

Richmond Community Drug and Alcohol Services

April Bulletin 2020

New Contract Start

A warm hello to Richmond service users and partners – we are very much looking forward to working with you all. This is our first RCDAS bulletin and given the Covid-19 situation we are focusing on remote and online support information at present. Please ask your usual key worker about the range of offers you can access around the service now, and we will update here as things develop. You will be contacted by a new key worker soon if your worker has moved on.

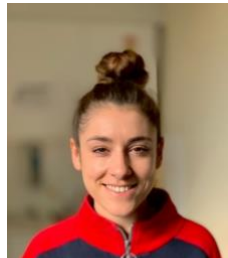
Meet the RCDAS Team!



*Jackie Thamer
Recovery Worker*



*Hayley Thomas
Health Care Assistant*



*Charlotte Bluett
Recovery Worker*



*Luke Evason-Browning
Administrator*



*Chris Backhouse,
Recovery Worker*



*Dr Seth Bhunnoo
Addictions Consultant
Psychiatrist*



*Steven Reffould
Recovery Worker*



*Jane Eastaway
Borough Lead*



*Kayleigh Nightingale
Recovery Worker*



*Maria McMullan
Community Addictions
Nurse*



*Simon Paton
Interim Clinical Team
Leader*



*Dr Alastair Boyd
Addictions Psychiatry
Associate Specialist*



*Dr Mat King
Consultant
Psychologist*

Due to the recent events with COVID-19 we have had to reduce our service provision to help keep the most vulnerable safe. We have temporarily had to reduce our face to face appointments to a minimum, which means that we have moved to telephone contact for initial assessment, key working and psychological therapy. We have also paused onsite groups and events. We are maintaining prescribing, needle exchange and detox planning, though we have made changes to how often people will need to travel for these services. We will keep updating you whenever we have more information, both about service provision and alternative remote support. Thank you for your patience and understanding.

Harm Reduction & Drug Treatment "Essential journey" cards

Release have created cards for you to use should you need to leave the house to pick up your medication or harm reduction equipment, or both. The importance of this is to ensure that your journey is treated as an essential one as outlined in the Government's rules around movement during the coronavirus. Ask your key worker if you require a printed version.

Richmond Wellbeing Service

Richmond Wellbeing Service have changed how they can help you. All appointments will be delivered by telephone or video call and their team will guide you through what you need to do to. If you are already a Richmond Wellbeing Service patient, your therapist will contact you prior to your next appointment. Their landline will still be answered (though it may ring for longer before the system diverts your call) but their premises will be closed.

You can find more information and advice on wellbeing in the current context at <https://www.richmondwellbeing.service.nhs.uk/coronavirus-covid-19/>

Recovery Hubs by Richmond Borough Mind

The charity Mind, Richmond borough branch, continue to offer out-of-hours support to people who are in mental health crisis. They are operating on self-referral basis, and can be contacted by telephone or email. They can be reached on: Email address: recoveryhub@rbmind.org Tel: 020 3137 9755 <https://www.rbmind.org/our-services/recoveryhub/>

I am prescribed essential medication. It is vital for my health that I am able to visit the pharmacy/drugs treatment service despite any lockdown or travel restrictions due to the coronavirus outbreak.

My local treatment provider is:

[.....]

If you need advice contact Release on
020 7324 2989

To reduce the risk of blood-borne viruses and other harms, it is essential that I am able to visit the pharmacy/drugs treatment service to collect new harm reduction equipment, despite any lockdown or travel restrictions due to the coronavirus outbreak.

