



HAMPSHIRE & ISLE of WIGHT SUBSTANCE MISUSE TREATMENT SERVICES DIRECTORY

HAMPSHIRE SERVICES

Issued by



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Using Substance Misuse Treatment Services in Hampshire & the Isle of Wight

This directory is designed to inform the general public and service providers about what services are available in their area and to describe what each service offers. The full directory is divided into the four areas of **Hampshire** (coordinated by the Hampshire Drug & Alcohol Action Team), the **Isle of Wight** (the Isle of Wight Safer Community Partnership), **Portsmouth** (the Safer Portsmouth Partnership) and **Southampton** (the Substance Misuse Action Group Southampton City Council). These coordinating organisations are responsible for commissioning the services in each area. Referral systems vary by area and contacting an Open Access Service is usually best. **This version contains the Hampshire services only.**

For each geographic area the directory is divided into two sections, **Open Access Services** and **Specialist Services**.

Open Access Services: These services can accept referrals or self referral. Some services may prefer a telephone contact first (see contact details). By their nature they are open access so that people can gain advice, information, support or access to other's services quickly and confidentially.

Specialist Services: These agencies will require referral and assessment prior to anyone receiving a service. Local arrangements are in place for accessing specialist services through a triage assessment, which is designed to give quick access to an appointment and assist people to receive services based on

individual needs. Contact the local Open Access Services or ring the Specialist Service for further details.

The two, county-wide, **Mobile Needle Exchange Services** are listed at the beginning of the **Hampshire** section.

The final sections in the full directory are for **Residential Services** and **Young People's Services**.





Residential Services often have a broader catchment area than other local services. These cover two types of service:

In-patient detoxification services: These can be stand alone services or part of a service that also offers rehabilitation programmes. All in-patient detox facilities require a comprehensive assessment and a referral, from a Specialist Service and/or the in-patient service. Access is also dependent on eligibility criteria and funding.

Residential rehabilitation programmes: These services offer intensive and structured treatment programmes, based on different philosophies. All require referral and assessment. Local authority social services departments currently initiate access to residential rehabilitation programmes. Treatment is paid for by community care funding and supplemented by other funding. Private in-patient and rehabilitation services accept self referral and treatment for those self funding or using private medical insurance.

Young People's Services are generally open to young people aged between 12 and 18, although some services will accept people upto the age of 25. No referral is needed to attend these services unless otherwise noted in their entry.

Key to Services (4 pages)

	<p>Aftercare Activities</p>		<p>Assessment & Care Planning</p>
<p>Aftercare is a package of support that is put in place for clients when they leave structured treatment (after the end of their care plan), or for offenders when they leave or complete community sentences, or are released from prison (remand or sentenced). The aim of aftercare is to sustain treatment gains and further develop community reintegration. Aftercare may include drug-related interventions, open access relapse prevention or harm reduction. It may also include non-drug related support such as housing, access to education, generic health and social care.</p>		<p>A two-way process between a service user and an assessor to establish immediate and longer terms needs, and develop a care plan of actions to meet those needs. Comprehensive assessment aims to determine the exact nature of the client's drug and alcohol problems, and co-existing problems in the other domains of health (mental and physical), social functioning and offending. Assessment may be conducted by more than one member of a multidisciplinary team, because different competencies may be necessary to assess different areas of client need. Assessment should be an ongoing process rather than a single event.</p>	
	<p>Community Prescribing</p>		<p>Complementary Therapy</p>
<p>This involves the provision of care-planned specialised drug treatment, which includes the prescribing of drugs to treat drug misuse. The range of community prescribing interventions can include:</p> <ul style="list-style-type: none"> • Stabilisation on substitute opioids, including dose titration • Prescribing for a sustained period to substitute illicit drugs (maintenance prescribing) • Prescribing for withdrawal from opioids (community detoxification) • Prescribing to prevent relapse • Stabilisation and withdrawal from sedatives • Detoxification from alcohol where appropriate • Treatment for stimulant users, which may include symptomatic prescribing 		<p>Offered in both community-based and residential drug services providing a range of complementary therapies including: auricular acupuncture, homeopathic medicines and teas, visualisation, shiatsu and reflexology. Therapies are reported to help with the withdrawal and relieve stress. Staff providing these therapies should hold appropriate qualifications.</p>	

Key to Services (continued)



Counselling

Counselling is defined by the British Association of Counselling as “providing an opportunity for the service user to work towards living in a way he or she experiences as more satisfying and resourceful”. This activity takes place within a deliberately undertaken contract with clearly agreed boundaries and commitment to privacy and confidentiality. It requires explicit and informed agreement. Staff should be adequately trained and hold qualifications to provide counselling. It is important that people requesting counselling should find out about the philosophy/approach being offered as counselling can vary depending on a person's training. Counselling services usually offer service users a choice of counsellor. The assessment interview is a good time for service users to check out what counselling involves prior to starting.



