidentiality enables an open relationship between the service user and drug service professional. However, information sharing is also central to providing the service user with a seamless treatment journey which meets their needs and reduces the risk of harm to themselves and others. Information may need to be shared between agencies when service users are in contact with multiple agencies and when care is transferred from one agency to another.

Service users must receive an explanation of confidentiality at the outset of a treatment episode. As part of the assessment process the drug worker and service user will establish which personal information should be shared with other agencies and for what purpose. This may be revisited and revised as part of the care planning process.

No drug treatment service can offer absolute confidentiality. Drug services will have clear policies on how assessment processes and care plans should be shared. They will also have policies on confidentiality, informed consent and information sharing. The limits of confidentiality must be explained early so that relationships between drug workers and service users are based on an appropriate understanding of these issues. A service user's confidentiality may be broken in exceptional circumstances. Examples of such circumstances include:

- To protect children, in which case, Surrey's child protection procedures will be followed
- As a duty to the Courts
- To minimise the risk of serious harm to the service user or another person

Service users should be explicitly advised of their rights with regard to confidentiality including their right to access the information that is held on them.

## **Assessment**

All service users with drug and or alcohol problems referred to a treatment service in Surrey will be offered an initial assessment. The initial assessment is part of the record of care and is stored in line with the Data Protection Act 1998 and service protocols. The assessment will include:

- A brief assessment of the drug/alcohol problems
- An indication of what, if any, specialist drug and or alcohol treatments and interventions the service user is likely to benefit from
- A risk assessment
- An interim care plan including onward referral to services
- A set of data which satisfies the reporting requirements of NDTMS and HALO

Assessment processes will always include a risk assessment. Assessing risk provides information that will inform the care planning process. Substance misuse risks that may need to be prioritised in assessment and care planning include risks around overdose, safer injecting and blood-borne virus transmission. Wider priorities identified may include risk related to vulnerability, self harm or harm to others.

A comprehensive assessment will be conducted at the outset of a treatment episode. Comprehensive assessment underlies planning and delivery of structured treatment and other interventions. It may be undertaken by the drug worker and service user or in conjunction with other professionals or services.

The result of the assessment process will be the development of a comprehensive care plan, describing the planned agreed actions aimed at addressing the needs and goals identified as part of the initial and ongoing comprehensive assessment.

## **Care Planning**

All service users will contribute and own a written care plan which is developed and reviewed on a regular basis with them. Care plans should be user-focused and made available in written format to users by service providers. Care planning is good practice and a requirement of all drug and or alcohol treatment.

The care plan must:

- Set the goals of treatment and milestones to be achieved (taking into account the views and treatment goals of service users and developed with their active participation)
- Set goals in some, or all, of the four key outcome domains (physical health, psychological health, social and legal) to ensure that the focus is on a range of the service user needs
- Indicate the interventions planned and which service and professional is responsible for carrying out those interventions
- Make explicit reference to risk management and identify the risk management plan and contingency plans where needed
- Identify the engagement plan to be adopted with service users who are difficult to engage in the drug and/or alcohol treatment system
- Identify the review date

The care plan will also include:

- Service user name
- Key worker name
- Identified goals in relation to specific interventions planned
- Roles and responsibilities of key worker and service user
- Names and roles of other individuals/agencies identified in delivering care (eg. including the name of GP and pharmacy)
- Review date for care plan and risk assessment
- Service user signature
- Key worker signature

## **Harm Reduction**

We recognise that harm reduction is integral to Surrey's drug and/or alcohol treatment and criminal justice systems, and promotes a harm reduction approach to all services.

Effective treatment must also respond to the whole of an individual's health needs, including primary and secondary healthcare, alcohol use, prescription drug misuse, sexual health and dental health. It should also take account of the service user's housing, social and legal situations in offering a holistic package of support.

All substance misuse commissioned services, as part of their core business, employ evidence-based harm reduction initiatives to reduce drug and/or alcohol related harm to the individuals using their services.

