

DRUG AND ALCOHOL SERVICES

The Alliance

Helpline: 0845 122 8608

The Alliance is a charity based, user-led organisation which provides advocacy, a helpline and training services to people currently in drug treatment.

Its priorities are to:

- support the right of people to be involved in their care
- provide accurate advice and information on the rights of people receiving treatment
- advocate on behalf of people receiving, in their opinion, inappropriate care
- promote harm reduction
- provide volunteering and employment opportunities for drug users.

ARCH Initiatives

23 Conway Street
Birkenhead
CH41 6PT

Tel: 0151 647 8633

Website: www.archinitiatives.org.uk

Opening hours: Monday - Friday 9am - 5pm. Wednesday 9am - 7pm. Nurse drop in service available every weekday 2pm - 4pm.

Out of hours appointments available on other evenings by arrangement.

ARCH Initiatives offers a very wide range of services to individuals affected by their own or someone else's substance use.

- **Drop in service** - advice, information, support and crisis intervention. Referral to other ARCH services if required and other external support services.

- **Syringe exchange facility (daily)** - this includes access to a harm reduction specialist who provides a weekly clinic.
- **Key working** - structured assessment and drug/alcohol related one to one counselling, support, problem solving, motivational work, guidance and advice. Includes referral into other support services.
- **Structured counselling** - referral to a counsellor for counselling around issues linked to, or underlying, drug use i.e. abuse, bereavement.
- **Residential rehab assessments** - for Wirral residents who want to access residential treatment.
- **Birchwood Detoxification Unit** - offers a residential unit for the purpose of detoxification or stabilisation in a safe and supportive environment.
- **Family Service** - support for families where parental drug use is an issue. This service seeks to support the family in their own home.
- **Relatives Support Group** - support group for relatives, friends, partners or carers of substance users who are themselves drug free. Group runs one evening a week. Please ring for more details.
- **Stimulant Service** - runs in partnership with Wirral Drug Service. Offers a wide range of interventions for individuals whose main drug of choice is crack cocaine, cocaine, amphetamine and other stimulant type drugs.

Drug Intervention Programme (DIP)

This is delivered in a partnership between the Probation, Prison, Courts, Police and treatment services which form the criminal justice team based within ARCH. The programme uses the opportunities provided by the criminal justice system, i.e. via custody or courts, to make contact with individuals experiencing drug problems and offers them a range of treatment services to help them break their cycle of offending behaviour.



18-24 Service

This newly developed service has been designed by young people for young people. It provides specialist support in substance misuse for this specific client group, in particular those using heroin and/or crack cocaine.

Structured day care services

- **Taster programme** - offering a range of sessions including creative, women's group, health, access to daily acupuncture and other complementary therapies.
- **Structured day programme** - enables individuals to address their drug use in a supportive group setting. Sessions also cover health issues, advice, information, leisure activities and support to move on.
- **Alcohol day programme** - as above but focus is on alcohol.

How to access:

- access the agency through self referral via 'drop in' or telephone
- referral from any other organisation
- ARCH provides a range of different services. For more information on which services would be most appropriate to your needs please contact a member of staff
- expenses are available for travel and childcare.

Facilities provided:

- disabled access
- home visits are available to people in need of this.

ARCH Aftercare Services

Unit 4
Craven Business Centre
Bentinck Street
Birkenhead
CH41 4HH

Tel: 0151 647 8633

Opening hours:

Monday, Tuesday, Thursday and Friday 9am - 5pm
Wednesday 9am - 7pm and Saturdays 10am - 3pm

The Aftercare project works with people who have become drug free in order to support them in remaining drug free. The project also works very closely with, and refers to, other abstinence and aftercare services.

Services provided:

- daily drop-in service 1pm – 4pm
- group work sessions – e.g. relapse prevention
- one to one key work support and action planning
- help into employment including education and training
- advocacy, advice and support e.g. with housing and welfare benefits
- activities outside office hours
- IT suite for computer training to ECDL and CLAIT qualification
- residential outward bound facilities
- catering training and healthy living courses
- creative initiatives such as art and craft programmes
- leisure activities including cycling, badminton, football and access to local gym facilities and exercise programmes.

How to access:

Self referrals by telephone or simply drop in. We also take referrals from other professional bodies.



Council for Involuntary Tranquilliser Addiction (CITA)

The JDI Centre
3-11 Mersey View
Liverpool
L22 6QA

Office telephone: 0151 474 9626

Helpline: 0151 932 0102 (available 10am - 1pm seven days a week).