Drug Intervention Programmes

Drug Intervention Programmes provide an end-to-end service (enhanced Tier 2) for drug users who are within the criminal justice system. The DIP teams provide a range of support services through the various stages of the justice system and beyond:

- police custody
- courts and probation
- prison
- referral to treatment
- throughcare and aftercare

Special measures for children and young people are also being implemented.



Hepatitis B Vaccinations

Preventing the spread of blood-borne diseases is a major goal of drug treatment services and a major contribution to individual and public health. A range of services which may be offered, including some or all of the following:





- health screening for blood-borne infections to identify needs and problems
- explore issues relating to health resulting from substance use/misuse and identify ways of achieving a healthier lifestyle
- assess risk behaviours associated with drug and alcohol use and provide interventions that will help prevent further harms and consequences, eg. advice and education on hepatitis B & C and HIV
- provide access to testing for hepatitis B & C and HIV
- provide access to hepatitis B vaccination
- provide a comprehensive pathway of care for those who require healthcare relating to blood-borne diseases





Housing Support

Whereas, many services will provide basic information and referral for housing issues, full housing support is a specialised service to provide or identify suitable living accommodation for people with a history of drug or alcohol misuse. Housing may be provided within a hostel, through supported accommodation or within a residential treatment setting.














Key to Services (continued)

	Information & Support		In-patient Detox
<p>Drug and alcohol (substance misuse) related advice and information interventions should provide appropriate advice and accurate, up-to-date information on a range of substance misuse related issues, including:</p> <ul style="list-style-type: none"> • information about different drugs and their effects • advice about stopping misuse of drugs and alcohol • information on how to reduce the potential harm from drug misuse (eg. safer injecting, reducing overdose risks, etc) • how and where to access help for drug problems • how and where to access help for other problems (eg. housing, sexual health) 		<p>Inpatient interventions usually involve short episodes of hospital based (or equivalent) drug and alcohol medical treatment. This normally includes 24-hour medical cover and multidisciplinary team support for treatment such as:</p> <ul style="list-style-type: none"> • Medically supervised assessment • Stabilisation on substitute medication • Detoxification from illegal and substitute drugs • Specialist inpatient treatments for stimulant users • Emergency medical care for drug users in crisis <p>Inpatient drug treatment should be provided within a care plan with an identified keyworker. The care plan should address drug and alcohol misuse, health needs, offending behaviour and social functioning where appropriate.</p>	
	Needle Exchange		One to One Work
<p>Needle exchange facilities are located in open access (Tier 2 services), or community pharmacies (Tier 1). Sometimes needle and syringe exchange services are also provided in mobile vans, especially in rural places. Needle and syringe exchange schemes offer a range of injecting equipment as well as a service for the disposal of used equipment. In addition, staff offer harm minimisation or risk reduction advice and information. Some needle exchange service also offer on-site vaccination programmes for Hepatitis B. The service can also act as a point of referral into other services.</p>		<p>One to one work can have a different interpretation between services, so it is important that service users clarify what is being offered. Generally one-to-one is not counselling. It usually involves a member of staff being allocated as a key worker. Their role is to meet with the service user regularly, check progress against the care plan, provide advice and information; and give general support e.g. letters to housing etc. In some services staff may also be expected to do all the therapeutic work, this could include; motivational work, lapse/relapse prevention, coping skills and behaviour change work. Some services may also work within a philosophy, eg. harm reduction or abstinence, this is important to check when engaging with a service.</p>	

Key to Services (continued)