## **Aftercare/Recovery**

Aftercare/Recovery is a holistic package of support put into place during, or at the end of an individual's treatment journey.

The primary aim of aftercare is to ensure that treatment gains are sustained by supporting effective recovery. This can present in the form of training, education, employment, introducing the individual to self help groups such as 12-Step Fellowship or SMART Recovery. It is also essential to help individuals re-establish old hobbies/interests to promote social interaction, build confidence and create healthy relationships.

## **Advocacy**

The aim of Generic Advocacy Services is to provide professional advocacy for people of working age and above (18+) with past or present drugs and or alcohol misuse. The expectation is that you will be known to, or engaged with a local treatment service and registered with a Surrey GP.

Referrals can be made by statutory and voluntary groups, although since the advocacy service can only work with individuals that agree - for this reason self referrals are preferable.

Support is given to service users to enable and empower them to have their voice heard, promote self-confidence, and develop skills so they can advocate on their own behalf. The work is issue-specific and generally short term- it is not a replacement for existing services

Advocacy can assist with a wide range of issues such as treatment/medication issues, support at meetings, probation, benefits, housing, debt, complaints, liaising with other organisations or professionals etc. Advocacy also provides links to specialist help such as solicitors, debt advice and support, Citizens Advice, etc and may assist clients to access these services where appropriate.

# **Adult-Specific Drug and Alcohol Treatment Services**

## **Advisory Service**

24hour manned confidential help line giving support and information to drug and alcohol users, their families and friends in Surrey.

### **Surrey Drug and Alcohol Care 24 Hour Helpline**

Website: [www.surreydrugcare.org.uk/](http://www.surreydrugcare.org.uk/)

Email: [info@surreydrugcare.org.uk](mailto:info@surreydrugcare.org.uk)



**Freephone 0808 802 5000**

**Free for mobiles**

**Area covered:** Countywide

#### **Overview:**

Surrey Drug and Alcohol Care Ltd (SDAC) is a confidential, non-judgemental service who are always available to listen. We can assess an individual's needs, explain the options and services available and refer to specialist treatment services.

**Services provided:** SDAC offers a 24-hour confidential help line giving support and information to drug and alcohol users, their families and friends in Surrey. SDAC is manned by trained volunteers who are available to receive calls at any time of the day or night for 365 days of the year, thereby providing a continuous service for those in need of help with addiction problems. SDAC is a registered charity and the service is free of charge.

# **Advocacy Services**

Advocacy for people with problematic drug/alcohol use

## **Matrix Advocacy**

Website: [www.surreyadvocacy.co.uk](http://www.surreyadvocacy.co.uk)

Email: [referral@surreyadvocacy.co.uk](mailto:referral@surreyadvocacy.co.uk)



### **Tel:**

#### **General enquiries**

01932 723759 (west)

0845 6436317 (west)

01372 205849 (east)

07554 519324 (sms only)

#### **Referrals**

0845 643 6316

01932 875116

**Area covered:** Surrey Wide

**Overview:** Surrey Advocacy Service is available to anyone with a current issue with drugs or alcohol who is engaged with i-access South West, i-access East or i-access North West Community Drug and Alcohol Teams (CDAT), or is an in-patient at Windmill House.

### **Services Provided:**

- Treatment/medication issues
- Support at meetings, probation, benefits
- Housing
- Debt
- Complaints
- Liaising with other organisations or professionals

### **The service is:**

- Confidential (although confidentiality may be breached in cases of harm to self or others)
- Impartial
- Non-judgemental
- For individuals
- Independent
- Free

## **Needle Exchange Services**

### **Surrey Community Pharmacy Needle Exchange Scheme**

Surrey Community Pharmacy Needle Exchange Scheme provides a confidential injecting equipment exchange service, including advice, support and referral into treatment services as appropriate.