Email: cita@blueyonder.co.uk

Website: www.citawithdrawal.org.uk

CITA provides services to any individual and their family and friends who have been addicted or who are addicted to benzodiazepines, tranquillisers or antidepressants.

Services provided:

- support withdrawal and rehabilitation of individuals addicted to these drugs
- support and train health care professionals concerning these drugs
- awareness raising
- work with GPs
- hypnotherapy and auricular acupuncture.

How to access:

- self referral or via GP or other health care agency
- drop in centre at Waterloo Day Hospital (ring for details of day and times).

Facilities provided:

- disabled access and facilities at the main office and the drop in centre.

The Independence Initiative

64 - 68 Balliol Road
Bootle
Liverpool
L20 7EJ

Tel: 0151 284 1100

Email: info@independenceinitiative.co.uk

Website: www.independenceinitiative.co.uk

The Independence Initiative is a drugs rehabilitation partnership.

Services provided:

- answers people's needs
- assists in change and avoiding relapse
- works with individuals, agencies and the community to facilitate the long-term rehabilitation of people with a history of drug misuse and also provides support for their families
- provides a personal programme, addressing individual needs, overcoming barriers to social inclusion and assisting reintegration into the community.

How to access:

We only accept referrals through other drug services i.e. ARCH Initiatives, Phoenix Futures and Wirral Drug Service.



InnerAction

Tel: 0151 647 2162 or 07753 853666.

Email: inneraction@ntlworld.com

InnerAction is a group for individuals who are involved with drug and alcohol services. Day to day peer support is offered by service users for service users. The group meets on a weekly basis.

Services provided:

- helping people rebuild their lives and regain their self-esteem
- acts as a forum for service users to voice their views to improve the delivery of services
- supports individuals in empowering them to be involved
- mutual peer support
- training/volunteering opportunities
- opportunities to be represented on Drug and Alcohol Action Team strategy and delivery groups
- activities.

How to access:

Ring to find out more.

Intuitive Recovery

82 Kings Street
Manchester
M2 4WQ

Tel: 0161 935 8249

Website: www.intuitiverecovery.com

Intuitive Recovery is a simple course of educational material which shines a light of clarity upon a person's real reasons for using alcohol or drugs in an addictive manner. Intuitive Recovery is part of the National Open College Network.

How to access:

Through ARCH Initiatives, Phoenix Futures and Wirral Drug Service.

Phoenix Futures

Upton Road
Bidston
Wirral
CH43 7QF

Tel: 0151 652 2667

Email: wirral.residential@phoenix-futures.org.uk

Website: www.phoenix-futures.org.uk

This service is a residential rehabilitation unit to help substance misusers become drug-free in a safe and supportive environment where residents can use groups and key work sessions to explore issues around their drug use.

Services provided:

- long term programmes (six-nine months rehabilitation) made up of a series of stages
- residential detox subject to appropriate assessment
- re-entry phase towards the end of the programme to support transition to independent living
- floating support for clients who remain in Wirral, once they have left the programme.

Who is the service for?

Adults 18+ with substance misuse problems that meet the assessment criteria.

How to access:

Referral from anyone, including the client, by telephone, letter, or email.

Residential placement is subject to appropriate and satisfactory assessments being completed by both the local authority (social services) and the agency delivering treatment services. Assessments for Wirral residents are carried out on behalf of the Social Services Department (page 72) by ARCH Initiatives (page 12). The acceptance of a referral to any residential project is dependent on meeting the acceptance criteria for that specific project.



Phoenix Futures

50 Hamilton Street
Birkenhead
CH41 5AE

Tel: 0151 649 9000

Fax: 0151 650 2202

Email: wirral.residential@phoenix-futures.org.uk

Website: www.phoenix-futures.org.uk

Opening hours: 9am - 4.30pm (unless otherwise stated)
Evening work as required.

Services provided:

- **floating support services** - support with their tenancies for individuals who have substance misuse problems
- **supported housing scheme** - supported housing tenancies for individuals with a history of substance misuse problems who are now drug free
- **Drug Intervention Programme (DIP) Engagement Service** - (opening hours 10am - 5.30pm, evening work as required) support for individuals who have stopped attending criminal justice services and drug services
- **Town Centre Outreach and Engagement Team** - working with drug and alcohol users in Birkenhead town centre, particularly focused on the homeless and their engagement and treatment.