	Outreach Programmes		Structured Group Work
	<p>Outreach work is a method of delivering interventions in settings external to a service's usual site. The aims of outreach work are:</p> <ul style="list-style-type: none"> • to provide services to those unable or unwilling to access site-based services, including 'hard to reach' groups such as young people, black and minority ethnic communities, women, the housebound (eg. because of physical or psychological illness) and those living at distance from services (eg. in rural areas) • to provide health education opportunities for drug misusers not currently accessing site-based services • to provide harm minimisation/risk reduction services to drug misusers not currently accessing site-based services (eg. needle exchange, provision of condoms) • to make initial contact with drug misusers to facilitate referral to site-based services <p>Services can include the provision of advice and information, brief interventions, sterile injecting equipment and, in some instances, care-planned counselling.</p>		<p>Usually offered as part of a programme of defined activities for a fixed period of time. Service users usually attend the programme according to specified attendance criteria, and follow a set timetable that will include group work, covering psychosocial interventions, educational and life skills activities. Some service users may attend as a follow-on or precursor to other treatment types, or may be attending as part of a criminal justice programme supervised by the probation service, or community rehabilitation. Group work is normally run in community based services, set in centres that have been specifically designated for the programme (purpose-built or converted) and have rooms designated for specific parts of the programme (eg. group work, life skills etc).</p>

Key to Logos

	Aftercare Activities		Housing Support
	Assessment & Care Planning		Information & Support
	Community Prescribing		In-Patient Detox
	Complementary Therapy		Needle Exchange
	Counselling		One to One Work
	Drug Intervention Programme		Outreach Programmes
	Hepatitis B Vaccinations		Structured Group Work

HAMPSHIRE OPEN ACCESS SERVICES

Nexus Needle Exchange Services



AIMS

Mobile service offering free and non-judgmental advocacy, needle exchange, advice and information services.

STATUS

Voluntary

TARGET GROUP

18+ injecting drug users.

MODELS OF PRACTICE

Harm reduction work offering:

- Needle exchange, home visits, community locations
- Supply of drug using paraphernalia
- Signposting and information
- Advocacy
- Access to blood testing and sexual health advice
- Information about other health issues
- Referral into other services

**MOBILE NEEDLE EXCHANGE
HAMPSHIRE**
(Anyone can call or attend this service)

OPENING HOURS

Mobile service, weekdays with flexible opening times

CATCHMENT AREA

South East, North East & South West Hampshire

CONTACT DETAILS

South East Hampshire:

Tel: 023 9250 1616

North East Hampshire:

Tel: 07973 598556

South West Hampshire:

Tel: 08007 817562 or 07891 737253

Office:

Tel: 01256 473842

Website: www.cranstoun.org

The Bridge



AIMS

To provide an open access service offering advice, information and assessment for clients with drug and alcohol issues.

STATUS

Charity

TARGET GROUP

Adults 18+

MODELS OF PRACTICE

- Acupuncture
- Advice and information
- Aftercare
- Assessment
- Group work
- Keyworking
- Needle exchange
- Onward referral

OPEN ACCESS SERVICE HAMPSHIRE

(Anyone can call or attend this service)

OPENING HOURS

Monday-Friday: 10.00am - 4.00pm
Saturday: 10.00am - 12.00pm (midday)
Late opening:
Eastleigh Bridge: To 8.00pm on Tuesdays

CATCHMENT AREA

South & South West Hampshire

CONTACT DETAILS

Eastleigh Bridge:

75 Leigh Road, Eastleigh, Southampton, SO50 9DQ

Tel: 023 8061 2465

Office (New Milton):

Tel: 01425 620780

CRI at 'CLEMS'



AIMS

CRI at 'CLEMS' offers an open access drop-in service that caters for the needs of individuals with substance misuse issues. In a supportive and caring environment we will assess your needs and offer immediate support and onward referral if necessary. We also offer advice and support to the family and friends of individuals impacted by addiction.

STATUS

CRI A National Charitable Organization

TARGET GROUP

Adults, 18+

MODELS OF PRACTICE

- Triage, assessment and onward referral
- Therapeutic group work, many topics [various orientations].
- 1-1 support
- Motivational interviewing
- Social care
- Alternative therapies, Acupuncture, Thought Field Therapy [TFT]

OPEN ACCESS SERVICE

HAMPSHIRE

(Anyone can call or attend this service)

- Out of hours support
- Needle exchange
- Community involvement
- Housing advice
- Advocacy
- Nurse
- Leisure activities
- Art and design
- Aftercare

OPENING HOURS

Monday-Friday: 9.00am - 5.00pm

CATCHMENT AREA

Winchester and surrounding area

CONTACT DETAILS

CRI at 'CLEMS', 14 St Clements Street,
Winchester, Hampshire, SO23 9HH
Tel: 01962 870818
Fax: 01962 870819

CRI at New Street House



AIMS

New Street House offers an open access drop-in service that caters for the needs of individuals with substance misuse issues. In a supportive and caring environment we will assess your needs and offer immediate support and onward referral if necessary. We also offer advice and support to the family and friends of individuals impacted by addiction.

