

The background is a vibrant, abstract composition of overlapping circles, lines, and organic shapes in shades of purple, magenta, and blue. A central circular area contains the text. Scattered throughout are various colorful elements: thin lines, thick strokes, and circular motifs in shades of green, yellow, orange, and pink. In the lower right, a circular inset features a stylized landscape with a figure, a castle, and a building.

# DDAS

DYFED DRUG AND ALCOHOL SERVICE

# WELCOME

**Whether it's your first time in service, coming back for support or still in service, we welcome you.**

DDAS is an integrated Barod led consortium service, supported by Kaleidoscope and G4S. DDAS is the first point of contact for any adult over the age of 18 with a drug or alcohol problem in Dyfed. DDAS covers the counties of Carmarthenshire, Pembrokeshire and Ceredigion and we support service users who have drug and/or alcohol problems themselves or those concerned about someone else's drug and/or alcohol use.

We offer an initial assessment, deliver brief interventions (including DBST, needle exchange and Naloxone dispensing and training), time limited specialist treatment interventions and an aftercare and recovery service.



## DDAS

DYFED DRUG AND  
ALCOHOL SERVICE

### **Carmarthenshire**

1-3 Vaughan Street  
Above Boots  
Llanelli  
SA15 3TY

### **Ceredigion**


Number 25  
North Parade  
Aberystwyth  
SY23 2JN

### **Pembrokeshire**

Allied House  
Ebenezer Row  
Haverfordwest  
SA61 2JP



# ABOUT YOU



**Your situation is unique to you; our service likes a challenge.**

**Welcome to DDAS. Whether it is support for yourself or you are worried about a loved one's use, we can help. We've got some supportive partnership agencies who can also get involved where needed.**

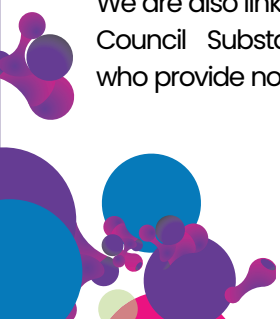
DDAS is a Tier 2 service that provides bespoke 1:1 treatment for individuals and for loved ones. We provide a frontline assessment focussed on you as an individual, your needs and goals and building your routes to Recovery.

We are linked with an NHS Tier 3 partnership called The Community Drug and Alcohol Team who are responsible for prescribing things like Methadone or Subutex.

We are also linked with a Tier 4 Local Council Substance Misuse Team who provide not only substance use

support, but provide what is called a Social Wellbeing Act Assessment designed to identify issues around exploitation, neglect and self-neglect, financial issues, all the way down to modern day slavery support and rehab consultation.

**You are likely to have lots of questions. We aim to bust myths and be straight and honest with you. Your Initial Assessment is designed to structure a bespoke plan to reduce harm, plan goals and maintain them over time.**



# TREAT

**DDAS offers bespoke, tried and tested interventions digitally, face to face or at your home.**

## **How do we offer our treatment?**

With decades of experience across the Dyfed team, we offer 1:1 appointments, groups and coffee mornings (with free coffee, tea and biscuits), peer support facilitation, online interaction via Zoom, Teams and our webchat and even walk and talk appointments. That's just the beginning.

## **What about accessibility?**

Things have changed a lot over the last few years and DDAS has adapted to accommodate our vulnerable and most remote service users. We understand that anxiety, poor mental health, physical ailments, chronic pain and disability play a huge part in not being able to access treatment; this is why we are guided by you and what you are comfortable with. We continue to offer telephone appointments where appropriate for these reasons.

There are occasions where we will need to see you face to face; fear not we can come to you if circumstances are difficult. You are just as welcome to visit us in our offices and satellite bases across Dyfed during Open Access Hours.



# TREATMENT

## **What scripting services can I access?**

Once you have your assessment and we establish your needs, we can refer to Tier 3 services to request a consultation on your behalf. This consultation will be carried out by the Tier 3 services and if safe and suitable for you, an alternative or substitute treatment or prescribed medication will be offered. Alternative medications are available for both alcohol and substance use.

