



Registered Charity Number:  
511766

## A Local Service for Local people!!

We are taking bookings now for our Alcohol Brief Intervention Training events. To find out more or to book a place go to:  
[www.daas.uk.com](http://www.daas.uk.com)  
All training linked to DANOS

PROMOTING POSITIVE  
CHANGE !....WORKING IN  
PARTNERSHIP TO REDUCE  
ALCOHOL RELATED HARM  
THROUGHOUT

Visit us at [www.daas.uk.com](http://www.daas.uk.com)  
Use our easy to operate on  
line alcohol unit calculator!

First Floor Dents Chambers  
81 New Square Chesterfield  
S40 1AH

New Alcohol Services in Glossop	1
What our clients and professionals say about us!	2
Single Point of Contact diagram,	3
DAAS key features and outcomes	3
Group support	4
DAAS Training - Working with Families affected by alcohol Use	4

# DAAS alcohol wise

## Quarterly Newsletter: Issue 7 : July 2014 New Community Alcohol Services in GLOSSOP!!!



**F**rom July 1st there will be one single referral point for anyone affected by alcohol misuse in Derbyshire. For people who live in the SK13 post code area a single point of contact access point will be available by ringing **0845308 4010** or if calling from a mobile: **01246 206514**. This will include advice for people who themselves are affected by alcohol misuse, their families and friends and also an advice service for professionals working with someone with an alcohol problem. **DAAS** is keen to promote the new **Single Point of Contact** and the quick access this provides to two new alcohol treatment services in Glossop as well as signposting people to a range of recovery support. This will mean that busy GP's and other referring agents can make direct referral through **ONE** single telephone number regardless of drinking levels or treatment needs. This will widen the scope of support available to Glossop residents, enabling them to access the same level of provision that other Derbyshire residents have historically received. Clients

referred by professionals will be offered their first appointment within ten days of the referral being made. All clients will be triaged by DAAS. Those with needs for more complex interventions and/or medical detoxification, will receive a same day onward referral to our partners **Addaction Tier 3 Alcohol Treatment Service** (see over page for SPOC diagram). However, DAAS strongly encourages clients to make contact with the service themselves where possible, as each caller will receive direct telephone motivational support from experienced staff at point of contact. DAAS Service manager Elaine Handley says "Our strength and what we hope to bring to the residents of Glossop is our knowledge and experience of working for many years as specialist practitioners in the field of alcohol misuse. Our staff are highly skilled and have the client at the very heart of the services we provide". Alison Scott and Tracey Croasdale – Managers at DAAS have worked hard to ensure that existing Glossop clients receive a seamless transition into DAAS. They will be busy developing care pathways and identifying local recovery support to help clients meet others, become involved in peer mentoring or volunteering, undertake re-training or re-enter employment. **Free Alcohol Interventions Training** is now available for Health and Social care workers in Glossop. (see page 4 for details)

# What our clients have said about us!



*'I really appreciate the time that the staff have put into help with my addiction.'*

*'Counsellors were very resourceful and happy to help me.'*

*'The support I have received throughout the course has helped me immensely with my outlook on drinking. My counsellor has taught me new ways of going forward. I feel confident now in continuing my life in a more positive and fresh outlook.'*

*'My counsellor was supportive, gave me website help and advice. She was very understanding and her attitude to my problems was exceptional.'*

*"You have, with your excellent counsellors achieved a very high standard of understanding and invaluable insight into the problems of alcohol which is factually informative and never condescending in the way its explained. An excellent service which is much needed and appreciated"*

## And from Professionals.....

*"I have referred many clients into DAAS and have been highly delighted with their professional response and level of knowledge of the problem."*

*"DAAS are always keen to address any issues or concerns regarding clients and respond promptly to calls and enquiries"*

*"I can honestly say that in my dealings with DAAS, I experience nothing but professionalism and I am highly delighted with the way that they go the extra mile for clients and professionals!"*