STATUS

CRI A National Charitable Organization

TARGET GROUP

Adults, 18+

MODELS OF PRACTICE

- Triage, assessment and onward referral
- Therapeutic group work, many topics [various orientations].
- 1-1 support
- Motivational interviewing
- Social care
- Alternative therapies, Acupuncture, Thought Field Therapy [TFT]

OPEN ACCESS SERVICE

HAMPSHIRE

(Anyone can call or attend this service)

- Out of hours support
- Needle exchange
- Community involvement
- Housing advice
- Advocacy
- Nurse
- Leisure activities including allotment
- Art and design
- Aftercare

OPENING HOURS

Monday-Tuesday: 9.00am - 5.00pm
Wednesday: 9.00am - 7.30pm
Thursday-Friday: 9.00am - 6.00pm

CATCHMENT AREA

Andover and Test Valley Area

CONTACT DETAILS

CRI, New Street House, 130 New Street,
Andover, Hampshire, SP10 1DR
Tel: 01264 339833
Fax: 01264 339844

Phoenix Futures



AIMS

Phoenix Futures provides a drop-in and initial assessment service for anybody needing help in advice with problematic drug or alcohol use.

In a supportive and caring environment, we will assess your current situation with you and direct you to whether the substance misuse service can most appropriately meet your needs.

STATUS

Phoenix Futures is a national charity

TARGET GROUP

Adults, 18+.

MODELS OF PRACTICE

- Therapeutic group work, including:
 - + Relapse prevention
 - + Early intervention
 - + Exploring change
 - + Self esteem
 - + Dual diagnosis
 - + Peer support
- 1-1 Support
- Alternative therapies, inc. auricular acupuncture
- Needle Exchange
- Housing advice

OPEN ACCESS SERVICE HAMPSHIRE

(Anyone can call or attend this service)

OPENING HOURS

Aldershot: Mondays: 4.00 – 7.00pm

Tuesdays, Thursdays & Fridays: 10.30am - 4.30pm

Wednesdays: 2.00 - 7.00pm

Saturdays: 10.00am – 1.00pm

Basingstoke: Mondays: 10.30am – 7.00pm

Tuesdays & Thursdays: 10.30am - 4.30pm

Wednesdays: 2.00 - 7.00pm

Fridays: 10.30am – 12.30pm

Saturdays 10.00am – 1.00pm

Satellites (Peer support groups & assessment):

Bordon: Mondays: 10.30am – 2.30pm

Alton: Mondays: 1.00 – 4.00pm

Please call mobile nos. below for satellite venues

CATCHMENT AREA

Aldershot, Alton, Basingstoke & Bordon

CONTACT DETAILS

24 Station Road, **Aldershot**, Hants, GU11 1HT

Tel: 01252 342000 Fax: 01252 350699

Chapel House, Kingsclere Road

Basingstoke, Hampshire, RG21 6UG

Tel: 01256 358753 Fax: 01256 335946

Alton: 07772 610905 **Bordon:** 07772 598963

Spotlight



AIMS

Spotlight provides a drop-in and initial assessment service for anybody needing help or advice with problematic drug or alcohol use. In a supportive and caring environment, we will assess your current situation with you and direct you to wherever the substance misuse service can most appropriately meet your needs.

STATUS

Part of Phoenix Futures

TARGET GROUP

Adults, 18+.

