**Adjustments to Service at Pier Road Project**

**Bexley Integrated Substance Use Treatment Service**

**Guide for Professionals.**

**Updated Oct 2021**

Due to the COVID-19 pandemic we had to make several changes to service delivery

The aim of these changes was to prevent the spread of COVID -19 through the reduction of face to face contact and promoting social distancing.

Whilst we are sustaining some of the practices we implemented as we have found them to be advantageous to the clients we are relaxing some of our measures.

As we are a healthcare setting we continue to observe social distancing and to wear face masks and ask all others (clients, visitors, carers, professionals) to wear face masks.

To achieve this not all staff are on site every day and we have limits on room occupancy, building occupancy, group numbers and attendance to the building is by appointment only.

We continue to offer a service to all residents over the age of 18 who live within Bexley and either have difficulties with substance use or care for someone using substances.

This includes but is not limited to:

* Alcohol (dependency/Harmful/Hazardous)
* Amphetamine
* Methamphetamine
* Cannabis/ spice/synthetic cannabinoids
* Cocaine
* Crack
* Heroin
* GBL/GHB
* Ketamine
* Prescribed medications (advice given re benzodiazepines, prescribed opiates)
* Over the counter medication’s i.e. co-codamol

**Opening times**

Adjusted building opening hours: Mon, Tue, Thurs, Fri- 9.30am -4.30pm, Wed 9.30am -1pm (all attendance by appointment) (closed weekends and BH’s).

We offer a range of late appointments, these are currently all virtual appointments

**Referrals/queries:**

We are advising new clients, carers, who may need support, help, advice or want to make a referral to call 01322357940 or email [slm-tr.PierRoadProject@nhs.net](mailto:slm-tr.PierRoadProject@nhs.net).

Professionals should email a written referral utilising our referral form.

We assess all referrals, based on need and allocate a set time for triage, most of these continue to be by phone, but we can accommodate onsite triages where the deemed necessary.

**No Open access**

There is no facilities for open access or drop in. We ask that clients are not advised to attend for open access currently, any client who does attend the service impromptu is screened, and where possible an arrangement will be made to contact them later to compete the triage, we are unable to assess them on the spot.

**Groups:**

We are offering a limited timetable of blended groups currently, with some clients on site and others joining virtually.

**Late appointments:**

Currently the building is not open after 5, virtual late appointments/ triages are offered throughout the week, for those that are unable to attend during the day. We also have a zoom group on evening.

**Detox and Rehab:**

This offer has always been as part of a wider treatment plan, and there is no fast or crisis access to this resource. This is still a treatment option where appropriate for clients. Please be aware over the last few years the number of units nationally that can offer this treatment option have reduced and the number of places within the units are currently decreased due to social distancing and quarantining requirements, this has resulted in increased waiting times.

**Community detoxes:**

All dependent alcohol users are seen in our weekly alcohol clinics and where appropriate we will facilitate a community detox.

**Needle exchange:**

There is an onsite needle exchange operating during service opening hours, needles and other injecting paraphernalia in the form of a pack is also available at several pharmacies across the borough.

AFBrowne(AW) Pharmacy - 14-16 Wilton Road, Abbeywood

BR Lewis pharmacy - 62-64 Upper Wickham lane welling

Harrison's Pharmacy- 1 Town Square Erith

Aspire Pharmacy- 23 Sidcup High street

Erith urgent care- Park Crescent Erith

Queen Marys' urgent care - Frognal Avenue Sidcup.

**Prescribed clients:**

Whilst we had to make considerable alterations for our prescribed clients at the beginning of the pandemic we have now returned to normal practice with our prescribed clients.

Should you have any queries please feel free to call or email us also and ask for any of our doctors, psychologists, team leaders or service manager and we will do our best to help you.

**Carers Service:**

Carers can access support via this offer, which consists of one: one work, online groups and walk and talk groups**.**

**Satellite clinics**

We are now running some satellite clinics in mental health services and probation.

**Training/advice**

Where negotiated, we can offer training either formally via teams or attend any virtual meetings to give advice.

If you wish to discuss any of the above, please do not hesitate to contact us

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