To find a participating Pharmacy in your area contact:

**Lisa Byrne**

Community Pharmacy Drug Misuse Manager

Virgin Care Team  
Sheerwater Community Centre  
Blackmore Crescent  
Sheerwater  
Woking GU21 5NZ

**Tel:** 01932 355533

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## **Supervised Consumption Services**

### **Surrey Community Pharmacy Supervised Consumption Scheme**

Approximately 90 pharmacies across Surrey provide supervised consumption of methadone, Buprenorphine (Subutex) and Buprenorphine/Naloxone (Subuxone). Annual workshops and one-to-one induction training sessions are available to participating pharmacists.

For further details contact **Lisa Byrne – details as above.**

# Low Threshold Drug & Alcohol Treatment Services

Open Access Support for individuals requiring specialist interventions

## Catalyst

Website: [www.catalystsupport.org.uk/](http://www.catalystsupport.org.uk/)

Email: [info@catalystsupport.org.uk](mailto:info@catalystsupport.org.uk)

Twitter: @CATALYSTsadas



### Head Office (Referral Point):

14 Jenner Road  
Guildford  
Surrey GU1 3PL

**Tel:** 01483 590150

**Text (SMS):** 07909 631623

**Fax:** 01483 590160

**Opening hours:** Monday – Friday: 9.00am to 5.00pm Evenings and Saturdays by appointment

**Area covered:** Countywide Service – Delivery through 4 hubs

**Overview:** Catalyst offers drug and alcohol users across Surrey who want to change their lives, access support and reduce harm to themselves, their families and communities. We believe change is achievable when facilitated by skilled professional staff and volunteers offering a friendly, respectful, non-judgemental and personal approach.

### Services provided:

- Advice and Information on problematic Drugs and Alcohol
- Assessment & onward referral to specialist services
- Harm Reduction advice
- Needle Exchange
- 1 to 1 and group based interventions
- Preventative work around Blood-Borne Viruses – including onward referral for screening Hepatitis C/Vaccination for Hepatitis B
- Extended Brief Interventions (EBI)
- Self Help Mutual Aid Groups including SMART Recovery
- Overdose Prevention and other Harm Reduction courses
- Service User Involvement
- Carer & Significant Others support
- Tenancy Housing Support & Information
- Assertive Outreach for clients with Complex Needs (including dual diagnosis)
- Targeted work with individuals using Stimulants &/or NPS (new psychoactive substances)

## **Surrey-wide service via four hubs:**

**NB: All referrals to be made via Guildford head office by phone/fax only**

### **The Xchange – Drop In**

20 High Street  
Woking  
Surrey  
GU21 6BW

Tel: 01483 773242

Fax: 01483 740394

**Covers the Boroughs of:** Woking & Guildford

### **Walton ISIS Service**

Charity House  
1 Quintet  
Churchfield Road  
Walton-on-Thames  
KT12 2TZ

Tel: via Head Office 01483 590 150

**Covers the Boroughs of:** Spelthorne, Elmbridge, Epsom & Ewell and Runnymede

### **Redhill ISIS Service**

Grovehill House  
1-3 The Pavement  
Redhill  
RH1 6TW

Tel: via Head Office 01483 590 150

**Covers the Boroughs of:** Reigate & Banstead, Mole Valley & Tandridge

### **Camberley ISIS Service**

183a London Road  
Camberley  
Surrey  
GU15 3JS

Tel: 01276 409415

Fax: 01276 65112

**Covers the Boroughs of:** Surrey Heath & Waverley

# **Structured Drug and Alcohol Treatment Services**

Ongoing support for drug and alcohol users who want support to change their high risk or dependent use

## **i-access**

**Surrey and Borders Partnership Trust**

**Website:** [www.surreydrugsandalcohol.com](http://www.surreydrugsandalcohol.com)

**Tel:** 0300 222 5932

**Area covered:** Countywide – Delivery through 3 localities

**Overview:** i-access support people in Surrey who want help with their problematic drug use and those who are dependent on alcohol and want to stop or control their drinking. The main office is in Guildford although offer a Surrey wide service with clinics across the county.