MODELS OF PRACTICE

- Therapeutic group work, including:
 - + Relapse prevention
 - + Assertiveness skills, including 'Saying No'
 - + Self-esteem & self-confidence
 - + Relationships
 - + Denial
 - + Many other topic areas covered
- 1-1 Support
- Alternative therapies, inc. auricular acupuncture
- Out of hours support
- Needle Exchange
- Housing advice
- Aftercare

OPEN ACCESS SERVICE HAMPSHIRE

(Anyone can call or attend this service)

OPENING HOURS

Fareham

Monday- Wednesday & Friday: 9.30am - 4.30pm

Saturday: 10.00am – noon

Satellite: Solent Evangelical Church, Forton Rd, Gosport

Thursday: 9.30am – 1.00pm

Satellite: Nimrod Community Centre, Rowner

Thursday: 2.00pm – 6.30pm

Havant

Monday: 9.30am – 6.00pm

Tuesday, Thursday & Friday: 9.30am – 4.30pm

Saturday: 10.00am – noon

Satellite: Hayling Island Health Centre

Wednesday 9.00am – 12.30pm

Satellite: Waterlooville Acorn Centre

Wednesday: 2.00pm – 4.00pm

CATCHMENT AREA

Fareham & Gosport

Havant, Hayling Island & Waterlooville

CONTACT DETAILS

Fareham 126 West Street, Fareham, PO16 0EP

Tel: 01329 237014 Fax: 01329 221925

Havant 19 Park Parade, Leigh Park, Havant, PO9 5AA

Tel: 023 9249 2628 Fax: 023 9249 2572

HAMPSHIRE SPECIALIST SERVICES

ACORN Community Drug & Alcohol Team



AIMS

To minimise drug/alcohol related harm to service users, their carers, their families and the wider community.

STATUS

Statutory/NHS

TARGET GROUP

18+ presenting with problematic drug/alcohol use.

MODELS OF PRACTICE

Clinics:

- Harm Reduction Clinic
- GP Liaison Clinic
- DRR and PPO Clinic

Individual:

- 1:1 appointments:
- Support and harm reduction advice
- Relapse prevention
- Motivational interviewing
- Psychosocial Interventions
- Community and Residential Detox

SPECIALIST SERVICE HAMPSHIRE

(Referral from a GP or other service needed)

Group work:

- Acupuncture Group
- Exploring Change Group
- Managing Addictions Group
- Pre-detox Group
- Service User Groups
- Womens' Group

OPENING HOURS

Monday & Tuesday	9.00am - 7.00pm
Wednesday	9.00am - 5.00pm
Thursday	9.00am - 6.30pm
Friday	9.00am - 5.00pm

CATCHMENT AREA

NW Hants (Rushmoor and Hart) and Surrey Heath

CONTACT DETAILS

ACORN, Frith Cottage, Church Road,
Frimley, Surrey, GU16 5AD
Tel: 01276 670883
Fax: 01276 679474

Avalon



AIMS

A community based integrated Health and Social Care team, providing a localised Tier 3 substance misuse service for people who are experiencing problems around drugs and alcohol, enabling them to make informed choices. Referrals are via the Tier 2 service.

STATUS

Statutory

TARGET GROUP

Adults 18 and over with substance misuse problem.

MODELS OF PRACTICE

- Client centred approach
- Motivational interviewing
- Group work
- Substitute prescribing
- Community detox
- Referral for residential detox/rehabilitation
- Acupuncture
- Advice and information
- Joint working with other agencies

SPECIALIST SERVICE HAMPSHIRE

(Referral from an Open Access Service (Tier 2) needed)

OPENING HOURS

Monday - Thursday
Friday

8.30am - 5.00pm
8.30am - 4.30pm

CATCHMENT AREA

Fareham and Gosport

CONTACT DETAILS

The Avalon Centre,
Fareham Health Centre,
Fareham, PO16 7ER

Tel: 01329 235353

Fax: 01329 825956

CARE Service

(Counselling, Awareness, Respect & Empowerment)



AIMS

To provide free confidential psychosocial interventions treatment interventions and treatment by a qualified experienced counsellor

STATUS

Statutory

TARGET GROUP

Drug users involved in the Adult Tier 3 treatment provision living in the Hampshire DAAT area

MODELS OF PRACTICE

- CBT
- Psychodynamic Counselling
- Psycho-synthesis or Existentialism
- Relapse Prevention Therapy
- ACT
- Motivational Interventions

SPECIALIST SERVICE HAMPSHIRE

(Referral from CDATs or Hampshire DIP Service needed)

OPENING HOURS

Weekdays 9.00am – 5.00pm
Some evenings and Saturdays

CATCHMENT AREA

Hampshire DAAT area

CONTACT DETAILS

Tel: 07920 297559
Email: info@carehampshire.co.uk
Website: www.carehampshire.com

Hampshire Drug Interventions Programme



AIMS

To provide high quality specialist assessment, access to treatment and continued support for substance misusing offenders, at any stage in the Criminal Justice System

