

Thursday 16<sup>th</sup> April 2020

**All COVID-19 Drug and Alcohol information, including an archive of all briefings sent, is now available online at [www.healthysuffolk.org.uk/covid19drugsandalcohol](http://www.healthysuffolk.org.uk/covid19drugsandalcohol)**

### **SERVICE UPDATES**



## **First Response**

**Call: 0808 196 3494  
(Freephone)**

A 24/7 service for people of all ages in Norfolk and Suffolk requiring mental health care, advice and support.

**NSFT** have set up a 24/7 helpline called **First Response** offering immediate advice, support and signposting for people with mental health difficulties.

If you are experiencing something that makes you feel unsafe, distressed or worried about your mental health you can now call the helpline on **0808 196 3494**.

The helpline is available to members of the public of any age, regardless of whether they are an existing NSFT service user.

The line is also open to other healthcare professionals, such as ambulance staff and GPs, as well as social care colleagues and police personnel who may need advice when working with individuals who are undergoing mental health difficulties or may wish to refer someone.

Your call will be answered by a trained mental health professional who will be able to listen to your concerns and help you get the support you need.

Callers will hear a recorded message instructing them to press either 1 or 2, depending on whether they are a professional or member of the public, and will then be connected to a mental health practitioner. If you would prefer that the person answering your call doesn't see your telephone number, you can turn off your caller ID in your phone's settings.

Further information is available at [www.nsft.uk/helpline](http://www.nsft.uk/helpline)

### **MESSAGE FROM OUR CHAIR**

Thank you to Robin Pivett, Drug Liaison and Prevention Officer for Suffolk Police, all round Recovery Champion, and wonderful chair of our Suffolk Drug and Alcohol Recovery Network, for providing us some thoughts and updates. Please read Robin's latest message below or on the [COVID-19 Drugs and Alcohol web page](#):



Robin Pivett Message  
April 2020.pdf

## **MUTAL AID**

This week's AA-Style online meeting details were emailed separately to everyone yesterday (Wednesday 15<sup>th</sup> April) and can also now be found on the [COVID-19 Drugs and Alcohol web page](#) and below for your information and dissemination:



WC 13042020 South  
East Anglia AA Style n

A reminder that the **Ipswich Buddhist Centre** have set up online meetings for their **8-step recovery group meeting**. The meetings are 6.45pm on Sundays. This group will be delivered online using Zoom. We recommend you check-out [How to use Zoom](#) well in advance of the session. Then follow the link to join the session about 10 mins before the start time. The link for this Sunday's meeting (19<sup>th</sup> April 2020) is <https://zoom.us/j/522227610>

## **GENERAL UPDATES**

**Public Health England** have provided COVID-19 guidance for commissioners and providers of services for people who use drugs or alcohol which is available [here](#). Our commissioners are working with Turning Point to look at anything in Suffolk which may need to change and any amendments to our services will be communicated out.

The **Suffolk VASP** (Voluntary and Statutory Partnership) have circulated another useful sharing message, collating useful information for professionals. To avoid duplication for those of you already receiving these, please contact [simon.king@healthwatchsuffolk.co.uk](mailto:simon.king@healthwatchsuffolk.co.uk) if you would like to be added to the Suffolk VASP distribution list to receive future updates.

Colleagues in **Public Health** have set up an online resource for emotional wellbeing, mental health and learning disabilities information during the COVID-19 situation. There is information available for adults, young people, people supporting someone with a learning disability and professionals. This 'hub' is a new resource and being updated all the time so if you have any ideas on what else could be included please let me know and I'll pass the information on. The Healthy Suffolk Covid 'Hub' is available [here](#).

Please direct any drug and alcohol service and support related questions or concerns to [fran.catchpole@suffolk.gov.uk](mailto:fran.catchpole@suffolk.gov.uk) or call me on 07712 423992 and I will endeavour to get a response back to you as soon as possible, and share it via the briefings so everyone is receiving consistent information.

For general coronavirus (COVID-19) information, advice and guidance please visit the dedicated pages on Suffolk County Council's website [here](#). This is being updated regularly in line with the latest advice and guidance from the Government.

## **STANDING ITEMS**

**Please note the wording has been altered (16<sup>th</sup> April) to provide further clarity regarding substitute medication**

Turning Point Position

- The three Turning Point Suffolk hubs in Ipswich, Bury St Edmunds and Lowestoft remain open but staff are trying to do as much as possible over the phone

- All groups have been suspended
- The Recovery workers are making contact with all of their service users and providing phone support
- There are some restrictions where phone support only is not appropriate (for example for opiate users who need to attend medical appointments) and those who are needed in the hub are being invited in.
- Needle exchange and Naloxone remains available at all hubs
- Turning Point are receiving a lot of prescription change requests from service users who are self-isolating, and Turning Point are prioritising maintenance of medication.
- All new referrals are encouraged to be done via the SPOC phone number 0300 123 0872.
- Professionals open days have been postponed until further notice
- All supervised consumption is being reviewed by the Turning Point clinical lead. Risk is being reviewed and where it is safe to do so, supervised consumption is being removed. This does not mean that they will remain take away after the COVID-19 situation is over.
- People who are receiving substitute medication (methadone etc.) can still collect this from pharmacies, and the likelihood is that this will be on a weekly/fortnightly basis, unless in exceptional circumstances.
- The Turning Point Suffolk website – the Suffolk Wellbeing Cloud – has now been updated with information relating to COVID-19. There is lots of harm reduction and wellbeing information for drug and alcohol users as well as guidance for GPs around shared care. You can visit the website [here](#).

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