## **Can I access rehab?**

Rehab is not directly accessible via DDAS however once your assessment is completed and Rehab is established as your goal, we refer to Tier 4 services. They will then offer a consultation around expectations for rehab, whether you are ready for this option or alternative treatments.

## **Is there support for a family member or loved one?**

We offer a bespoke treatment package for Concerned Others; someone who is concerned about someone other than themselves. You can refer yourself to DDAS to receive 1:1 support in setting boundaries, communicating effectively and encouraging/empowering your loved one to access services for themselves.



# INTERVENTIONS

## Active Treatment

- Brief interventions for drug and alcohol use
- Harm reduction and safer injecting advice
- Open access
- Naloxone training and provision
- DBST & BBV Testing
- Outreach in communities, schools, colleges
- Online support resources and bibliotherapy materials
- Motivational groupwork
- Route in to Opiate Substitute Therapy, detoxification and rehab
- Tailor made treatment packages for all drugs and alcohol including new psychoactive substances
- Evidence-based therapeutic interventions
- Access to blood borne virus services
- Groupwork and group therapies

## Professional Training

DDAS offers training and support to health and social care staff and a range of other professional agencies working with substance users.

### This includes:

- Basic substance use training
- Brief interventions for service users
- Advice, information and guidance on specific substances
- Ongoing consultancy and support
- Overdose First Aid

## Needle Exchange

DDAS offers Needle Exchange Services in all bases across Dyfed. You can attend anytime in our office hours to return used works or bins and resupply while you are here. Everyone is welcome and we do not judge.

If you cannot attend the office for Needle Exchange, please visit: **[spikeonabike.cymru](https://spikeonabike.cymru)** where you can complete an online order for your Needle Exchange needs.

## Open Access

Walk-in Support available from 9am Monday to Friday in all of our manned offices.

*Please note: You will need to arrive 1 hour before end of office hours in order to be given the appropriate amount of time to discuss your reason for visiting and receive the best level of support.*

## Recovery Services

- Intensive aftercare support
- Structured relapse prevention
- Diversionary activities
- Support into volunteering, employment and training
- Online recovery resources
- Mutual Aid
- Weekend and evening recovery events

## Criminal Justice Services

- Integrated Offender Management
- Probation Liaison Service
- Statutory court interventions:
- Drug Rehabilitation Requirement
- Alcohol Treatment Requirement
- Prison liaison

Need something that we haven't listed here? Let us know by giving us a call on 0330 363 9997.

## Concerned Other Support

The families and loved ones of people who use substances can need as much support as the users themselves. This can include direct family, carers, neighbours, friends, support staff and anyone else in the network around the person affected.

### This includes:

- PACT (Parent and Carers Training)
- Structured support
- Telephone advice & support
- Peer group support
- Mutual Aid



# CHARTER

## **As a service user under our care you have a right to:**

Be treated with respect, privacy, dignity and confidentiality. Your information will be kept confidential within the staff team. In some circumstances, your information may need to be shared; staff will fully explain why

A full explanation of DDAS services and be given information on available drug/alcohol treatment options and related services, and waiting times for these

Complain or comment about any part of DDAS services and help contribute to the betterment of services

An appointment arranged within 20 working days of contacting us

Full involvement in drawing up and reviewing your care plan

Receive support and services designed to meet your needs

Get involved in making sure we are offering the best possible services. They are your services – help us to improve them

Independent advocacy

A female or male worker or change your worker (wherever possible)





# PHILOSOPHY

## **Dyfed Drug and Alcohol Service promises:**

1. To provide a service and environment for all genders, identities, sexualities and bodily ability and uphold the values of LGBTQ+ communities.

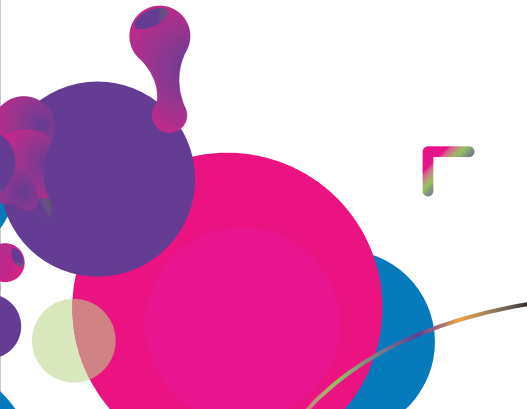
2. To empower the right to individual goals and promote harm reduction.