Our multi-disciplinary team consists of doctors, nurse specialists, substance misuse specialists, recovery workers, counsellors, care managers, social workers, a Carers' Liaison Officer and administrators. All are highly experienced at helping people affected by drug and alcohol misuse and their families. We offer advice and information, one-to-one key-working sessions and group work to support individuals on their road to recovery.

### **Services provided:**

- Assessment
- 1 to 1 key working
- Self help mutual aid
- Peer mentoring
- Counselling
- Community prescribing
- Group work
- Advice and information
- Hepatitis A and B testing/vaccination and Hepatitis C testing
- Alcohol treatment for patients wanting either abstinence or non-abstinence

*See page 17 for i-access contact details and opening hours*



## **Surrey-wide service via three localities:**

### **i-access South West**

Laurel House  
Farnham Road Hospital  
Farnham Road  
Guildford GU2 7LX

**Tel:** 01483 450256

**Opening hours:** Monday, Tuesday & Friday: 9.00am to 5.00pm  
Wednesday: 9.00am to 7.00pm Thursday: 9.00am to 7.30pm

**Areas covered:** Guildford and Waverley

### **i-access East**

14 West Road  
Reigate  
Surrey RH2 7JT

**Tel:** 01737 230050

**Opening hours:** Monday to Friday: 9.00am to 5.00pm

**Areas covered:** Epsom & Ewell, Mole Valley, Reigate, Banstead & Tandridge

### **i-access North West**

Abraham Cowley Unit  
Holloway Hill  
Chertsey KT16 0AE

**Tel:** 01932 723309

**Opening hours:** Monday, Tuesday, Wednesday & Friday: 9.00am to 5.00pm;  
Thursday: 9.00am to 7.00pm

**Areas covered** Runnymede, Spelthorne, Woking, Elmbridge  
Surrey Heath (specifically Camberley & Frimley)

## In-Patient Services

High level support delivered in a residential setting. This may be delivered through a rehabilitation or detoxification programme, or a combination of both.

### Windmill House (i-access)

**Area covered:** Countywide



**Overview:** Windmill House is a specialist unit which provides 24-hour residential treatment and support to people who want to become abstinent from drugs and/or alcohol. As part of this Windmill House also offer a 4 week evidence-based, recovery focussed therapeutic programme during their stay.

As well as standard detoxification from single or multiple substances, the unit also manages individuals with complex needs such as:

- Mental ill-health
- Eating disorders or self-harm
- Pregnancy
- Physical health problems
- Learning disabilities
- Limited mobility

#### **Services provided:**

- 12 bedded, 24 hour in-patient stabilisation/detoxification unit
- Recovery orientated programme

## Structured Counselling

### Surrey Drug and Alcohol Care Telephone Counselling Service

Website: [www.surreydrugcare.org.uk/](http://www.surreydrugcare.org.uk/)

Email: [info@surreydrugcare.org.uk](mailto:info@surreydrugcare.org.uk)

**Freephone 0808 802 5000**  
(free for mobiles)



**Area covered:** Countywide

**Overview:** Surrey Drug and Alcohol Care provide telephone counselling to enable people who are unable to attend appointments the opportunity to engage with a counsellor for a structured 12-session programme at a time which suits them. Referrals are made by any of the services listed within the directory or by calling Surrey Drug and Alcohol Care directly. All phone calls to Surrey Drug and Alcohol Care are free and confidential.

# **Hospital Alcohol Liaison Services**

Services delivered by Alcohol Liaison Nurses (ALNs) in Surrey hospitals include:<sup>1</sup>

- Identification and medical management of patients with alcohol problems
- Liaison with community alcohol and other specialist services
- Education and support for other healthcare workers in the hospital
- Delivery of brief advice within the hospital.

