

## SERVICES WE PROVIDE

SMS offers a wide range of services and treatment options and more than one of these can be accessed at any one time. These services include the following:-

- Complementary Therapies
  - Counselling
  - Needle Exchange
  - Information And Advice
  - Support Work
  - Prescribing Service
  - Detoxification Programs
  - Naltrexone Prescribing
  - Assessment and referral for Residential Rehabilitation
  - Assessment and referral for inpatient detoxification
  - Crack/stimulant support
  - Drug Rehabilitation Requirements (DRRs)
  - Drugs Intervention Programme (DIP)
  - GP Shared Care Schemes
  - Specialist alcohol worker
- SERVICE USER INVOLVEMENT**

We consider the views of service users as important and appreciate feedback from clients in order to improve our services, if there is anything which you would like to contribute you could voice your views through the Calderdale Users Forum (CUF). Contact details are available from our office.

## **COMPLAINTS PROCEDURE**

Calderdale SMS takes any complaint very seriously and deals with complaints in accordance with the Trusts Complaint procedure. A copy of the complaints procedure is available and can be obtained from the Trust or Calderdale SMS reception.

## SMS Open Access OPENING TIMES

<b>MONDAY</b>	<b>1.00—4.30</b>
<b>TUESDAY</b>	<b>10.30—4.30</b>
<b>WEDNESDAY</b>	<b>9.30—4.30</b>
<b>THURSDAY</b>	<b>11.00—4.30 + 5.00—7.00</b>
<b>FRIDAY</b>	<b>9.30—4.30</b>
<b>SATURDAY</b>	<b>10.00—1.00</b>

We close For Lunch Daily Between 12.30 & 1.00pm

**THE ACORN CENTRE  
BURNLEY ROAD  
TODMORDEN**

**TUESDAY 1.00 — 4.00**

**Calderdale Substance Misuse  
Services - Open Access**

**C.S.M.S**

Harrison House  
10 Harrison Road  
Halifax, HX1 2AF  
Free No: 0800 0283901  
Tel: 01422 361111  
Fax: 01422 346092

**Calderdale**   
Primary Care Trust

**C.S.M.S**

**CALDERDALE SUBSTANCE  
MISUSE SERVICES  
(CSMS)**

## Open Access Information Leaflet

**Calderdale SMS is a  
service for adults who  
are experiencing  
difficulties with drugs,  
alcohol or any  
Substances.**

Free No: 0800 0283901

Tel: 01422 361111

Fax: 01422 346092

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Location: s:Leaflets and Publications

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### TRIAGE ASSESSMENT

To access Calderdale SMS you will either have been referred by another professional or will simply call in yourself. In either case you will be asked to attend a open drop in session, whereby an initial assessment of your individual needs will take place. (Triage Assessment)

We will ask you a series of questions about your drug /alcohol use and how this is effecting your life and social situation. This assessment process will take approx half hour.

### YOUR APPOINTMENT

When the assessment has been completed you will normally be given a date for treatment initiation alternatively your case will be presented on the following Monday team meeting for further assessment and we will write to you with an appointment following the meeting. IT IS IMPORTANT FOR YOU TO KEEP THESE APPOINTMENTS since if you fail to attend, then this usually means that you will have a further delay.

### PRESCRIBING

There are five clinics that take place at our premises and other clinics at various GP surgeries in the Calderdale area. Clients are required to sign a prescribing agreement which outlines the basis on which they are to be prescribed.

Clients will also be required to provide urine or swab samples to ascertain their drug use. Their GP will be informed of the prescribing agreement. A care plan will be completed with the client and will be reviewed on a regular basis.

### DETOXIFICATION

If a detox is requested then an assessment for suitability for either a detox in the community or assessment and referral for in-patient detox..

Support from SMS will be offered following a detox, to assist the client in remaining stable and rebuild their lives within a drug /substance free lifestyle.

### RIGHTS AND RESPONSIBILITIES

Everyone has rights and responsibilities in relation to services offered, workers and service users sign up to a contract (prescribing agreement) which highlights each others rights and responsibilities, basically this means a two way agreement to respect each other.

We understand addiction and the chaos that this can present in a life, we are committed towards helping those with addiction or substance misuse problems, but this can only be achieved by your cooperation and adherence to treatment and care plans.

Calderdale SMS staff can only discuss details of your treatment or progress with others if consent has been given by you (except in exceptional circumstances). This is given at assessment stage or if a formal consent form is completed by yourself. Please ask SMS staff for a consent form if required.

The exceptional circumstances are:-

- When there is concern that a service user is putting a third party at risk especially when that individual may be a child.
- When there is concern that a service user may try to take their own life.
- When instructed by the courts, or certain limited circumstances by the police, acting on the authority of the courts to reveal information.