

# Social Care, Health and Housing

## Substance Misuse Team



### How can we help?



**If you require this  
information in large print,  
Braille or on Audiotape  
please telephone  
01267 228925**

**Information about services provided by Carmarthenshire  
County Council can be found on  
[www.carmarthenshire.gov.uk](http://www.carmarthenshire.gov.uk)**

SCH11/05/09/b

## Who are we?

We're a social work team who help people who are experiencing problems as a result of their use of drugs or alcohol.

All of our staff are qualified social workers who are trained and experienced in dealing with drug and alcohol issues.

## Who can we help?

We work with people aged 18 and over.

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

We work closely with the other substance misuse services in Carmarthenshire. We aim to complement 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**
- **A carer is suffering extensive physical or mental health issues.**

## **What can we do?**

If necessary, we'll undertake a **specialist assessment** of your needs.

We'll then develop a care plan that can include:

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

It's our job to look at your care plan with you at least every 3 months to make sure it's working. This is called a '**review.**'

## Who will be involved in the assessment?

This will depend on your circumstances, but the main people will be you and, with your permission, anyone who helps care for you including other services.

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

We'll 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'll do our best to resolve them.

## Confidentiality

Much of the information you give us, or which others give on your behalf, is personal. We respect this, and make sure confidential information is held securely, remains private and is only used to help us provide you with the services you need. We will only use your information for reasons you have agreed to and only the staff who are involved in the provision of your services are allowed access to your file.

On occasions we may be asked to share information with other professionals however, this would normally only be disclosed with your knowledge and permission in accordance with the Data Protection Act 1998.

There are some occasions when we are legally required to disclose information without your consent, for example:

- To the police or court in serious legal or criminal matters, or
- To avoid serious harm to yourself or other people, this includes children.

## How to make a referral

If you already have someone helping you, e.g. a Drugs worker, a support worker, a CPN, they can help you make a referral.

For the majority of cases we would like you to have an **initial assessment** first with one of our partner organisations:

### Alcohol

**Carmarthenshire Alcohol Service** is a partnership between Hywel Dda NHS Trust, Prism-The Mid and West Wales Alcohol and Drug Advisory Service & Carmarthenshire County Council.

We work together to make sure you get the service you need. You'll be offered an initial assessment within 10 days.

You can refer yourself or ask someone to do this for you by contacting:

**Prism**  
**First Floor**  
**5 Cowell Street**  
**Llanelli**  
**SA15 1UU**  
**Phone: 01554 741636**  
**E-mail: [support@prism-llanelli.org.uk](mailto:support@prism-llanelli.org.uk)**

## Drugs

**Catalyst** is a drug service for:

- People misusing drugs
- People aged 18 and over
- Friends and family who may be affected by someone else's drug use
- Individuals wanting more information on drugs and their effects.

They can offer you an initial assessment within 10 days and they'll make sure you get the service you need.

You can refer yourself or ask someone to do this for you by contacting:

**Catalyst**  
**1-3 Vaughan Street**  
**Llanelli**  
**Carmarthenshire**  
**SA15 3TY**

**Phone: 01554 744377**

**E-mail: [catalyst@turning-point.co.uk](mailto:catalyst@turning-point.co.uk)**

## Need further advice?

If you're not sure what to do or need any further advice you can contact a social worker and we can advise you on the best course of action.

**You can contact us by calling 01554 744377 and asking to speak to a social worker from the Social Care Team.**

# Complaints, Comments and Compliments

We welcome your ideas and comments. If after receiving our services you are pleased with them or have views on how they can be improved, please let us know.

On the other hand, if you are unhappy about any of our services, or about the way you have been treated, you have a right to complain. Further details of how to use the departments' complaints procedure can be found in the leaflet "**Are you happy with your services?**" Or by contacting the Complaints Officer on 01267 228835.