If you need legal advice contact Release on
020 7324 2989

Evictions on Hold

Due to COVID-19, all private and social housing evictions nation-wide have been put on hold for March – June. For up-to-date information, please visit

<https://www.gov.uk/government/news/complete-ban-on-evictions-and-additional-protection-for-renters>

Richmond Council Local Assistance Scheme Grants

If clients are receiving benefits and are in crisis or an emergency they can apply for a 'crisis payment' from Richmond Council. It comes in the form of essential household items (e.g. cooker or fridge) and food/baby essentials. Unfortunately, they do not issue cash, payments to help with rent or deposits and do not replace furniture or white goods. Applications can be made here: <https://www.richmond.gov.uk/apply-for-a-local-assistance-scheme-grant>

Housing for Rough Sleepers

Local Authorities have been asked to temporarily house all rough sleepers. If you are rough sleeping, or are aware of someone who is, please contact Street Link <https://www.streetlink.london/>

Community Hub

Elderly and/or vulnerable without support networks, who need support to access medical/care services and food supplies can get help through the Community Hub. Please contact 0208 871 6555 or email covid19support@richmondandwandsworth.gov.uk

Citizens Advice

In the midst of the pandemic, CA have stopped all face to face services. They have replaced future face to face appointments with telephone call-back appointments. (03003301169 – Mon-Fri 10-4).

They have extended their Advice line assessment service capacity and are offering call-backs to callers who need more than an assessment and have developed a [webpage](#) containing information on rights at work, and new rules on attending medical assessments, specifically for people impacted by the current situation.

The Recovery café is open, (Hestia)

They are providing mental health support mostly over the phone. 07794394920, Mon-Fri- 6PM-11PM and weekends and bank holidays, 12PM-11PM. This service is for Richmond and Wandsworth residents.

Domestic Violence During the Pandemic

There has been a spike in domestic violence-related incidents (25%). Contact Refuge's 24-Hour Freephone National Domestic Abuse Helpline 0808 2000 247 and website www.nationaldahelpline.org.uk for support.

beyond food
Inspiring a future beyond homelessness

COVID-19 SUPPORT LINE

BEYOND FOOD HAVE LAUNCHED A SUPPORT LINE

If you, or someone you know, is struggling with:

-  **LONELINESS**
-  **MENTAL HEALTH**
-  **MANAGING YOUR MONEY OR MAKING PAYMENTS**
-  **THE BENEFITS SYSTEM**
-  **GETTING FOOD OR MEDICAL SUPPLIES IN ISOLATION**

Email support@beyondfood.org.uk with your

- name
- phone number
- issue
- best time to call back [9am-12pm, 12pm-4pm, 4pm-8pm]

or visit www.beyondfood.org.uk



Beyond Food Additional Support

We have amassed an army of professional volunteers from a variety of fields, in addition to our own experienced staff, who will be on hand to advise and counsel anyone in need. Initially we opened this service for our own beneficiaries, but we are now extending to support anyone who finds themselves in a position of hardship during this time.

We offer five arms of support:

- financial hardship advice
- loneliness companionship
- getting food or medical supplies in isolation
- support navigating the benefits system
- mental health and wellbeing counselling (offered by vetted, qualified volunteers)

Support can be requested through our website (www.beyondfood.org.uk) or via email support@beyondfood.org.uk. One of our Beyond Food team will call back during the requested time frame and discuss the issue, matching the caller with the appropriate service and co-ordinating support.

We are partnering with other charities and organisations to ensure we can support as many people as possible in their time of need. In these strange times of isolation, we aim to provide another ear to listen, another shoulder to support, another voice to encourage. It is also important to acknowledge that it is not only those classed as vulnerable that need support during this time (or ever!), and so this service will be available to all.

Richmond Foodbank

Richmond has moved to deliveries from Monday 6th April. The other Foodbanks remain open for collection and cannot offer a delivery service. If the client is self-isolating then they may nominate someone to collect on their behalf.

Richmond – Vineyard Community Centre, open on Mondays and Thursdays 12.30-4pm. Delivery only, and only in the Richmond area, as we have only one person doing this. Send voucher to caroline@vineyardcommunity.org and call 07516 935655 to book a delivery slot. We will also need clients phone number.

