

Cyngor Sir Penfro
Pembrokeshire County Council



Adult Social Care

Substance Misuse Team

www.pembrokeshire.gov.uk

Information about services provided by
Pembrokeshire County Council
can be found at
www.pembrokeshire.gov.uk

**For a copy of this booklet in large print,
Braille, audio tape or a different language,
please contact Pembrokeshire County
Council on (01437) 764551**

Who are we?

We are a team of Social Workers and Support Workers, working alongside health professionals as Pembrokeshire Community Drug & Alcohol Team.

Who can we help?

We work with people aged 18 and over who are living or registered as homeless in Pembrokeshire and are experiencing problems **associated with their drug and/or alcohol use** and are unable to address these problems independently. We also work with carers looking after someone with a drug and/or alcohol problem.

This can include assisting:

- A person who is experiencing social isolation or significant problems living in the community.
- A person whose Children are subject to or at risk of being subject to Safeguarding Children or Care Proceedings.
- A person whose caring role or the role of their Carer is at risk of breaking down.
- A person experiencing homelessness.
- A person experiencing significant debt or financial problems.
- A person experiencing significant family relationship problems.
- A person who is subject to Adult Safeguarding procedures.

What do we do?

If you are referred to the team you will be offered an assessment of your needs which will be carried out by a qualified Social Worker. As well as talking to you and any family members or friends that you ask us to talk to, the assessment will usually involve discussion with other professionals involved in your care such as your GP or Housing Officer. It will also often entail a review of any records that other services hold in relation to you. You will be asked prior to assessment to sign a "Consent to Disclosure" which is an agreement to our requesting this information.

Following your assessment we will agree a plan of care and support with you and you will be asked to sign a care and support plan to confirm this. A Social Worker will oversee your plan and a Support Worker will assist you to access professionals, services and activities that have been identified as required to assist you.

Your plan will be reviewed periodically by your Social Worker and the aim will be that your independence increases until you no longer require our assistance.

Please let us know if you require your assessment to be carried out in Welsh or if a translator will be required if you have a different first language.

Confidentiality and risk

Much 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 Pembrokeshire 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 and the “Consent to Disclosure” that you will be asked to sign at your assessment will confirm that confidentiality will be breached if we become aware that you intend to cause harm to yourself or others or someone is harming you. Confidentiality will also be breached if a child care Social Worker is investigating the welfare of your children or children you are having contact with. We will advise you when this happens unless we consider that doing so would increase the risk to you or someone else.

Drug and Alcohol use

We take your safety and that of the team very seriously and would also not consider someone able to fully consent to our involvement whilst under the influence of drugs or alcohol.

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 it 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 have previously used drugs or alcohol to manage.

How to make a referral

If you or someone you care for already has a worker with substance misuse services in Pembrokeshire and you would like a social care assessment then you can ask your worker to request this on your behalf.

If you or someone you care for do not already have a worker with substance misuse services in Pembrokeshire then you can ring **03303639997** and request Initial Assessment which will usually be offered within ten working days. You can request a social care assessment at your Initial Assessment if you would like one.

Need further advice?

If you're not sure what to do or need any further advice you can contact the social care team directly on **01437 774141** and ask to speak to the duty officer.

Useful numbers

Dan 24/7 - Wales Drug & Alcohol Helpline
0800 808 2234

If you require an Advocate to assist you in your contact with the team you can contact **Dewis** on **01646 629123**

Complaints, Comments and Compliments.

We welcome your ideas and comments. If you have any views good or bad in relation to your contact with the team please let us know.

You will be given a leaflet at your assessment which confirms Pembrokeshire County Council's complaints, compliments and comments procedure and a complaint form to complete should you need it. You can also contact the complaints officer on **01437 775503** but we would be grateful if you could give us the opportunity to talk through and try to resolve anything you are unhappy about first.

You will be given a feedback form after your assessment and each review and it will help us to ensure we provide the best service we can if you complete and return these in the pre paid envelope provided.