How to access:

Referral only. Please ring for more details.

Service User and Carer Project Manager

Tel: 0151 643 5327

Leading the active contribution and inclusion of current and future ex-service users and carers in the improvement of performance and quality of drug and alcohol services in Wirral.

Sharp

17 Rodney Street
Liverpool
L1 9EF

Tel: 0151 703 0679

Opening Hours: Monday - Friday 9am - 5pm

Sharp offers a self-help rehabilitation programme for people with drug and alcohol related problems. The course takes nine weeks full-time attendance, followed by three weeks part-time attendance. This is strongly linked to the 12 step fellowship.

Social Services Adults' Department (please see page 72)

Spider Project

The Basement
88 Rodney Street
Liverpool
L1 9AR

Tel: 0151 709 4841

Email: info@spiderproject.org

Website: www.spiderproject.org

Services provided:

Spider offers people who have stopped using drugs the chance to drive their life forward. They provide a wide range of group workshops and activities to a drug-free population. These are aimed at relapse prevention, confidence and self esteem building and peer mentoring.

How to access:

Referrals can be made via Wirral based drug services such as ARCH Initiatives, Phoenix Futures and Wirral Drug Service, and they will also accept self-referral.

Syringe exchange

As well as the Lodge Harm Reduction Centre (featured on page 30) and ARCH (featured on page 12) the following pharmacies are a selection of those which also provide a syringe exchange service.



Alliance (Moss) Pharmacy

206 Bedford Road
Rock Ferry
Birkenhead
CH42 2AT

Tel: 0151 645 42 72

Opening hours:

Monday - Friday 9am - 1pm and 2.15pm - 6pm

Saturday 9am - 1pm and 2.15pm - 5pm.

Alliance (Moss) Pharmacy

30 Hoylake Road
Birkenhead
CH41 7BX

Tel: 0151 653 7871

Opening hours: Monday - Friday 9am - 6.30pm

Saturday 9am - 3pm.

B & D Dudley Pharmacy

Treetops Primary Healthcare Centre
Bridle Road
Bromborough
CH62 6AP

Tel: 0151 327 4554

Opening hours: Monday - Friday 8.30am - 6.30pm

Saturday 9am - 12pm.

Cloughton Pharmacy

Cloughton Medical Centre
161 Park Road North
Cloughton

Tel: 0151 653 7543

Opening hours: Monday - Saturday 7am - 10.30pm

Sunday 9am - 4pm.

Couper & Coulter Pharmacy

296 Old Chester Road
Rock Ferry
Birkenhead
CH42 3XD

Tel: 0151 645 3055

Opening hours:

Monday - Friday 9am - 6pm

Saturday 9am - 12.30pm.

Egremont Pharmacy

9a King Street
Wallasey
CH44 8AT

Tel: 0151 639 5016

Opening hours:

Monday - Friday 9am - 1pm, 2pm - 6pm

L Rowland Pharmacy

17 Field Road
New Brighton
CH45 5RG

Tel: 0151 639 3729

Opening hours: Monday - Friday 8.45am - 6pm.

L Rowland Pharmacy

73 Market Street
Birkenhead
CH41 5BS

Tel: 0151 647 8017

Opening hours: Monday - Friday 9am - 5.30pm

Saturday 9am - 1pm.

L Rowland Pharmacy

113 Reeds Lane
Leasowe
CH46 1QT

Tel: 0151 604 1600

Opening hours: Monday - Friday 9am - 6pm

Saturday 9am - 1pm.



L Rowlands Pharmacy

2a Chadwick Street
Moreton
CH46 1QT

Tel: 0151 677 3814

Opening hours:

Monday - Friday 9am - 6pm

Saturday 9am - 1pm.

Lee's Pharmacy Ltd

98-100 Hoole Road
Woodchurch
CH49 8EG

Tel: 0151 677 4932

Opening hours:

Monday - Friday 9am - 6pm

Saturday 9am - 1pm.

Lloyds Pharmacy

Arrowe Park Hospital
Upton Road
CH49 5PE

Tel: 0151 677 6449

Opening hours: Monday - Friday 8.30am - 10pm

Saturday and Sunday 9am - 10pm.

P Williams (Astbury's) Pharmacy

40 Market Street
Hoylake
CH61 9NG

Tel: 0151 632 4015

Opening hours:

Monday - Friday 9am - 6pm

Saturday 9am - 5.30pm.