3. To understand that there are many reasons why people use substances, some for enjoyment, some for self-medication and some for escapism to name a few.

4. To protect vulnerable service users from harm, exploitation and abuse and facilitate Police/ Emergency Service intervention wherever needed.

5. To support conversations around poor mental health, suicide, self-harm, neglect, cognitive issues, ARBD and signpost to/involve services for these conditions.

6. To create an arena of trust, honesty, confidentiality without judgment or persecution.



# GET INVOLVED

## **1: So you've hit your treatment goal, maintaining it through Recovery...what now? Volunteer!**

### **Volunteering with Dyfed Drug and Alcohol Service**

We welcome volunteers with open arms at DDAS. We know that someone making the step to volunteer with us means that they care about people. And that's our priority. Volunteering with DDAS means:

- Speaking to vulnerable people and showing compassion and patience
- Supporting staff with groups, events, training and assessments
- Housekeeping and learning administrative skills
- Deliver harm reduction advice, provide Needle Exchange Transactions, complete referrals and even work towards having a small caseload.

**(As a volunteer you will be assigned to a Link Worker who will support you and help you to progress. To volunteer, visit [barod.cymru](http://barod.cymru) or call 0330 363 9997 for more information.)**



# INVOLVED

## **2: Peer to Peer Naloxone. A fantastic way to use your free time to help save lives.**

### **Learn how to save lives by becoming a Naloxone Peer**

Dyfed Drug and Alcohol Service have launched a fantastic new initiative which aims to prevent opiate overdoses by providing free and friendly Naloxone training. It aims to get people involved by:

- Getting out on the streets and providing Naloxone Kits (Prenoxad or Nyxoid) to as many people as possible
- Educating on the risks of opiate overdose and focusing on harm reduction
- Training new Naloxone Peers and encouraging involvement with this initiative

**(As a Peer to Peer Naloxone Volunteer, you will have access to keyworkers to support your progress. To volunteer, visit [barod.cymru](http://barod.cymru) or call 0330 363 9997 for more information)**



# FREQUENTLY

**I am using multiple substances most weekends, am I at risk of overdose?**

Many people use multiple substances at the weekend, particularly young people. There is a risk of overdose when using multiple substances at the same time, whether you are mixing between the same substance groups or not (i.e depressants and depressants, or depressants and stimulants etc). We would always advise against using any substances together. If you plan to use opiates, ensure you carry a Naloxone kit.

**No one knows about my substance use so I use alone. Is this risky?**

Yes it is risky to use substances alone; if something goes wrong or you accidentally overdose there is no one around to offer help or to phone an ambulance. It's safer to use substances with someone you trust or to let someone know that you are planning to use substances so that they can offer support.



# Y ASKED Q'S

## **Someone I know/love is using multiple substances, what support is available to them?**

A concerned other is someone who is affected by a loved one's substance use. Discovering that your closest friend, relative or partner is using substances can elicit a number of feelings and emotions, fear, anger and confusion. If your loved one is using multiple substances, it's important for them to have the correct information and ideally seek help and guidance from a support service to reduce the overall risks and potential harm to themselves and others. DDAS offers open access where you can informally call in to talk with a professional. Without judgement, a worker will help to identify goals, plan how to achieve them and maintain through recovery.

## **My child is using multiple substances, what can I do?**

This can be very worrying, it's important to remember that help is available for you and your child. If you discover that your child is using substances, we can provide free harm reduction advice and materials aimed at children and young adults. DDAS can also offer help in the form of concerned other support for you. A concerned other is a person that is affected by a loved one's substance use and is looking for advice and support. DDAS provide a safe place for you to discuss your concerns, increase your understanding of the effects of substances and receive ongoing support from professionals that are trained to support you and your child.