Foodbanks open for collecting food:

- Hampton – White House, open Wednesday 2-5pm. Collection only. send voucher to foodbank@ymcalsw.org and give copy to client.
- Isleworth – Bridgelink centre, open Thursday 9.30-11.30. Collection only. Send voucher to ivybridgeallsouls@gmail.com and give copy to client
- Whitton – Whitton Community Centre, open Friday 9.30-12.30. Collection only. Send voucher to kbmartin122@gmail.com and give copy to client
- Barnes – Castelnau Centre, open Friday 9.15-11.15. Collection only. Send voucher to foodbank@htbarnes.org and give copy to client.

A copy to client can be a screenshot on their phone, or a printed copy. If this is not possible then the voucher number that has already been sent to us.

We remain here to provide food for those who cannot afford to buy it for themselves, for whatever reason

Richmond and Wandsworth Council COVID-19 Helpline

Telephone Number: 0208 871 6555

Email Address:

covid19support@richmondandwandsworth.gov.uk

Chems and Chemsex Resources re COVID-19

Please see the helpful resource put together by London Friend: <https://londonfriend.org.uk/chemsex-and-coronavirus/>

If you're in a position to help us, we're gladly training and regulating volunteers, accepting monetary donations, non-perishable food items and personal care items. Every donation, large or small, is greatly appreciated. Find out more at www.crossroadscareruk.org/donate or get in contact with us.

Thank you.

Crossroads Care Richmond and Kingston upon Thames

Crossroads Care
Teddington Head Office
1 Beverley Court, 26 Elmtree Road
Teddington, Middlesex, TW11 8ST

Phone: 020 8943 9421
(Monday to Friday 9.00am to 5.00pm)

Email: info@crossroadscareruk.org.uk
(responded to within 24-48 hours)

Web: www.crossroadscareruk.org
(to respond specifically to COVID-19, head to www.crossroadscareruk.org/contact)

Barnes Workhouse Fund
R P L C COMMUNITY FUND
Children in Need
Garfield Weston
Hampton Fund

Registered Charity No. 1053224

Crossroads Care
Currently providing help to people who are self-isolating with food shopping, medication collection and small errands. Please see attached leaflet for contact information.

Let's help each other

Are you self-isolating due to Coronavirus (COVID-19)? Crossroads Care Key Health and Social Care Support Workers and Regulated Volunteers are here to help you.

Please contact us if you need assistance with:

- Food shopping (we can shop for you)
- Medication pick-ups and/or collection
- Errands such as posting letters

We also have a Food Bank* for those financially affected by the COVID-19 outbreak; those at risk and vulnerable; the elderly, as well as children and adults with additional needs. For assistance or more information please call 020 8943 9421 or email info@crossroadscareruk.org

Keep up-to-date with the latest on the COVID-19 outbreak at www.gov.uk and www.nhs.uk

www.crossroadscareruk.org

*Financed by Richmond Parish Lands Charity and community donations.

Car Quality Commission, caretrust, NHS, achieving for children, CROSSROADS CARE Richmond & Kingston upon Thames

How to Respond Effectively to the Coronavirus Crisis

Dr Russ Harris, author of the international best-selling self-help book 'The Happiness Trap' has created a video with tips on how to manage worries about the COVID-19 pandemic, using principles from Acceptance and Commitment Therapy (ACT):

<https://www.youtube.com/watch?v=BmvNCdpHUYM>

Crossroads Care Richmond and Kingston upon Thames provides bespoke, high quality home and community respite services to unpaid Carers and the people they support. We have been caring for people for over 30 years.

A registered charity and network partner of Carers Trust, together we are working for the benefits of the UK's 7 million unpaid Carers.

Coronavirus and your wellbeing

The mental health charity, Mind, have prepared a list of useful resources, as well as practical advice, for people who may be struggling during the coronavirus pandemic. This information is to help you cope if:

- you're feeling anxious or worried about coronavirus
- you're staying at home and avoiding public places, following Government advice that we should stay at home as much as possible
- you are self-isolating because you, or someone you live with, has symptoms of coronavirus.