P Williams (Astbury's) Pharmacy

309 Pensby Road
Pensby
CH61 9NG

Tel: 0151 648 1606

Opening hours:

Monday - Friday 9am - 1pm and 2.15pm - 6pm

Saturday 9am - 1pm and 2.15pm - 5.30pm.

Townfield Pharmacy

3 Townfield Close
Noctorum
CH43 9JW

Tel: 0151 653 7707

Opening hours: Monday - Friday 9am - 1pm, 2pm - 6pm

Saturday 9am - 1pm.

Victoria Pharmacy

100 Victoria Road
New Brighton
CH45 2JF

Tel: 0151 639 4361

Opening hours:

Monday - Friday 9am - 6pm (closed for lunch 1pm - 2.15pm)

Saturday 9am - 5.30pm (closed for lunch 1pm - 2.15pm).

Wilsons Chemist

17 The Crescent
West Kirby
CH48 4HL

Tel: 0151 625 6115

Opening hours:

Monday - Friday 9am - 6pm

Saturday 9am - 1pm.



Wynn Ellis Pharmacy

32 Poulton Road
Wallasey
CH44 9DQ

Tel: 0151 638 6609

Opening hours: Monday - Friday 9am - 1pm, 2.15pm - 6pm
Saturday 9am - 1pm.

Volunteer Mentoring Project

Wirral CVS
46 Hamilton Square
Birkenhead
CH41 5AR

Tel: 0151 647 5432

Websites: www.wirralcvs.org.uk
www.volunteeringwirral.org.uk

This project is run by Wirral Community Voluntary Services in partnership with Wirral Drug & Alcohol Action Team. Its aim is to offer additional support to substance misusers who want to achieve positive changes in their lives.

Wirral Alcohol Service

Dependent Drinkers Service (18+)

25 Hamilton Square
Birkenhead
CH41 6AY

Tel: 0151 647 4999

Fax: 0151 666 1505

Dependent drinkers are likely to recognize that they have a problem and may or may not have reached a stage of relief drinking.

A dependent drinker may have longstanding and serious problems affecting their mental health and wellbeing. Dependent drinkers may present with significant withdrawal symptoms and a history of previous detoxification attempts.

The service aims to reduce and sustain sensible levels of drinking/abstinence of those drinkers who probably already have long term ill health such as cirrhosis, coronary heart disease, diabetes, high blood pressure and depression.

Services provided:

- self referral
- daily drop in without an appointment
- structured treatment packages.

Opening hours: Monday – Friday 9am – 5pm

Open for drop-in without an appointment – Monday to Friday 12.30 pm – 4pm or Tuesday – Friday 10am – 12pm

Also late clinics on Wednesdays from 5pm – 7pm (appointments only).

Support is available to family and friends of active clients – this is arranged through clients service practitioner.

Harm Reduction Team (18+)

Based in Woodchurch

Tel: 0151 678 1415

Fax: 0151 678 7935

Harmful drinkers are usually drinking at levels above those recommended for sensible drinking. Harmful drinkers show clear evidence of some alcohol related harm.

Based in Woodchurch, the team sees people in a variety of settings in the community such as general practices and one stop shops.

The service aims to support people that drink in a manner harmful to their health, thus preventing them from becoming dependent on alcohol and reducing the incidence of long term ill health such as cirrhosis, coronary heart disease, cancer and depression.



Services provided:

- alcohol screening and brief interventions (ASBI)
- training in ASBI to other professionals
- harm minimisation approaches
- structured treatment – up to four sessions
- early response, no waiting to be seen
- appointments at venue of client's choice
- older persons' worker (over 65)
- group work
- access to home and residential detoxification
- access to structured day programmes and after care
- access to residential rehabilitation
- onwads referral.

How to access:

Referral (from anyone) accepted by drop in, phone, fax etc.

Facilities provided:

Some home visits and out of office appointments.

Disabled access to Hamilton Square office ground floor only by the use of steps or ramps.

Alcohol screening and support services are currently available at the pharmacies listed below. For further updated lists of pharmacies in your area telephone the Medicine Management Team at Wirral Primary Care Trust on 0151 643 5319.