The following Surrey hospitals have ALN services:<sup>2</sup>

## **Frimley Park Hospital**

Alcohol Nurse Specialist

01276 604604 x3209

Email: [margaret.parsons3@nhs.net](mailto:margaret.parsons3@nhs.net)

Alcohol Nurse Specialist

01252 649208/9

Email: [leesa.everett@nhs.net](mailto:leesa.everett@nhs.net)

## **St Peter's Hospital, Chertsey**

Alcohol Nurse Specialist

01932 872000 x6366 bleep 8790

Email: [jinniemccallion@nhs.net](mailto:jinniemccallion@nhs.net)

## **Royal Surrey County Hospital, Guildford**

Clinical Nurse Specialist – Alcohol Support

T: 01483 571122 x6623

M: 07790 943148

Email: [anthonygartland@nhs.net](mailto:anthonygartland@nhs.net)

Alcohol Liaison Nurse

01483 571122 ext 6623

Email: [sian.davies27@nhs.net](mailto:sian.davies27@nhs.net)

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<sup>1</sup> Model of delivery and service provision varies between acute trusts

<sup>2</sup> East Surrey Hospital and Epsom General Hospital are currently in the process of establishing alcohol services (correct at Sep

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## **Aftercare Services**

Aftercare, with its heavy focus on reintegration provides a range of support which offers life skills, access to/identification of social activities, support with employment, training and education, support accessing self help networks, all led by the individual's goals & aspirations.

### **Skills and Recovery Team**

Quadrant Court 2nd Floor  
35 Guildford Road  
Woking  
GU22 7QQ



**Tel:** 01483 519190

**Opening hours:** Monday – Friday: 9.00am to 5.00pm

**Area covered:** Countywide

**Overview:** The overall aim of the Skills and Recovery Team is to maintain treatment gains and facilitate effective reintegration.

#### **Services provided:**

- One to one support to facilitate service user's reintegration goals as set out in the service users care plan.
- Work to enable service users to participate in community activities such as education, training, employment, hobbies & social interests.
- Work to enable service users to develop their self awareness, social skills, budgeting skills & more to support independent living.
- Support to access self help mutual aid networks

#### **Referral Route:**

- Individuals engaged in structured treatment (i-access) should discuss referral with their key-worker
- Individuals can self refer if they have a history of drug use, please contact Windmill House or i-access for further information.

# **Criminal Justice**

Service Areas: Criminal Justice. Drugs / Alcohol

## **Change, Grow, Live (CGL) Integrated Offender Intervention Service**



Website: [www.changegrowlive.org.uk](http://www.changegrowlive.org.uk)

Email:

CGL [surrey.info@cgl.org.uk](mailto:surrey.info@cgl.org.uk)

Secure CJSM [surrey.info@cgl.cjsm.net](mailto:surrey.info@cgl.cjsm.net)

**Tel:** 01372 748350 (Single Point of Contact)

**Fax :** 01372 748350

**Custody cover:** 9.00am to 7.00pm

**Court Cover:** Monday to Friday 9am to 5pm, Saturday occasional court 9am-12.00pm

**DRR/ATR Programme Cover:** 9.00am to 8.00pm as required

**Opening office hours:** 9.00am to 5.00pm

**Out Of Hours Telephone/ Appointment line RoB/RA:** 24/7

**Area covered:** Countywide

**Overview:** Change, grow, live (CGL) is a social care and health charity that works with individuals who want to change their lives for the better and achieve positive and life-affirming goals. CGL has a philosophy of inclusion and assists in the continuity of care for all individuals either wanting to abstain from drugs / alcohol, or who want to reduce their usage. In Surrey, CGL provides a service to adults engaged in the criminal justice system and offers holistic support in addressing substance misuse issues progressing to sustained long-term recovery. CGL works closely with our partners in criminal justice including local prisons, courts, Surrey police, community safety networks and probation/community recovery companies to ensure a smooth transition for our service users into community services.

