

SHETLAND ISLANDS



**ALCOHOL
&
DRUGS**

DIRECTORY OF SERVICES

ALCOHOL AND DRUGS DIRECTORY OF SERVICES

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INTRODUCTION

I am pleased to introduce this first Directory of Services on Alcohol and Drugs for the Shetland Islands. It has been produced to draw together information on the range of services available, both those working only in the field of Alcohol and Drugs, and also those general services where a part of their work is relevant.

We hope that it will prove useful in signposting people looking for help or support, and in making the general public aware of local facilities.



Dr. Sarah Taylor
Director of Public Health
Chairman of Shetland Alcohol and Drugs Action Team (SADAT)

A handwritten signature in black ink, appearing to read 'S. Taylor'.

The Shetland Alcohol and Drugs Action Team acknowledges with thanks the contribution of Garry Munro to the production of this directory.

ACCIDENT AND EMERGENCY DEPARTMENT

THE ORGANISATION AND WHAT IT OFFERS:

The Gilbert Bain Hospital has an Accident and Emergency Department that exists for the treatment of emergencies and accidents that need hospital care. It does not provide out of hours general primary care services, for which people should go to their GP (see page 22) at their local health centre (all GPs have 24 hour arrangements for urgent access out-of-hours).

SUBSTANCES COVERED:

Alcohol and Drugs

TARGET GROUP/CLIENT PROFILE:

All residents of the Shetland Islands.

OTHER GENERIC SERVICES OFFERED:

The A & E Department does not provide access to specialist services other than for emergencies – people attending who are not an emergency will be asked to go to their GP for care including referral on to specialist services. The information within this directory describes those specialist services which are directly available to the public via open access or self-referral.

CONTACT DETAILS

Accident and Emergency Department
Gilbert Bain Hospital
LERWICK

Tel No: 01595 743000

ADULT CHILDREN OF ALCOHOLICS AND DYSFUNCTIONAL FAMILIES

THE ORGANISATION AND WHAT IT OFFERS:

Adult Children of Alcoholics is a 12-Step, 12-Tradition group of women and men who grew up in alcoholic or otherwise dysfunctional homes. It meets in a mutually respectful, safe environment and acknowledges common experiences. Discovering how childhood affected us in the past and influences us in the present we take positive action.

SUBSTANCES COVERED:

Alcohol and Drugs

TARGET GROUP/CLIENT PROFILE:

Adult children of alcoholics and dysfunctional families.

CONTACT DETAILS

Meets every Tuesday evening at 6.00pm in Annsbrae House, Lerwick (entrance off Knab Road).

Website: www.adultchildren.org

ADVOCACY SHETLAND

THE ORGANISATION AND WHAT IT OFFERS:

Advocacy Shetland provides independent advocacy using trained volunteers. We assist you to explore available options and ensure your views are taken into account when decisions are made which affect your life.

SUBSTANCES COVERED:

Alcohol and Drugs

TARGET GROUP/CLIENT PROFILE:

Anyone using, or in need of health services including, community care. Also the carers of these users.

OTHER GENERIC SERVICES OFFERED:

We provide a resource library covering community care issues.

CONTACT DETAILS

Advocacy Shetland
The Gutters Hut
North Ness
LERWICK
ZE1 0LZ

Tel No: 01595 696462

Fax No: 01595 697259

E-mail: vk@advocacyshetland.demon.co.uk
Website: www.advocacyshetland.co.uk

AL-ANON

THE ORGANISATION AND WHAT IT OFFERS:

Al-Anon offers understanding and support for families and friends of problem drinkers, whether the alcoholic is still drinking or not. At Al-Anon group meetings members receive comfort and understanding and learn to cope with their problems through the exchange of experience, strength and hope. The sharing of problems binds individuals and groups together in a bond that is protected by a policy of anonymity; everything is confidential. Members learn that there are things they can do to help themselves and indirectly to help the problem drinker. Changed attitudes, which come from greater understanding of the illness, may result in the drinker seeking help.

SUBSTANCE COVERED:

Alcohol

TARGET GROUP/CLIENT PROFILE:

The parents, children, wives, husbands, friends and colleagues of alcoholics could all be helped by Al-Anon whether or not the drinker in their lives recognises that a problem exists.

