

Understanding drug, alcohol and mental health service provision

Information for service users and carers

oxleas.nhs.uk



Mental health services and drug and alcohol services within Bromley are delivered by two different organisations. For mental health, this is Oxleas NHS and for problematic drug and alcohol use it is Change, Grow, Live (CGL).

CGL, known as Bromley Drug and Alcohol Service (BDAS) and Oxleas NHS have several services, dependant on need. They are based at Carlton Parade in Orpington and at Yeoman House in Penge.

How do I know which service to approach?

There is no wrong door. You can approach either service for support and will be guided from there.

It might be that you work with both services or just one of them.

Here are some simple descriptions that might help you:

- BDAS offers a range of treatment and support for adults aged 18+ who have concerns about their drug or alcohol use
- Oxleas offers a range of treatment and support for adults age 18+ who have concerns around their mental health
- When both issues are present, the services work alongside each other and it doesn't matter which you attend first

What can I expect?

There are a lot of similarities between BDAS and mental health services, especially around the types of questions you will be asked at assessment.

Both services will ask you about:

- Your mental health
- Your physical health
- Your drug and alcohol use
- Your social situation - employment, housing, debts, contact with criminal justice

- Family history of mental health and drug/alcohol use
- Friends and family support
- Why you are seeking help
- How you manage your wellbeing

Our responsibilities to you

- To openly discuss your use of drugs and/or alcohol and how this affects your mental health, without being judged
- Not to be told that you must stop your use, but to help you plan to cut down or stop when you are ready
- Staff will listen, help you to make choices and respect the decisions you make
- To be given advice and information about harm and risks associated with your use
- Your discussions with staff to be shown in your care plan
- To be involved in discussion about sharing of information between the services

Sharing information

You will have a care plan in each service which may have different focuses.

BDAS and Oxleas NHS work collaboratively to ensure your safety, this involves sharing of information. In the majority of cases this is done with your consent so that there is mutual agreement and understanding of your care plans. However at times where either service is concerned about your safety and wellbeing information may be shared without your agreement.

You can request both services to attend reviews of your care plan/ CPA.

Confidentiality

All staff abide by a strict code of conduct on confidentiality and only share information in order to provide good quality care. We usually discuss this with you first.

Your opinion matters

We welcome your views on the services we provide. PALS is a free, confidential service which helps patients, families and carers deal with any concerns about our treatment and care.

Monday to Friday 9am to 5pm
(answerphone available)
Email: oxl-tr.pals@nhs.net
Tel: 0800 9177159 (freephone)
(not free from mobile phones)

Raising concerns

Your complaints, comments and suggestions help us improve the services we provide.

Email: oxl-tr.complaints@nhs.net
Tel: 01322 625751

Accessible information

If you'd like information in your own language, large print, audio or other formats, we can arrange this. Please speak to a member of staff.

Oxleas NHS Foundation Trust

Pinewood House
Pinewood Place
Dartford
Kent DA2 7WG

Tel: 01322 625700



[@oxleasNHS](https://twitter.com/oxleasNHS)



facebook.com/oxleasNHS

oxleas.nhs.uk



Oxleas

NHS Foundation Trust