### **Services provided:**

- Arrest Referral provision in police custody suites and court cells across Surrey
- Structured treatment for Drug Rehabilitation Requirement (DRR) or Alcohol Treatment Requirement (ATR) court orders
- Single point of contact (SPOC), telephone number and secure email address
- Rapid prescribing appointments within 5 working days in partnership with i-access
- Case management undertaking, recovery assessment, risk assessment and care planning tailored to the individuals need
- Drug testing for those involved within the criminal justice system (CJS) and social services who are not engaged with treatment services
- Continuity of care between prison and community

- Foundations of recovery (FoR) programmes to promote change, growth and life in the community
- SMART groups within Surrey prisons
- Service user involvement and Recovery Mentor opportunities
- Assertive outreach services
- Providing Health & Wellbeing assessments and health plans with referrals to services including GP's, dentists, sexual health, needle exchange, smoking cessation and blood borne virus services.
- Service user involvement and peer mentoring opportunities with qualifications
- Referrals/signposting for those who want services inclusive of domestic abuse, housing, benefits, employment, training, education, alternative therapies and mutual aid.

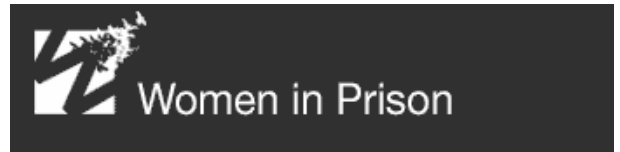
# **Surrey Women's Support Centre**

## **Women in Prison**

**Website:** [www.womeninprison.org.uk](http://www.womeninprison.org.uk)  
**Email:** [info@womeninprison.org.uk](mailto:info@womeninprison.org.uk)

19a High Street  
Woking  
GU22 6BW

**Tel:** 01483 726621  
**Mobile:** 07540 704 013



**Opening hours:** Monday to Friday 9.00am to 5.00pm

**Area covered:** Countywide

**Overview:** The overall aim of the Support Centre is to provide practical and emotional support to women whose lives have been impacted by the Criminal Justice System or at risk of offending. The centre works with women to identify and address their needs with the aim of reintegrating into the community and leading a more stable life. The Women's Support Centre has a designated Substance Misuse Worker.

### **Services Provided:**

- Through the Gate service, for women resettling in to Surrey
- Advice and support prior to release
- Supporting women in prison to access legal advice relating to children, ongoing court matters and immigration
- Accompanying women on the day of release to homeless persons unit or supported housing interviews
- On-going support with resettlement
- Supporting women to attend meetings with other agencies
- Supporting women to engage with Substance Misuse Services
- Community Support for women subject to Community Orders, Licence or who might be at risk of offending, including support around:  
Motivation, Accommodation, Mental health and Self Harm, Finance, Family/Children relationships, Meaningful occupation and compliance with statutory services

### **Referral criteria:**

- The woman has a maximum of 5 months left to serve, is on remand, is subject to a community order or has been identified as being at risk of offending
- The woman requests support and is willing to engage with the service
- The woman has multiple support needs and requires/desires engagement with local services
- The woman lives in, or will be released to Surrey

## Housing and Support Services

### Transform Housing and Support



Email: [info@transformhousing.org.uk](mailto:info@transformhousing.org.uk)

Tel: 01372 387100

**Overview:** Transform Housing and Support provides shared housing and support for Surrey clients aged over 18 engaged in treatment for drug and/or alcohol issues and referred by Surrey treatment providers. The accommodation is aimed at clients who are currently abstinent from alcohol and non-prescribed drugs with support being provided by Transform to help clients sustain their recovery.