STATUS

Voluntary

TARGET GROUP

Substance misusing offenders, at any stage in the Criminal Justice System

MODELS OF PRACTICE

- Specialist assessment, access to treatment and continued support for substance misusing offenders, at any stage in the Criminal Justice system including arrest suites, courts and court orders and prison leavers
- One to one support, advice, information and advocacy
- Structured interventions including mindfulness practice, structured group work, workshops and complementary therapies
- Drug Testing and monitoring in line with statutory requirements

- A 24-hour out of hours referral help line
- A rapid next day appointment system

OPENING HOURS

Monday – Friday 9.00am – 8.00pm
24/7 phone line 365 days a year - 0800 1444 734
(referral, harm minimisation and signposting advice)

CATCHMENT AREA

Hampshire County Council boundaries

CONTACT DETAILS

Western Sector

16 Station Hill, Southampton Rd,
Eastleigh, Hants, SO50 9FJ
Tel: 02380 650308
Fax: 02380 650260
Email: lcameron@cranstoun.org.uk

North East Sector

Hartland House, 26 Winchester St,
Basingstoke, Hants, RG21 7DZ
Tel: 01256 818552
Fax: 01256 843413
Email: balder@cranstoun.org.uk

Central Sector

35 Market Parade, Havant, Hants, PO9 1PY
Tel: 02392 471268
Fax: 02392 471246
Email: jchristopher@cranstoun.org.uk
Website: www.cranstoun.org

New Forest Alcohol & Drug Treatment Service



AIMS

Offers assessment, treatment, advice and information for people with drug and/or alcohol problems in the New Forest area. To provide a service that focuses on the ever-changing local needs and reflect the diversity of the community it serves. To meet these needs, the broad range of community treatments and care interventions is constantly under review.

STATUS

Statutory – NHS & Local Authority

TARGET GROUP

People with alcohol or drug use who need treatment aged 18+.

MODELS OF PRACTICE

The team offers a multi-disciplinary service with experienced staff working to offer a broad range of community-based treatment options such as:

- Community Prescribing
- Care planning
- Motivational interviewing
- Relapse prevention
- Counselling information on HIV/AIDS/HEP B & C

SPECIALIST SERVICE HAMPSHIRE (Referral – see below)

- Harm reduction
- Referral to residential rehabilitation & detoxification

OPENING HOURS

Monday - Thursday 9.00am - 5.00pm
Friday 9.00am - 4.30pm

REFERRALS

All referrals (drug & alcohol) are received following triage assessment from The Bridge Centre (Society of St James), 5 Whitefield Road, New Milton, BH25 6DE. Tel: 01590 688448

Duty service available for existing clients

CATCHMENT AREA

New Forest

CONTACT DETAILS

New Forest Alcohol & Drug Treatment Service

Oaktree House, Gooseberry Lane,
Off Christchurch Road, Ringwood, BH24 1DN
Tel: 01425 483352 Fax: 01425 483351

Prison Detoxification Service

HMP Winchester, Romsey Road, Winchester, SO22 5DF
Tel: 01962 723317 Fax: 01962 723325

North Hampshire Substance Misuse Service (Fairfields House)



AIMS

The service offers assessment, treatment, advice and information for people with drugs and alcohol problems. The team aims to provide a service that focuses on the ever-changing local needs and reflects the diversity of the community it serves.

STATUS

Statutory – NHS & Local Authority

TARGET GROUP

People with alcohol or drug use who need treatment aged 18+.

MODELS OF PRACTICE

The team offers a multi-disciplinary service with experienced staff working to offer a broad range of community-based treatment options such as:

- Community Prescribing
- Care planning
- Motivational interviewing
- Relapse prevention
- Counselling Information on HIV/AIDS/HEP B & C

SPECIALIST SERVICE HAMPSHIRE (Referral – see below)

- Harm reduction
- Referral to Residential Rehabilitation and Detoxification

OPENING HOURS

Monday - Thursday 9.00am - 5.00pm

Friday 9.00am - 4.30pm

Evening appointments are available for those in employment

Duty service: Monday-Friday 10.00-12.00 & 2.00-4.00

REFERRALS

Send to: [Phoenix Futures \(Basingstoke\)](#)

Tier 2 & 3 services work in close liaison in relation to urgent referrals. Direct referrals are accepted by Tier 3 services when appropriate.

