

Carers in Hertfordshire Factsheet

Information for carers whose lives are affected by the drug or alcohol use of a relative, partner or friend.

You do not have to use drugs or alcohol to be affected by them. Hundreds of thousands of people live with someone whose drug and alcohol use impacts them and their families.

Although you might not see yourself as a carer, the nature of caring for someone with an addiction to drugs or alcohol means that it is not uncommon for family members or friends to take on a carer role. Even where you are not undertaking traditional caring tasks, your own emotional, mental, and physical wellbeing are likely to be affected.



When you register with Carers in Hertfordshire you can access the following **FREE** services:

- One to one telephone support, information, and advice from a Carer Support Advisor.
- Drug and Alcohol Carers' Meetings which are held online and in person and are a great opportunity to meet other carers in similar situations. Speakers from various service providers join us to hear from carers directly and to give information and advice.
- Opportunities to talk to service providers, feedback your caring experiences, and help to develop Drug and Alcohol Services in Hertfordshire.
- Updates and useful information about Drug and Alcohol Services. You can also attend information sessions that aim to help support you in your caring role.
- Courses and workshops run by Carers in Hertfordshire and other organisations such as New Leaf Recovery and Wellbeing College.
- Mentoring. Mentors can support you with the issues you are facing, to listen and talk them through with you and explore options for a way forward. Our Mentors are trained volunteers with experience of caring or working with unpaid family and friend carers. They can meet you at a public place like a café or speak over the phone or video call, whatever suits you both – usually an hour a week or fortnight, for about six months, but support may be offered for up to a year.
- Carers' groups – online and at venues around Hertfordshire. We have 16 Hubs.
- Our Carers' Passport Discount Card, which provides access to offers and savings from a growing range of local and national businesses and can be used as ID to show you have a caring role.

For more information on our range of services, please visit our website www.carersinherts.org.uk or telephone 01992 58 69 69.

Hertfordshire County Council Carer's Assessment

A Carer's Assessment is an opportunity to discuss how caring for someone affects your life and to work out how you can carry on doing the things that are important to you and your family. It is not an assessment of your ability to care, but a way to find out what support you might need to help you balance your caring role with your own needs, responsibilities and commitments. The assessment will be carried out by Hertfordshire County Council, however our Carer Support Advisors can help you think about and prepare for the assessment, to help you get the most from it.

If you would like a Carer's Assessment, visit Hertfordshire County Council's website below: www.hertfordshire.gov.uk/services/adult-social-services/care-andcarers/carers/carers.aspx

Click on 'How to Get Help and Assistance'. You can download their Carer's Assessment Booklet on the same page. You can also telephone them on **0300 123 4042**.

If the person you care for is receiving services from the NHS mental health service Hertfordshire Partnership University NHS Foundation Trust (HPFT) you may be offered a Carer's Assessment from them instead.

Drug and Alcohol Support Services

As a carer whose life is affected by someone's drug or alcohol misuse there are support services locally and nationally for you.

Spectrum Drug and Alcohol Recovery Services Hertfordshire: The all-age service is delivered by "Change, Grow, Live" (CGL). It helps people who are affected by drugs and alcohol and provides information and support to family members and friends (carers).

Call: **0800 652 3169**. Visit: www.changegrowlive.org/spectrum-hertfordshire-drug-alcohol-services

The Living Room: A charity that provides treatment and support for adults in Hertfordshire living with addiction. Information and support is also available for family and friends (carers). Call: **0300 365 0304**. Visit: www.livingroomherts.org

Turning Point: Provides health and social care services to people who misuse drugs and alcohol, experience a mental health condition or have a learning disability. Funded by Hertfordshire County Council they provide a Carers Support Service for families and friends (carers). Call: **01438 211185**. Visit: www.turning-point.co.uk/services/hertfordshire-carers#about

Druglink: Is a substance misuse charity based in Hertfordshire. Their objective is to change the future for people who are, or could be, affected by substance misuse. They achieve this through addiction treatment, housing solutions, education and training. Call: **01923 260 733**. Visit: <https://www.druglink.co.uk>

Drug and Alcohol Support Services Continued

Resolve: Is an adult drug & alcohol structured treatment provider delivering abstinence-based services, drop in sessions, and family and friends (carers) support from their centres in Mid and North Herts. Resolve also provide a Crisis Homeless Project - Restart.

Call: **01707 690739** (Mid Herts) or **01462 684978** (North Herts).

Visit: www.resolve.org.uk

Emerging Futures: Provides staged accommodation support to empower and encourage people with a range of housing needs to achieve independence. Support is tailored to the specific requirements of people with complex needs, including drugs and alcohol, involvement in the criminal justice system and homelessness. Call: **03330 124714**.

Visit: www.emergingfutures.org.uk/projects/hertfordshire

Action on Addiction: Is a UK-based charity that works with people affected by addictions including drugs and alcohol. It works in the areas of research, prevention, treatment, aftercare, as well as professional education and family and friends (carers) support.

Call: **020 3981 5525**. Visit: www.actiononaddiction.org.uk

Adfam: Adfam is a national charity tackling the negative effects of drugs and alcohol, or a gambling problem, on family members and friends (carers). Call: **07442 137421**.

Visit: www.adfam.org.uk

Al-Anon: Al-Anon Family Groups UK & Eire is there for anyone whose life is, or has been, affected by someone else's drinking. They offer face to face support group at various locations across Hertfordshire. The Helpline is **0800 0086 811**. Visit: www.al-anonuk.org.uk

DrugFAM: Provides support to families, friends and partners (carers) affected or bereaved by a loved one's harmful use of drugs, alcohol or gambling. The Helpline is **0300 888 3853**.

Visit: www.drugfam.co.uk

Families Anonymous (FA): Is a world-wide fellowship of family members and friends (carers) affected by another's abuse of mind-altering substances, or related behavioural problems. FA has groups, spread throughout the country, which meet regularly. The Helpline is: **0207 4984 680**. Visit: <http://famanon.org.uk>

Nar-Anon UK: Provides a 12-step program designed to help relatives and friends (carers) of addicts recover from the effects of living with an addicted relative or friend.

Call: **0845 5390 193**. Visit: www.nar-anon.co.uk

UK SMART Recovery (UKSR): Promotes choice in recovery through a national network of mutual-aid meetings and online training programmes with comprehensive teaching materials and manuals. Call: **0330 053 6022**. Visit: www.smartrecovery.org.uk

With You: Provides free, confidential support to people experiencing issues with drugs, alcohol or mental health from local services or online. Visit: www.wearewithyou.org.uk

How to contact Carers in Hertfordshire

Carers can contact us to receive confidential information and support tailored to their individual needs and further information about any of our activities.

Carers in Hertfordshire, The Red House, 119 Fore Street, Hertford, Hertfordshire, SG14 1AX.

Tel: 01992 58 69 69 (office hours are 9am - 5.30pm Monday to Thursday, 9am - 4.30pm Fridays, and closed on bank holidays.) The Carer Information and Advice Team does provide support from 5.30pm to 7.30pm Tuesdays and Wednesdays (not bank holidays) mostly for carers who are unavailable during the day due to work or caring commitments.

Email: contact@carersinherts.org.uk

Website: www.carersinherts.org.uk

As a charity we depend on the support of volunteers and fundraisers. If you wish to get involved to support us in any way please get in touch.

The information contained on this factsheet is correct at the time of issue.

Carers in Hertfordshire takes no responsibility for any inaccuracy in facts supplied to them.