CONTACT DETAILS

Meets every Sunday evening at 7.00pm in Annsbrae House, Lerwick (entrance off Knab Road).

For further details contact:

Al-Anon Family Groups UK & Eire
61 Great Dover Street
LONDON SE1 4YF

Tel No: 020 7403 0888
Fax No: 020 7378 9910

Al-Anon Information Service
Room 338
50 Wellington Street
Baltic Chambers
GLASGOW G2 6HJ

Tel No: 0141 221 7356

Website: www.hexnet.co.uk/alanon

ALCOHOL ADVICE CENTRE

THE ORGANISATION AND WHAT IT OFFERS:

The Alcohol Advice Centre provides a high quality confidential service to all.
Services available:

- Alcohol Awareness
- One-to-one Counselling
- Drop-in
- Outreach service
- Young people's service
- Support, advice and counselling for families and friends
- Group work and activities

SUBSTANCES COVERED:

Alcohol and Drugs

TARGET GROUP/CLIENT PROFILE:

Information advice and training for the whole community, counselling, support for problem drinkers, their families and friends, or anyone affected by someone else's drinking.

OTHER GENERIC SERVICES OFFERED:

- Library and resource material
- Workshops for employers
- Recreational facilities
- Alcohol awareness events
- Servewise Training
- Joint working with Criminal Justice Service, Education Department, Community Services, Health Promotion and the Voluntary Sector

CONTACT DETAILS

Alcohol Advice Centre
44 Commercial Street
LERWICK
ZE1 0AB

Tel No: 01595 695363
Fax No: 01595 692801

E-mail: aac@care4free.net

ALCOHOLICS ANONYMOUS

THE ORGANISATION AND WHAT IT OFFERS:

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking.

SUBSTANCES COVERED:

Alcohol

TARGET GROUP/CLIENT PROFILE:

Individuals and their families on an individual and group basis.

OTHER GENERIC SERVICES OFFERED:

Confidential advice and help for any alcohol-related problem.

CONTACT DETAILS

Meets every Monday evening at 7.30pm in Annsbrae House, Lerwick (entrance off Knab Road).

Meets every Friday evening at 7.00pm in the Congregational Church Hall,
Clairmont Place, Lerwick.

Local contact via National Helpline

Tel No: 0345 697555

COMMUNITY MENTAL HEALTH TEAM

THE ORGANISATION AND WHAT IT OFFERS:

The Community Mental Health Team provides secondary mental health care, out patient and community care.

There is no service for substance misuse in the absence of severe mental health problems.

SUBSTANCES COVERED:

Alcohol and Drugs

TARGET GROUP/CLIENT PROFILE:

Patients with severe mental illness/mental health problems.

Patients must be referred by their GP.

OTHER GENERIC SERVICES OFFERED:

No generic services offered.

CONTACT DETAILS

Community Mental Health Team
Lerwick Health Centre
South Road
LERWICK
ZE1 0RB

Tel No: 01595 743006

Fax No: 01595 696559

DRUG AND ALCOHOL TRAINING TEAM

THE ORGANISATION AND WHAT IT OFFERS:

The Shetland Drug and Alcohol Training Team is a multi-disciplinary group of professionals with expertise in the field of Drug and Alcohol use. The Team offers training to any group within Shetland. The Team trains anyone from Parent's Groups to other professionals. Training will be tailored to whichever group requests it.

SUBSTANCES COVERED:

Alcohol and Drugs

TARGET GROUP/CLIENT PROFILE:

Any group in Shetland, voluntary, statutory or just interested.

OTHER GENERIC SERVICES OFFERED:

Workplace drug and alcohol policies can also be looked at.

CONTACT DETAILS

Drugs and Alcohol Training Team
c/o Alcohol and Drug Development Assistant
Brevik House
South Road
LERWICK
ZE1 0TG

Tel No: 01595 743089

Fax No: 01595 696727

E-mail: margaret.birnie@shb.shetland.scot.nhs.uk

ELPIS SUPPORT GROUP

THE ORGANISATION AND WHAT IT OFFERS:

The Elpis Support Group is committed to creating a safe place for people to share their worries and hopes. It's not a therapy group and no one is present in a professional capacity. We do not gossip, condemn, criticise, or judge anyone. Our desire is to improve the quality of our lives by looking **honestly** at who we are, by learning from **listening** to and **sharing** with each other, by placing ourselves in the care of Jesus Christ, and by engaging in healthier behaviours.