**DAAS also gained the Customer Service Excellence Award in April 2013**

**The report highlighted the level of customer insight demonstrated by DAAS :**

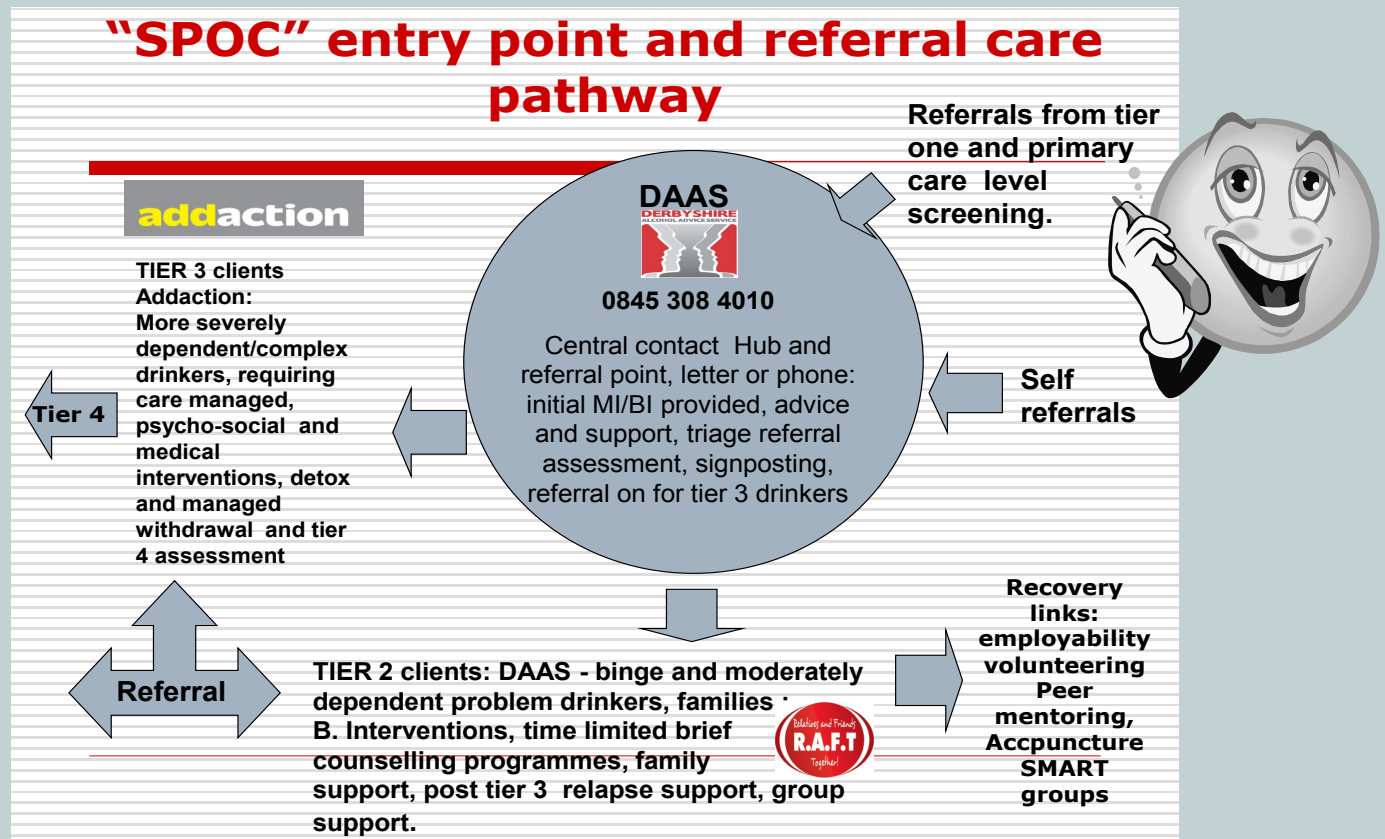
*"DAAS know their customers and their client base and demonstrate that they deliver services based on an in-depth understanding of their needs. Importantly they can demonstrate that they can achieve positive outcomes and that customers are satisfied with the services they have received" (extract from report)*



**WE ARE CONTINUALLY TRYING TO IMPROVE THE SERVICES WE PROVIDE FOR THE PEOPLE OF DERBYSHIRE . YOUR FEEDBACK IS CRUCIAL! PLEASE PHONE OR WRITE TO THE SERVICE IF YOU HAVE ANY COMMENTS TO MAKE.** If you have contacted our service for advice or support, or made a referral, please let us know if we did well or how you think we might improve things. email [Elaine.Handley@daas.uk.com](mailto:Elaine.Handley@daas.uk.com) or write to Elaine Handley, Service Manager. First Floor, Dents Chambers, 81 New Square, Chesterfield S401AH

