

Ceredigion County Council **Social Care**

Adult Social Care Substance Misuse Team



...taking care to make a difference

**Large Print or other format/medium
are available on request**

please telephone



01545 574000



or Email

contact-socservs@ceredigion.gov.uk

Porth Gofal Office Hours:

Monday – Thursday: 8.45 a.m. – 5.00 p.m.

Friday: 8.45 a.m. – 4.30 p.m.

You can find information about services provided by
Ceredigion County Council on our website at:
www.ceredigion.gov.uk

Adult Social Care Substance Misuse Team

Who are we?

We are a team of Social Workers and Support Workers, working alongside health professionals including Dyfed Drug and Alcohol Service (DDAS) and Ceredigion Community Drug & Alcohol Team (CDAT).

Who can we help?

We work with people aged 18 and over.

You must live or be registered homeless in Ceredigion and consent to meeting with us.

We work closely with the other substance misuse services in Ceredigion. We aim to compliment these services by helping people who have the greatest risks.

This can include cases where:

- The person may be the victim of abuse or neglect
- There may be a risk of significant harm to the person or to other people, this might be as a result of violence or self-harm
- There are risks to children because of someone's drug or alcohol use
- Someone is no longer able to care for themselves because of their drug or alcohol use

What can we do?

If necessary, we will undertake a **specialist assessment** of your needs. We will then work with you to develop a care plan that may include:

- Direct support and coordination of your care by a social worker
- Access to other local specialist services
- Access to Residential Rehabilitation and other types of accommodation
- Assistance with the management of your finances
- Practical help in your home
- Support for your children or your carer

It is our job to look at your care plan with you periodically to make sure it is working. This could be within a 3, 6 or 12 month period, depending on your level of need. This is called a **'review.'**

Drug and Alcohol use

We take both your safety and that of the team very seriously and so would ask that you are not intoxicated when you attend appointments. We recognise that when someone is physically dependent on alcohol they will need to have a drink prior to appointments, however should we consider you to have had too much to drink for our work together to be safe for you or for us, your appointment will be rearranged.

If you are not physically dependent on alcohol, we ask that you attend your appointments alcohol and drug free. We will ask

you if you have used drugs or had a drink prior to the appointment and if you have, the appointment will be rearranged. Taking medication as prescribed will not affect our work together.

Your Support Worker will help you to manage any anxiety you experience in social situations that you may have previously used drugs or alcohol to manage.

Who will be involved in the assessment?

This will depend on your circumstances, but apart from yourself, anyone who helps care for you including professionals or support workers from other services may, with your permission, be present. We will arrange to meet you somewhere that's safe and convenient for us all. If you have any concerns about this, please let us know and we will do our best to resolve them.

Sometimes, a relative or friend who provides support and care to you may be entitled to an assessment of their own needs.

Confidentiality and risk

A lot of the information you give us, or which others give us on your behalf, is personal. We respect this, and ensure confidential information is held securely, remains private and is only used to help us arrange the services, support and assistance that you need. Your information will be held on the Ceredigion County Council computer system. On occasions we may be asked to share information with other professionals, however this would normally only be disclosed with your permission in accordance with the Data Protection Act 1998.

There are some occasions when we are legally required to disclose information without your consent. These include:

- Where disclosure is required by Law or by the order of a Court;
- Where it is believed that you are embarking on a course of action which will result in **serious harm** to yourself or others;
- A worker believes there is a **significant risk** to a child or a vulnerable adult.
- Where a request is made for information under Section 47 of the Children's Act 1989 (Child Protection Enquiry) or other relevant legislation

How to make a referral

If you or someone you care for already has a worker with the other substance misuse services in Ceredigion (such as DDAS or CDAT), you can request that your worker refers into our team for a Social Care Assessment.

If you, or someone you care for, do not already have a worker with substance misuse services in Ceredigion then you can ring **Dyfed Drug and Alcohol Services** on:



03303 639997

and request an Initial Assessment which will usually be offered within ten working days.

Need further advice?

If you are not sure what to do or need any further advice you can contact the social care team directly on:



01545 572616

and ask to speak to a member of the Substance Misuse Team.

Useful numbers



0800 808 2234

Dan 24/7 – Wales Drug & Alcohol Helpline



116 123 - Samaritans



0300 4563554 - Social Care Out of Hours



01545 574000 – Social Care, Porth Gofal



0345 075 5005 – Shelter Cymru



01970 625585 – Women's Aid

Ceredigion County Council wholeheartedly supports the principle of equality and recognises the importance of fair access and actively promotes equality of opportunity for all service users and carers.

Advocacy Service

There is an Advocacy service available and where possible we will arrange for someone to help you put your point across in your dealings with us if you are not able to do this yourself and don't have family or friends to help you.

Ceredigion Independent Professional Advocacy (CIPA) can assist if you (or your carer) are over 18 years of age, live in Ceredigion and are currently having an assessment or review of their care and support needs or have a safeguarding concern.



0800 206 1387

Advocacy West Wales provides an Independent Mental Health Act Advocacy Service (IMHA) for both people in the community and for informal patients at Morlais Ward, Glangwilli Hospital, Carmarthen.



01437 762935



www.advocacywestwales.org.uk



admin@advocacywestwales.org.uk

TGP Cymru provides help to children and young people to make sure that they have their rights respected and have their voices heard. They can provide information, advocacy, representation, advice and support.



0808 1682599



01545 571865



midandwestwales@tgpcymru.org.uk

Information Sharing and Confidentiality

Any information that you give us will be kept safe and confidential. We will not disclose your information to anyone not involved in your care without your consent (unless we are obliged to do so by law or there are exceptional circumstances, such as your safety and/or the safety of others).

Emergencies

If you need urgent help outside the opening times of the Porth Gofal (as stated on the inside cover of this leaflet), please contact our Out of Hours Emergency Team on:



0300 4563554

Representations/Complaints/Comments

If you are unhappy about any of our services, or about the way you have been treated, you should initially discuss this with the Team Manager of the Team you have had contact with. We hope that the problem can be resolved at this stage.

If however you are still unhappy, you can take the matter further by making a formal complaint. Ceredigion Social Care has a complaints procedure.

If you think we have done something well, you can also tell us.

For Social Care ask for 'Are we getting it right? Do you have any Comments, Complaints or Compliments?' leaflet.

Other leaflets detailing the different services offered by Ceredigion Social Care are available on request from Porth Gofal. For further information please telephone:



01545 574000

We would welcome any comments you have with regard to the content and layout of this leaflet and/or the service you have received. Your views are important so that we can monitor and improve the quality as required. Please could you take time to complete the following:

Name:

Address:

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Tel. No: Date:

Leaflet received from:

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My compliment or complaint:

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(Please continue on a separate page if you need to)



Send this page to:

Porth Gofal,
Canolfan Rheidol
Rhodfa Padarn
Llanbadarn Fawr
Aberystwyth
SY23 3UE

Thank you for your comment