The organisation holds weekly meetings at the House of Hope, Mounthooly St., Lerwick.

SUBSTANCES COVERED:

Alcohol and Drugs

TARGET GROUP/CLIENT PROFILE:

Anyone who struggles with a dependency or addiction, his or her family and friends.

OTHER GENERIC SERVICES OFFERED:

We believe alcoholism and other drug addiction is an illness of body, soul (mind) and spirit, the whole person has to be helped, supported and given hope.

CONTACT DETAILS

The Support Group meets every Thursday 7.30pm in the House of Hope,
Mounthooly Street, Lerwick.

Tel No: 01595 840455

E-mail: info@elpis.shetland.co.uk

Website: www.elpis.shetland.co.uk

HEALTH PROMOTION DEPARTMENT

THE ORGANISATION AND WHAT IT OFFERS:

Leading and supporting good practice in health promotion in Shetland.

Education and prevention work around drugs, alcohol and tobacco.

SUBSTANCES COVERED:

Alcohol, Drugs and Tobacco

TARGET GROUP/CLIENT PROFILE:

General Public, professionals and volunteers. Any one with a role in promoting health.

OTHER GENERIC SERVICES OFFERED:

Resource centre open to the general public.

Training, research and evaluation, needs assessment, consultation and advice in health promotion.

CONTACT DETAILS

Health Promotion Department
Brevik House
South Road
LERWICK
ZE1 0TG

Tel No: 01595 743086

Fax No: 01595 696727

E-mail: mary.smith@shb.shetland.scot.nhs.uk

Website: www.shetlandhealthboard.org

LOCAL HEALTH COUNCIL

THE ORGANISATION AND WHAT IT OFFERS:

Shetland Local Health Council represents the interests of the public in the health services. It provides general information on the health services and on how to make a complaint. It can also assist complaints through the complaints procedure.

SUBSTANCES COVERED:

Alcohol and Drugs

TARGET GROUP/CLIENT PROFILE:

All NHS users throughout Shetland. Not directly involved in providing services to those with drug or alcohol problems unless they require information/advice about health services or need assistance in making a complaint. Patient supporters have, in the past, accompanied people with misuse problems to see GPs, Consultants, etc.

OTHER GENERIC SERVICES OFFERED:

Shetland Patient Supporters Scheme provides free, independent and confidential advice and support to all NHS users in Shetland.

CONTACT DETAILS

Shetland Local Health Council
Gracefield
Sand
BIXTER
Shetland

Tel No: 01595 860257

Fax No: 01595 860257

E-mail: shetlandllhc@ukonline.co.uk

NARCOTICS ANONYMOUS

THE ORGANISATION AND WHAT IT OFFERS:

Narcotics Anonymous is a non-profit fellowship or society of men and women for whom drugs had become a major problem. We are recovering addicts who meet regularly to help each other stay clean. There is only one requirement for membership - the desire to stop using drugs.

SUBSTANCES COVERED:

Membership is not limited to addicts who use one drug or another. Those who feel they have a problem with any drugs - legal or illegal - including alcohol, are welcome in Narcotics Anonymous.

CONTACT DETAILS

For further details call:

Tel No: 01595 840888

Or Contact

Shetland Community Drugs Team (see page 17)

Or Visit

Website: www.ukna.org

NORTHERN CONSTABULARY

THE ORGANISATION AND WHAT IT OFFERS:

In relation to Drugs and Alcohol the Northern Constabulary embrace the relevant legislation such as the Licensing Scotland Act and the Misuse of Drugs Act. As well as law enforcement the Northern Constabulary endeavours to work together with the community they serve to prevent crime by adopting a problem solving approach to policing.

SUBSTANCES COVERED:

Alcohol and Drugs

TARGET GROUP/CLIENT PROFILE:

All residents of the Shetland Islands.

OTHER GENERIC SERVICES OFFERED:

Information and Advice, Education and Training as part of the multi-disciplinary Drug and Alcohol Training Team (see separate entry on page 9).

