



# TAKE THE FIRST STEP

A south east regional service  
for anyone affected by  
problematic drugs  
or alcohol abuse



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive





**And  
Let  
us  
Help  
You**

# Vision Statement

Our vision is that no matter where people live within the south east region they have access to high quality services.

Our mission is to promote wellness and recovery, and improve the overall quality of life for individuals and their families struggling with substance misuse.



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# Welcome

This information pack welcomes you to our Substance Misuse Service.

It will outline the different treatment options available to you, and give you an overview of how our service works.

## Where are we?

The Substance Misuse Services provide free, confidential, drug and alcohol recovery across the South East Region in the following areas:

### **Waterford Substance Misuse Service**

St Otteran's Hospital  
Johns Hill  
Waterford  
Tel: 051-848658

### **Wexford Substance Misuse Service**

St John's Hospital  
Enniscorthy  
Co. Wexford  
Tel: 053-9259825

### **South Tipperary Substance Misuse Service**

Grounds of South Tipperary  
General Hospital, Clonmel  
Co. Tipperary  
Tel: 052-6177900

### **Carlow & Kilkenny Substance Misuse Service**

Ardú  
Kickham Street  
Kilkenny  
Tel: 056-7784638  
Locall: 1890-464600

# Who are we?

The Substance Misuse Services in the South East provide free confidential, drug, alcohol and gambling treatment services. Our recovery teams include GP's, Nurses, Counsellors, Drug Education Officers, Outreach Workers, Community Based Drugs Workers, Community Pharmacies and we work in partnership with other agencies and organisations.

# What do we do?

The Substance Misuse Services work with young people and adults who want help to deal with a drug or alcohol problem, and who want to build a healthier and happier life for themselves.

We also provide support to friends, families and carers.



## **As a Client in the Substance Misuse Service South Eastern Region we provide services to the following**

- Clients over 16
- Clients under 16 (parental/carer consent required)
- Concerned persons
- Families

## **The South Eastern Region Substance Misuse Service will ensure that you**

- Have easy access to clear information of all services available
- Have access to information on available treatment options
- Are fully involved in the development and review of their individual care plan and have their needs and goals incorporated into this plan
- Receive information on how to make comments, complaints and compliments about the services you receive
- Contribute to the evaluation of the services
- Have a clear understanding of confidentiality, consent and who is involved in the broader substance misuse team

## Referral Process

- You can refer yourself to our service or you can be referred to our service by other agencies
- After you have been referred we will offer to assess your needs. This will help us to identify what service will best suit your needs
- Once you have been assessed a care / treatment plan is decided. Your Key Worker will identify and address your needs accordingly.
- Where required a Service User may be offered a more detailed assessment.

## What Services Are Available For You To Help With Your Recovery Pathways?

- Assessment
- Care Planning
- Counselling
- Detoxification:
  - Opiates
  - Alcohol
  - Methadone
  - Benzodiazepine
- Connects you to other services including:
  - Residential
  - Community & Outreach support services
- Opiate Substitution Treatment
- Nursing: Screening and Vaccinations for bloodborne viruses as part of your treatment
- Support for families & concerned persons
- Harm Reduction & Needle Exchange
  - Overdose Prevention
- Education
- Outreach Services
- Linking you with other services in the community

## Questions you might like to ask staff involved in your care?

- What treatment choices do I have?
- Are there any support organisations in my local area? For example groups for drug or alcohol users or gamblers, and advocacy groups?
- Can you provide any information about services which might help my family and carers, such as self-help groups?
- Will I need to have any tests as part of my treatment? What type of tests are they?

## Questions for family members, friends or carers to ask?

- Please give me some information about treatments for drug, alcohol or gambling problems.
- Am I entitled to be told about the treatment my family member/friend is having?
- What can we do to support the person with these problems?
- Can you give me any information about specialist support for families and carers, such as help lines and help during a crisis?



## What can you expect from the HSE Substance Misuse Services?

**Access:** Our services are organised to ensure equity of access to public health and social care services.

**Dignity and respect:** We treat people with dignity, respect and compassion. We respect diversity of culture, beliefs and values in line with clinical decision making.

**Safe and Effective Services:** We provide services in a safe environment, delivered by competent, skilled and trusted professionals.

**Communication and information:** We listen carefully and provide clear, comprehensive and understandable health information and advice.

**Participation:** We involve people and their families and carers in shared decision making about their health care.

**Privacy:** We ensure adequate personal space to ensure privacy in providing care and personal social services. We maintain strict confidentiality of personal information.

**Improving Health:** Our services promote health, prevent disease and support and empower those with chronic illness to self-care.

**Accountability:** We welcome your complaints and feedback about care and services, investigate your complaints and work to address your concerns.

## Glossary

### **What is a Key Worker?**

This is a named worker who is assigned to work closely with you.

### **What is a Care Plan?**

This is a realistic set of goals and targets agreed between you and your key worker.

### **What is a Detoxification?**

A treatment programme that helps drug or alcohol withdrawal. In the HSE the treatment involves medication.

### **What is Harm reduction?**

An approach to a drug or alcohol problem that emphasises the ways people can prevent or reduce the risks associated with taking illegal drugs or drinking alcohol.

### **What is a Maintenance treatment?**

The prescription of an opioid substitute (methadone) in order to reduce or stop use of an illegal opioid (such as heroin).

### **What is Methadone?**

A substitute for heroin and other opioids that can be used to treat people who are dependent on these drugs.

### **What are Opioids?**

A type of drug that includes heroin, opium, morphine and codeine (also known as opiates).

### **What is an Overdose?**

Taking too much of one or more drugs, or a dose that you are not used to, which can lead to unconsciousness and/or death.

### **What is a Residential Treatment Centre?**

A treatment centre that provides accommodation and treatment for drug, alcohol or gambling problems.

# YOUR SERVICE, YOUR SAY.

If you are not happy with our service you have the right to complain.

In order to help you to do so the following options are available to you:



## In Person

Talk to any member of HSE staff, service manager or complaints officer



## By Email

E-mail [yoursay@hse.ie](mailto:yoursay@hse.ie) with your feedback.



## Call us

LoCall 1890 424 555. Your call will be answered by a staff member from the National Advocacy Unit.



## By Letter

Send a letter or fax to any HSE location. Staff can help you put your complaint in writing, if you require assistance.



## Through Advocacy Services

Contact an Advocacy Service.



## National Specialist in Accessibility

The HSE has appointed a National Specialist in Accessibility who will provide guidance, advice and strategic support in the promotion of access for people with disabilities. The purpose of the role is also to develop a strategic framework for the implementation of Part 3 of the Disability Act 2005 in the HSE.

# Contact Details

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## Carlow

Substance Misuse Service  
ARDU  
Kickham Street  
Co. Kilkenny  
**Tel:** 056 778 4638  
**LoCall:** 1890 464 600

## Kilkenny

Substance Misuse Service  
ARDU  
Kickham Street  
Co. Kilkenny  
**Tel:** 056 778 4638

## South Tipperary

Substance Misuse Service  
Ground of South Tipperary General Hospital  
Western Road  
Clonmel  
Co. Tipperary  
**Tel:** 052 617 7900

## Waterford

Substance Misuse Service  
St Otteran's Hospital  
Johns Hill, Waterford  
**Tel:** 051 848 658

## Wexford

Substance Misuse Service  
St John's Hospital  
Enniscorthy  
Co. Wexford  
**Tel:** 053 925 9825



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