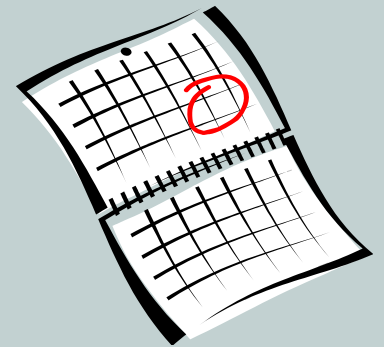
**DAAS Service User Focus Groups across the County– are held each year! Please see our website for details of our next event !! Or phone 01246 206514.**

# Diagram to illustrate Derbyshire Alcohol Referral Pathway through DAAS Single Point of Contact



## Once referred into DAAS:

- ◆ Same day onward referral for more complex levels of support
- ◆ Joint working and information sharing agreements with professionals
- ◆ Risk assessment and risk management protocols in place
- ◆ Support for families, carers and professionals
- ◆ No waiting lists
- ◆ All self referrals receive telephone motivational advice and support
- ◆ Recovery support and onward referral /signposting to a range of groups and services



## Some key outcomes achieved by DAAS 2012/13 :

- ◆ 75% of clients who had received one-one sessions with DAAS reduced their drinking to within recommended levels or achieved abstinence
- ◆ 88% of attendees said they had increased competence to undertake a brief Intervention with a problem drinker following DAAS training
- ◆ 89% of clients were offered a first appointment with DAAS within 10 working days of referral
- ◆ 98% of clients completing customer satisfaction questionnaire strongly agreed that the services they received from DAAS met or surpassed their expectations

Get SMART© now!

## Group Support Available!

Join a group, get support, support others, meet people, make friends!

**Alcohol and drug recovery group: Buxton** :Friday afternoons 2-3.30pm at Corbar View

**Alcohol support group in Chesterfield** : Tuesday evenings 6-7.30pm Dents Chambers

**Alcohol support group Ripley**: Monday afternoons 1-2.00pm at the Croft

**DROP – INS**: Monthly- Swadlincote -Bank House . Thursday -weekly 12-2.00 pm Shirebrook, Night Lite café, South Normanton– HUB Wednesday 10-12pm.weekly

**MORE GROUPS COMING SOON!! We are looking to establish groups in Glossop, Swadlincote and Ashbourne please contact us for further details.**

**Auricular Acupuncture available in Chesterfield**

**Tuesday 4.30 – 5.30 pm and Swadlincote Friday 3-4.00pm**

### **Opportunities to become a Peer Mentor with DAAS !**

*We now have 8 peer support volunteers who are involved in our highly successful Hospital liaison project! If you have had 3 months of abstinence, are looking to support your own recovery and /or aim to get back into work , and you want to help others affected by alcohol misuse, why not get involved? We provide FREE training and ongoing support ring for further information about the project. Phone 01246 206514 and ask for Alison or Ang.*



**Hypnotherapy: Learn guided deep relaxation techniques in a safe and supportive environment.**

**Please phone for assessment.**

Places available in Chesterfield at Dents Chambers Thursdays 4.30 –5.45pm ask for Mary

**HOPE SPRINGS RECOVERY – Chesterfield.**

**Tel: 01246 540431**

Offers a range of relapse prevention, recovery support activities and group support.

**Working and Struggling to motivate someone with an alcohol problem ? Wondering how to raise the issue? Join with others, share experiences.....**

**Forthcoming DAAS FREE Alcohol Brief Intervention Full Day Training dates:**

24th June - FULL 22nd July - FULL 19th August - availability ! 30th September - availability !

***NEW Training ! Working with Families affected by alcohol misuse***

**Please contact DAAS for further information**

**(we can tailor our DANOS linked training to meet your needs - contact us!)**

If you are a family member or the partner of someone with an alcohol problem or you know someone who is affected by another's drinking, you might be interested to know that DAAS offers counselling and family sessions to help all involved find a way forward. This might be support to work with the family member to improve their situation or to help them make a more effective intervention with the drinker. It might be that talking to someone in a similar situation or attending group support might help. Just email or phone us and we will provide advice and support or put you in touch with a counsellor to discuss what kind of help is available.



Support group now running in **Chesterfield** First Thursday of each month 6.30-8.00pm at **Dents Chambers**

Tel: 0845 308 40 10 (referrals) 01246 206514 enquiries E-mail: admin@daas.uk.com. Web: www.daas.uk.com