Asda Pharmacy

Seaview Road
Wallasey

Boots

36 Liscard Way
Liscard

Cloughton Pharmacy

161 Park Road North
Cloughton

Dale Pharmacy

224 Bebington Road
Rock Ferry

Egremont Pharmacy

9a King Street
Wallasey

Miriam Pharmacy

320a Laird Street
Birkenhead

Rowlands Pharmacy

Greenway Road Surgery
Birkenhead

Rowlands Pharmacy

9 Princes Pavement
Birkenhead

Swettenhams Chemist

41 Church Road
Tranmere

Swettenhams Chemist

176 Bebington Road
Bebington

Swettenhams Chemist

18 Allport Lane
Bromborough

Tesco In-Store Pharmacy

Telegraph Road
Heswall

Tesco Pharmacy

Bidston Link Road
Bidston



Wirral Drug Service

St Catherine's Hospital
Church Road
Tranmere
Birkenhead
CH42 0LQ

All of Wirral Drug Service's facilities are accessible by public transport and have wheelchair access - information about each of the services provided is detailed over the next four pages.

The Lodge - Harm Reduction Centre

(entrance on Church Road, Tranmere)
Tel: 0151 653 3871

Opening hours: Monday - Thursday 8.30am - 6.30pm.
Fridays 8.30am - 6pm. Drop in - no appointment necessary.

Provides accessible support and advice, onward referral and other health provision for individuals who are affected by drug use.

Services provided:

- harm reduction services:
 - syringe exchange
 - advice on safer injecting
- steroid user clinic
- primary health care:
 - dressing clinic
 - testing, support, advice and further services for sexually transmitted infections, HIV, hepatitis and other health concerns
 - family planning/safer sex management and free condoms
 - morning after pill
 - referral for treatment for hepatitis C
 - vaccination programme
- referral for drug/alcohol treatment
- designated sex worker scheme
- outreach
- designated alcohol nurse specialist for clients who have a drug and alcohol problem.

Specialist Drug and Special Projects Team

(entrance on Elm Road, Tranmere)
Tel: 0151 604 7330 (out of hours answering machine).

Opening hours: Monday, Wednesday, Thursday and Friday
9am - 4.30pm, Tuesday 9am - 7pm (last appointment at 6.30pm)

Women's clinic held every Tuesday 10.30am - 1pm.

Provides treatment via substitute prescribing, advice and support to individuals using mainly opiate based drugs, stimulants and/or alcohol or variety of other substances. Home visits can be provided if appropriate.

Services provided:

- assessment and care planning
- access to substitute prescribing options via personal key worker
- regular doctors' reviews and support from specialist workers
- complementary therapies
- referral to other agencies.

Specialist projects:

- women's clinics - provides access to midwives, family planning nurse, health visitor; doctor; sexual health advice/treatment, outreach support and referral to other agencies
- hostel workers - to support service users who are living in or require hostel accommodation. Also provides drop in sessions at the Ark (page 73) and YMCA hostels (pages 44 and 65)
- dual diagnosis - to support mental health service users who are using drugs
- stimulant nurse - to support service users who are experiencing problems with crack cocaine.

How to access:

- self referral via the Lodge (drop in, see page 30)
- referral from any other agencies.



GP Liaison Team

(signposted as GP Liaison on the hospital site)
Tel: 0151 604 7303 – answering machine out of hours.

Opening hours: Monday - Friday 9am - 4.30pm
(appointment only).
Late Tuesday evening until 7pm (last appointment 6.30pm).

Services provided:

- assessment of drug use for clients referred by GPs
- drug treatment clinics within surgeries across the Wirral
- designated substance misuse worker for all practices
- access to other services within Wirral Drug Service and partnership agencies
- training for GPs in substance misuse.

Who is the service for?

- adult Wirral residents registered with a Wirral GP either currently in treatment or wishing to access it
- all Wirral GPs.

How to access:

Referrals from Wirral GPs, other agencies and self referral.

Community Detoxification Team

The Porthouse (entrance on Church Road)
Tranmere
Tel: 0151 488 7771

Opening hours: Monday - Friday 9am - 12pm and 1pm - 4.30pm. Open late Tuesday evening until 7pm.
Appointments outside these hours can be arranged.

Services provided:

The Community Detoxification Team offers a full range of options for detoxification from opiates and/or stimulants and helps to motivate people towards a drug free lifestyle.

The team can also provide:

- referral to residential detoxification for opiates and/or stimulants
- a range of alternative therapies
- naltrexone prescribing to help people remain opiate free
- aftercare support for detox clients.

How to access:

Self-referral via The Lodge (see page 30), your GP or from any other service.