# CONTA




0330  
363  
9997



# ACTUS



**This is our number. It's called the Single Point of Contact or SPOC. Memorise it and call us whenever you need us.**

 You can email us too: [confidential@d-das.co.uk](mailto:confidential@d-das.co.uk)



# RESOU

## NEEDLE EXCHANGE SUPPLIES

**Clean works, expert advice,  
confidential.**

All of our Dyfed Offices provide NEX facilities so you can be confident that you can access clean works wherever you are. You are able to take as much as you need to stock up and never have to re-use works.

If you live in hard to access rural areas, please use:

**[spikeonabike.cymru](http://spikeonabike.cymru)**

## RECOVERY SUPPORT & GROUPS

**Tried and tested Recovery  
support.**

DDAS provides a whole range of Recovery oriented services which includes but not limited to:

- Moving On In My Recovery
- Coffee Morning
- Walking Groups
- Board Games
- SMART Recovery
- Psychosocial Interventions
- Parent and Carer Training





# JURCES

## FEED BACK

### **What if I have positive or negative feedback for my keyworker and/or DDAS**

We would love to hear from you. Please feel comfortable in letting us know what is and isn't working for you. Voice your concerns and have them rectified if it is within our means to do so. It's your treatment after all; let's make sure we get it right.

### **Ways to feedback:**

- 1) Speak to a keyworker
- 2) Email [confidential@d-das.co.uk](mailto:confidential@d-das.co.uk)
- 3) Email [feedback@d-das.co.uk](mailto:feedback@d-das.co.uk)
- 4) Call 0330 363 9997


### **I need to contact a service different to DDAS, what do I do?**

Our team of Dyfed Administrators are ready to take your call from 9am weekdays. If you need to speak with a service that you are involved with, call DDAS and we can help you find what you need.

### **I am struggling with my mental health, can DDAS support me?**

DDAS workers are not specialist mental health workers, but we are able to recommend services and refer on where needed.

# Spike on a Bike



## **Fast, Free, Live-Saving:**

Spike on a Bike is a service offered by Dyfed Drug and Alcohol Service (DDAS) where you can get clean injecting equipment and other harm reduction services delivered straight to your door – fast and for free.

# FAST FREE LIFE- SAVING

**Get sorted, sharpish.**

Visit [spikeonabike.cymru](https://spikeonabike.cymru) to make your free order for clean works.  
Call **0330 363 9997** if you need any support in completing an order.



**# IT'S IN OUR BLOOD**

**.CO.UK**

### **DBST & BBV Testing**

Dry Blood Spot Testing and Blood Borne Virus Testing can be accessed at any of our DDAS offices. Simply speak to your keyworker to arrange an appointment. Alternatively, call in to the office and be tested today.

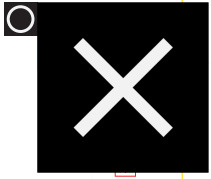


# LET'S DO SOME GOOD

**It's In Our Blood**

Visit [itsinourblood.co.uk](https://itsinourblood.co.uk) to book an appointment to get tested.

Call **0330 363 9997** if you need any support in completing the request form.



0.59



1.30



2.54



3.01



# TURN BACK

.CYMRU

## Poly Drug Overdose Awareness

TURN BACK is a Poly Drug Overdose Awareness Campaign commencing in 2023. The goal is to raise awareness of the dangers of Poly Drug Use and ultimately instill the notion of being able to "TURN BACK" before it's too late and recognise when someone else needs to do the same.



# DON'T GET CROSSED OUT



**There's a fine line between hangover and overdose;  
both are preventable, 1 can kill.**

Visit [turnback.cymru](http://turnback.cymru) to learn more about poly drug overdose risks.  
Call **0330 363 9997** to contribute your story or for further information.



**NO!**

**This page is for your  
keyworker's name  
& number, your next  
appointment, whatever  
you need to remember. Use  
it for anything else you can  
think of - better it all to be in  
one place, right?**



# TES

If you need support with remembering things and often forget your appointment days and times, let us know - we might be able to help!

Whether this means being screened for memory issues or just having some basic organisational skills/training, we can help.

**NO**

**TES**