And it covers:

- Practical advice for staying at home
- Taking care of your mental health and wellbeing
- Support for work, benefits and housing
- Checklist for staying at home

It can be found on <https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/>

Another helpful resource for all things coronavirus (e.g. general info, support for families, support for those self-isolating, advice for businesses): <https://mypickle.org/coronahub/>

Free Guide to Living with Worry and Anxiety Amidst Global Uncertainty

Psychology Tools have created a free guide to help people experiencing anxiety and excessive worries about the global pandemic and its related effects on everyday life. It includes a mixture of psychoeducation about normal and excessive worry, lots of normalization, and a selection of practical exercises that anyone can use to manage worry and maintain well-being in these uncertain times.

<https://www.psychologytools.com/articles/free-guide-to-living-with-worry-and-anxiety-amidst-global-uncertainty/>

Remote Learning Opportunities

We have developed a resource of online learning opportunities which people can make use of at home. These include learning new languages, live musical performances, mental health and wellbeing, and physical exercise, among many more.

Please ask an RCDAS worker if you would like to request a copy of the list.

SUN Service Groups Are Running

Please note we are still offering groups to our members during this difficult time using an online platform. All members on our mailing list are being kept up to date regarding the different groups running in Wandsworth, Kingston and Richmond, and Sutton and Merton. Clients can self-refer by contacting 0203 513 5558.

Client Access to Breaking Free Online – online CBT self-help for substance use

Breaking Free Online are offering all our service users free access to their online CBT self-help platform. It will work on any internet enabled device – computer, phone, iPad etc.
The offer is free until the end of the year, however once a service user signs up their licence remains active for as long as they use the programme. Service users can also add supporters email addresses to their accounts via the 'my settings', should they wish to share their work and progress reports at distance.
We would encourage all service users to create an account as an additional source of support.
Please ask your key worker for your pass code.

SMART online recovery groups

CBT alternative to fellowship meetings for clients can be accessed via <https://smartrecovery.org.uk/online-meetings/>

Online AA, NA, and CA meetings

These are for clients who are struggling to attend meetings, also many meetings have now closed due to Covid-19.

- Alcoholics Anonymous are now offering online meetings via the Zoom platform and can be accessed here <https://alcoholicsanonymouslondon.com/online/zoom-meetings/>
- Narcotics Anonymous are also offering online meetings via Zoom. They can be found on <https://ukna.org/online>
- Cocaine Anonymous meetings, previously taking place at Ilex House, are now online 7PM Thursdays and can be accessed via Zoom: <https://zoom.us/j/849258877> Meeting ID: 849 258 877

CDARS Online Groups and Blogs

CDARS continues to support client through 'virtual' work on Skype, Zoom and telephone/face time work. Chris Robin is writing twice weekly blogs which can be found on <https://enigma-drugs-consultancy.co.uk/> - these look at different aspects of recovery during these times. From Monday 6th April CDARS will be running daily groups through Zoom. To find out how to access these please ring Tim Tweedy on 0207 498 6149. Stay safe, protect the NHS and access support through 'virtual' means - connection is different right now, but it still exists.

The latest blog by Chris Robin is called 'Curiosity and Substance Abuse' and can be found here: <https://enigma-drugs-consultancy.co.uk/2020/03/30/curiosity-and-substance-use/>

How to access support

Telephone self-referral for assessment
Mon, Tue, Thu, Fri 9AM -11:30AM

Opening times: 9am - 4.30pm Mon, Tue, Thur, Fri; 1.30pm-4.30pm
Wed (closed am for staff training); late night Monday opening for
appointments will resume to 7pm once pandemic restrictions have lifted.

Address: Unit 2 Ilex House, 94 Holly Road, TW1 4HF
Tel: 020 3228 3020

Recovery Hub: Tel: 0207 501 2615

CDARS Day Programme: 0207 498 6149