#### **Services provided:**

- 8 beds designated to individuals aged over 18 requiring residential support and referred by one of the following Surrey drug and alcohol treatment providers:
  - I-access
  - Windmill House
  - Catalyst
  - Change Grow Live (CGL)
  - Surrey Skills in Recovery
  - RAPt in HM prisons
  - Surrey Women's Centre
- Individually designed aftercare packages and moving on support

# **Young People's Drug and Alcohol Services**

# Catch 22 Surrey Young People's Substance Misuse Service



**Website:** [www.catch-22.org.uk/programmes-services/surrey-young-peoples-substance-misuse-service/](http://www.catch-22.org.uk/programmes-services/surrey-young-peoples-substance-misuse-service/)

**Email:** [ypsm@catch-22.org.uk](mailto:ypsm@catch-22.org.uk)

The Mansion  
68 Church Street  
Leatherhead  
KT22 8DP

**Telephone:** 01372 832 905

**Free phone:** 0800 622 6662 (emergency referral and crisis line for young people and families)

**Opening hours:** 24 hours, 7 days a week

**Area covered:** Countywide

**Overview:** Catch22 Surrey Young People's Substance Misuse Service is a county-wide specialist treatment service offering an emergency crisis line and counselling and pharmacological support as part of a tailored recovery approach for 11 to 21-year-olds in Surrey. We ensure the young person knows they will be listened to at all times, working at their pace, in an environment where they are comfortable. Anyone can refer to the service, including young people themselves. We also offer volunteering opportunities.

## Services provided:

A multi-professional team of specialist support workers provides a range of support including:

- whole-family work
- A&E link work
- a 24/7 emergency referral & crisis line for young people
- specialist prescribing and pharmacological support for rapid response for prescribing needs
- a 'harm-reduction' approach that informs young people about the effects of drug and alcohol misuse and the risks involved
- individually tailored help, based on an assessment of each young person's needs
- specialist support for mental health problems
- access to prescribing and needle exchange services
- alternative therapies, such as acupuncture
- access to mentors, aftercare and recovery support
- transitional support to adult services
- additional support for care leavers and those with learning difficulties or disabilities up to the age of 25.

## Referrals

Anyone can refer, including young people themselves. Referring is simple:

- [Download the referral form](#)

Catch22 is a social business, a not for profit business with a social mission. For over 200 years we have designed and delivered services that build resilience and aspiration in people and communities.

[catch-22.org.uk](http://catch-22.org.uk) | [LinkedIn](#) | [Twitter](#) | [Facebook](#)

# Amber

[www.amberweb.org](http://www.amberweb.org)

Farm Place  
Stane Street  
Ockley  
Dorking  
Surrey RH5 5NG

**Tel:** 01306 627927

**Fax:** 01306 627426



**Opening hours:** 24 hours, 7 days a week

**Area covered:** Countywide

**Overview:** Amber provides 24 hour care and support every day of the year for young people aged 17 – 30 via a structured programme tailored to the needs of the individual. It provides young people with a challenging and engaging step-by-step rebuilding process designed to help them overcome each of the obstacles that have previously stood between them and independent living. Working in teams they experience positive peer support and feel valued and motivated.

## **Services provided:**

- 4 beds designated to young people identified by Catch 22/SCC Youth Support Service as requiring residential support
- Individually designed aftercare packages and moving on support

# Surrey Youth Support Service

The Mansion  
Church Street  
Leatherhead  
KT22 8DP

**Tel:** 01372 363655

**Opening hours:** Monday to Friday: 9.00am to 5.00pm

**Area covered:** Countywide

**Overview:** Surrey Youth Support Service works with young people aged between 10-17yrs and their families to improve positive engagement and reduce the risks associated with offending behaviour. They also work to strengthen protective factors in the lives of young people - education, training, employment, sport, leisure pursuits. They aim to support school attendance of pupils who have committed offences and to help pupils be readmitted into Surrey schools after they have been excluded through committing offences

## **Services provided:**

- Information and advice on range health issues including drug/alcohol
- Direct referrals into Catch 22 Young Peoples Substance Misuse Service if appropriate