CATCHMENT AREA

Borden, Basingstoke, Tadley & Alton

CONTACT DETAILS

Substance Misuse Service, Fairfields House,
8 Fairfields Road, Basingstoke, RG21 3DR

Tel: 01256 469006

Fax: 01256 331469

Orion Centre



AIMS

A community based integrated Health and Social Care team, providing a localised Tier 3 substance misuse service for people who are experiencing problems around drugs and alcohol, enabling them to make informed choices. Referrals are via the Tier 2 service.

STATUS

Statutory

TARGET GROUP

Adults 18 and over with a substance misuse problem.

MODELS OF PRACTICE

- Client-centred approach
- Motivational interviewing
- Group work
- Acupuncture
- Substitute prescribing
- Community detox
- Referral for residential detox/rehab
- Advice and information
- Joint working with other agencies

SPECIALIST SERVICE HAMPSHIRE

(Referral from an Open Access Service (Tier 2) needed)

OPENING HOURS

Monday - Thursday 8.30am - 5.00pm
Friday 8.30am - 4.30pm

CATCHMENT AREA

Havant and Petersfield

CONTACT DETAILS

Orion Centre, Dunsbury Way,
Leigh Park, Havant, PO9 5BG

Tel: 023 9245 1500

Fax: 023 9245 1540

Phoenix Futures Hampshire Structured Day Service



AIMS

Our skilled staff members work with individuals who have a desire to change their pattern of behaviour and drug use, addressing lifestyle, health, social and criminal justice issues. Phoenix Futures is a registered charity and a leading, national provider of services for people with drug and alcohol problems.

STATUS

Registered Charity

TARGET GROUP

Men and women aged 18+ who are currently dependent on drugs, or who have recently become abstinent and are living in, or wishing to settle in, Hampshire. Access is by referral, which is a simple process. Any eligible service user needs only to speak to their key worker, care co-ordinator or drugs worker to arrange this.

MODELS OF PRACTICE

We provide a varied programme of evidence-based therapeutic group work, which is divided into two stages.

SPECIALIST SERVICE HAMPSHIRE

(Referral from an Open Access Service (Tier 2) needed)

The initial 'Access' programme is designed to introduce service users to structured group work and to support and motivate them to achieve maintenance or abstinence. This Access stage can be considered as a series of standalone groups, but it is also designed to help service users to prepare for the core stage of the programme.

Some of the topics covered in 'Access' are:

- "Who is a drug user?"
- Lapse/relapse
- Cycle of Change
- Strengths

The 'Core' programme is made up of topics lasting six group sessions, normally held twice weekly over three weeks or weekly over six weeks.

Some of the topics covered in 'Core' are:

- Relapse Prevention
- Self-esteem
- Unlocking Thinking
- Changing Behaviour

Full timetables are available from:

www.phoenix-futures.org.uk/Hampshiresds

Phoenix Futures Hampshire Structured Day Service



SPECIALIST SERVICE HAMPSHIRE

(Referral from an Open Access Service (Tier 2) needed)

OPENING HOURS

We do not operate from a fixed service base so do not have opening hours as such. The service is delivered flexibly over six days, with Core groups running mornings and Access groups running afternoons. This incorporates evening and weekend availability for those who cannot access the day service.

CATCHMENT AREA

Hampshire wide.

The programme of group work is delivered from local drug service, DIP and community buildings throughout Hampshire, including Aldershot, Basingstoke, Winchester, Eastleigh, Fareham & Gosport, Havant and the New Forest.

CONTACT DETAILS

Chapel House, Kingsclere Road,
Basingstoke, Hampshire, RG21 6UG

Tel: 01256 331316

Fax: 01256 335946

Email: hampshire.sds@phoenix-futures.org.uk

Website: www.phoenix-futures.org.uk/Hampshiresds

Spencer House CDASS

Community Drug & Alcohol Advisory Service



AIMS

The CDAAS offers assessment, treatment, advice and information for people with drugs and alcohol problems. CDAAS aims to provide a service that focuses on the ever-changing local needs and reflects the diversity of the community it serves.

STATUS

Statutory – NHS & Local Authority

TARGET GROUP

People with alcohol or drug use who need treatment aged 18+.

