

New Directions

Specialist drug
services

New Directions

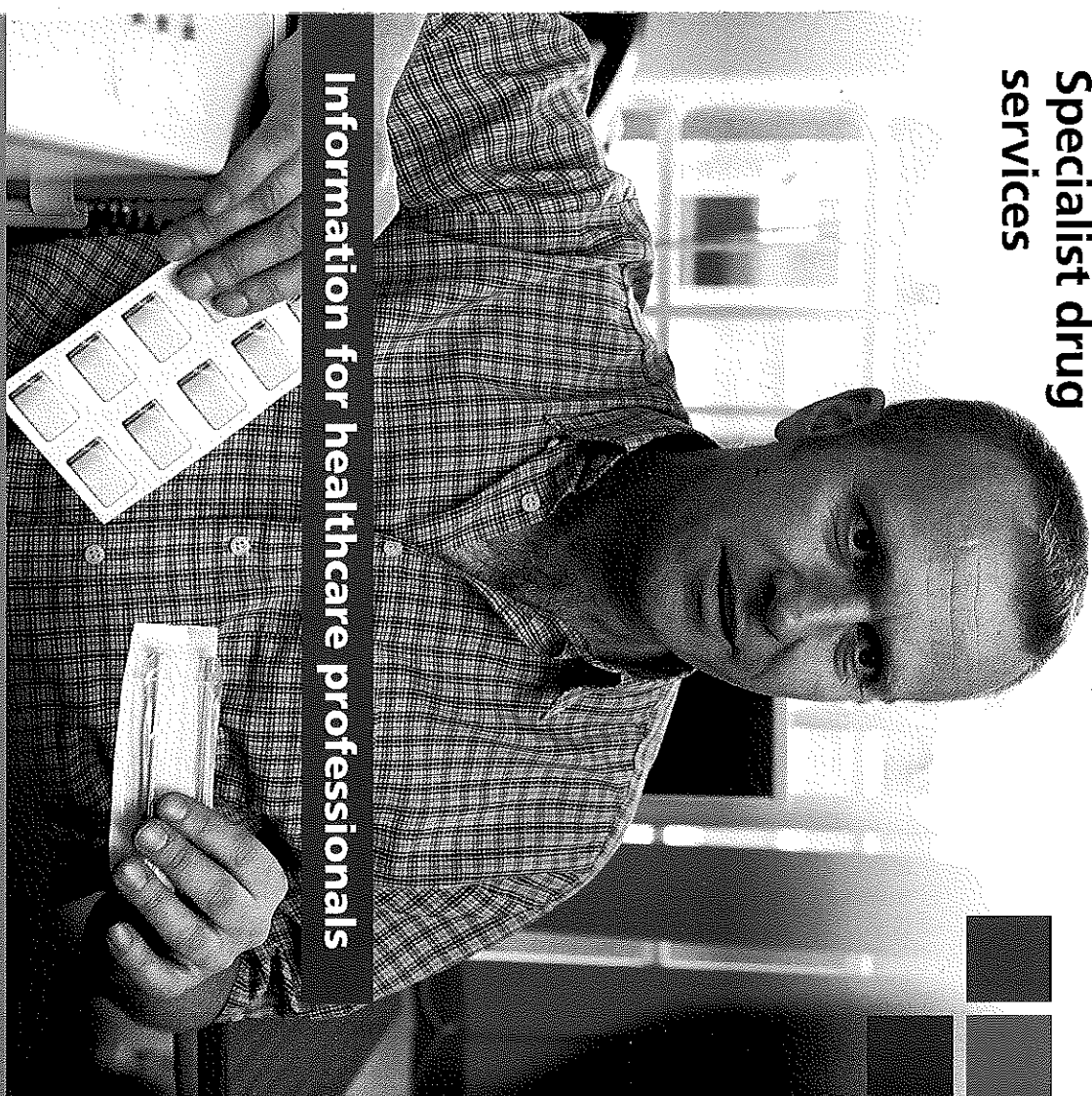
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Information for healthcare professionals

Introduction

New Directions is the specialist prescribing service for the residents of the London Borough of Havering. We provide treatment for clients aged 18 years and over who have a heroin dependency.

We offer a range of structured interventions including substitute prescribing, shared care and structured counselling, as well as access to inpatient detox and rehabilitation. New referrals are made through the First Stop tier 2 open access drugs service in Havering.

New Directions is appointment driven and open between 9am and 5pm on weekdays, with a late opening until 7.30pm each Wednesday.

We are a confidential and free service for Havering residents with a heroin dependency. We give up to date information, advice and access to treatment options—

What we do

We will support and empower the service user to manage their drug taking and help to reduce the physical harm which drugs can cause.

Our team is made up of health and social care staff with a wide knowledge of how drugs affect a service user's health. This will enable the service user to minimize the harm to themselves and those around them. We can

also prescribe substitute medication through our doctor which can enable the service user to stabilise and eventually detox.

The first thing we do is listen to the service user and, with their input, work out the sort of help they need. We will then agree a care plan, with clear aims and goals of what they want to achieve.

The service user will have an allocated keyworker who will support them at all times, and their treatment will be continually reviewed by the New Directions team. All service users are reviewed regularly by our doctor and an update letter is sent to the service user's GP.

First Stop, our partnership agency in Romford, can provide free supplies to service users who use needles and syringes, and dispose safely of any used equipment.

In addition to substitute prescribing we can provide onward referral for inpatient detoxification and rehabilitation if it is felt appropriate for the service user's needs.

We provide health checks, information and advice, testing and immunization for blood borne viruses. We can refer a service user onto other health services such as the Liver Clinic.

We work under the Government Recovery Model of the 2010 Drugs Strategy.

We also work in close partnership with the Probation Services, Social Services, GPs and other Mental Health Services when appropriate.

Who's who?

We are a multidisciplinary team with particular knowledge of drugs and drug taking. Our team includes:

- **Keyworkers**, able to assist service users with issues such as benefits and housing
- **Doctors**, able to assess the service user's physical and mental health and prescribe appropriate medication
- **General nurses**, able to provide health checks, information and advice, testing and immunization for blood borne viruses
- **Community mental health nurses**, specially trained to support those service users with mental health problems
- **Counsellors**, trained to listen, be non judgmental, and to give help and support

Making contact with us

You can refer the service user to New Directions via First Stop. GPs as well as mental health teams can refer directly through our one page referral form. We endeavour to see all service users within two weeks but many times will see the service user much quicker. Prescriptions will be commenced by our doctor which the service user will need to collect from a local chemist on a daily basis.

Our contact details

First point of contact is:

First Stop
Ballards Chambers, 1st
26 High Street
Romford
Essex RM1 1HR
Tel: 01708 747614

Will everything I discuss with the service user be confidential?

Only staff directly concerned with their care will know their personal details. If we need to discuss anything with anyone outside the service we will get the service user's permission first. The only exception to this is if their life, or the wellbeing of someone else, for example, a child, could be at risk.

What if I am not happy with your service?

Firstly, contact our team manager and discuss your concerns. We welcome comments on how our service could be improved. Alternatively, you can discuss your concerns with NELFT's complaints officer on 0300 555 1201.

Harm minimisation service

We can refer the service user to other services they may need such as sexual health, dental care, housing or access to a GP.