MODELS OF PRACTICE

The team offers a multi-disciplinary service with experienced staff working to offer a broad range of community-based treatment options such as:

- Community Prescribing
- Care planning
- Motivational interviewing
- Relapse prevention
- Counselling
- Information on HIV/AIDS/HEP B & C
- Harm reduction
- Referral to residential rehabilitation & detoxification

SPECIALIST SERVICE

HAMPSHIRE

(Referral – see below)

OPENING HOURS

Appointments:

Monday - Thursday 9.00am - 5.00pm

Friday 9.00am - 4.30pm

Evening clinic available by appointment only

Duty service: Monday-Friday 9.30-12.30 & 1.30-4.30

REFERRALS

Drugs Team:

Andover [New Street House](#)

Winchester [Clems Place Cri](#)

Eastleigh/Romsey/Southern Parishes [The Bridge](#)

Alcohol Team:

Any statutory/non-statutory agency

Eastleigh/Romsey area [The Bridge](#)

CATCHMENT AREA

Winchester, Eastleigh, Andover & Romsey

CONTACT DETAILS

Community Drug & Alcohol Advisory Service

Spencer House, 63 Romsey Road,

Winchester, SO22 5DE

Tel: 01962 825071

Fax: 01962 824247

OTHER USEFUL CONTACTS

ADFAM

Adfam exists to raise the awareness about, and take actions to alleviate, problems faced by families dealing with drugs and alcohol. They provide a range of information on their website on these issues and where to get help for them.

Tel: 020 7928 8898

Website: www.adfam.org.uk

Al-Anon

Al-Anon Family Groups provide support to anyone whose life is, or has been, affected by someone else's drinking. Al-Anon is a fellowship of relatives and friends of alcoholics who share their experience in order to solve their common problems.

Tel: 020 7403 0888

Website: www.al-anonuk.org.uk

Alcohol Concern

Alcohol Concern works to reduce alcohol related harm, and to increase the range and quality of services available to people with alcohol related problems. A range of information on alcohol related topics is available on their website.

Tel: 020 7928 7377

Website: www.alcoholconcern.org.uk

Alcoholics Anonymous (AA)

AA is an informal society that offers self-help groups across the country. Members will share their experiences and help other group members to recover from alcohol dependence. A 12-step approach is used.

Helpline: 0845 7697 555 or 020 7833 0022

Website: www.alcoholics-anonymous.org.uk

Cocaine Anonymous (CA)

CA is an association of men and women who share their experiences to help solve problems and to recover from addiction. Group meetings are organised and a helpline is also provided. A 12-step approach is used.

Helpline: 020 7284 1123

Email: info@cauk.org.uk

Website: www.cauk.org.uk

DrugScope

DrugScope is an independent centre of expertise on drugs with an aim to inform policy development and reduce drug-related risk. Their

website contains comprehensive access and library services for both the general public and professionals seeking drug-related information.

Tel: 020 79281211

Email: info@drugscope.org.uk

Website: www.drugscope.org.uk

FRANK (formerly the National Drugs Helpline)

FRANK aims to reduce the harm caused by drugs & operates at a national & local level. FRANK offers information, advice & tips, & can direct you to local services, drop-in centres & groups. Will also provide advice & information to drug users, their friends and families.

Helpline: 0800 77 66 00

Website: www.talktofrank.com

Hampshire Users Forum (HUF)

HUF is an independent group of ex- and on-going drug users who meet every three months. Membership is drawn from the Hants & IoW area. The group was set up to allow people involved in similar activities a regular opportunity to get together and share experiences, good practice and learn from each others' mistakes in what is a relatively new thing to most of us. New members are always welcome.

Tel: 023 8021 6009 (ask for Si)

Email: morphin@southamptonvs.org.uk

Methadone Alliance

Provides information and advice to people about methadone and other prescribing treatments. Also provides advocacy and representation to clients where appropriate.

Tel: 020 8374 4395

Website: www.methadone.org.uk

Narcotics Anonymous (NA)

NA is an informal society that offers self-help groups for men and women where drugs have become a major problem. Members meet regularly to help each other stay clean.

Helpline: 020 7730 0009

Website: www.ukna.org

Release

Release provides a range of advice and information services in response to people requiring assistance with matters to do with drugs and the law and human rights. They will also work with professionals and the general public and deliver training.

Helpline: 020 7749 4034

Email: info@release.org.uk

Website: www.release.org.uk