CONTACT DETAILS

Northern Constabulary
Police Station
County Buildings
Market Street
LERWICK

Tel No: 01595 692110

Fax No: 01595 693311

THE SAMARITANS

THE ORGANISATION AND WHAT IT OFFERS:

This service provides confidential emotional support to any person who is suicidal or despairing.

SUBSTANCES COVERED:

Alcohol and Drugs

TARGET GROUP/CLIENT PROFILE:

Service available to all.

OTHER GENERIC SERVICES OFFERED:

This service offers: information, care, support and counselling.

CONTACT DETAILS

Centre at 13 Charlotte Street is open to visitors from 7.30pm to 10.30pm Sunday to Wednesday
And 9.00pm to 10.30pm Thursday to Saturday.

Alternatively write to: Chris, PO Box 9090, Stirling, FK8 2SA

Tel No: 01595 694449

Or

08457 909090

SHETLAND COMMUNITY BIKE PROJECT

THE ORGANISATION AND WHAT IT OFFERS:

The Shetland Community Bike Project provides a therapeutic activity for clients.

Clients repair, maintain and service bicycles in a specially designed workshop. Bicycles are also donated by the public for repair.

SUBSTANCES COVERED:

Alcohol and Drugs

TARGET GROUP/CLIENT PROFILE:

Clients of the Alcohol Advice Centre, Shetland Community Drug Team and Shetland Link Up.

OTHER GENERIC SERVICES OFFERED:

The Project aims to promote cycling throughout the community and amongst the client group as an excellent way of working towards a healthy lifestyle.

CONTACT DETAILS

Shetland Community Bike Project
Peterson's Kloss
Commercial Street
LERWICK
ZE1 0EX

Tel No: 01595 690077

Fax No: 01595 690077

E-mail: bikeproject@care4free.net
Website: www.bikeproject.shetland.co.uk

SHETLAND COMMUNITY DRUGS TEAM

THE ORGANISATION AND WHAT IT OFFERS:

SCDT exists to reduce harm to ALL those affected by problem drug use, including drug users, their families, friends and communities in Shetland. We seek to do this through the provision of:

- Counselling
- Training and education
- Information services
- Advice Services
- Drop-in harm reduction services
- Shared care and partnership working
- GP substitute prescribing clinic

SUBSTANCES COVERED:

Drugs (Alcohol only if part of problematic drug use)

TARGET GROUP/CLIENT PROFILE:

Current Drug users
Ex-drug users requiring support
Parents, partners, friends, individuals, professionals, communities

OTHER GENERIC SERVICES OFFERED:

Drugs Awareness Training as part of the Shetland Drug and Alcohol Training Team. (See separate entry on page 9.)



CONTACT DETAILS

Shetland Community Drugs Team

Client Services
34 Market Street
LERWICK
ZE1 0JP

Tel No: 01595 696698
Fax No: 01595 697346

Administration Services
7 Harrison Square
LERWICK
ZE1 0LL

Tel No: 01595 692076

E-mail: scdt@zetnet.co.uk

SHETLAND DRINKWISE COMMITTEE

THE ORGANISATION AND WHAT IT OFFERS:

Shetland Drinkwise Committee is formed every year to organise the annual Drinkwise Campaign. The local committee links into the national campaign which attempts to get people to think about their drinking. The Committee meets up to six times a year and the commitment involved varies.

SUBSTANCES COVERED:

Alcohol

TARGET GROUP:

The Drinkwise Campaign targets everyone who drinks alcohol.

OTHER GENERIC SERVICES OFFERED:

Members of the public are welcome to join the Committee - please contact us. We are always interested in new and innovative ideas to make people think about their drinking.

CONTACT DETAILS

Shetland Drinkwise Committee
c/o Catriona Oxley
Alcohol and Drug Development Office
Brevik House
South Road
LERWICK
ZE1 0TG

Tel No: 01595 743003
Fax No: 01595 696727

SHETLAND WOMEN'S AID

THE ORGANISATION AND WHAT IT OFFERS:

Shetland Women's Aid offers counselling, advice, assistance and provides refuge accommodation (when available), to women and their children, if any, who are being or have been physically, emotionally, or sexually abused by their partners or members of their family.

SUBSTANCES COVERED:

Alcohol and Drugs

TARGET GROUP/CLIENT PROFILE:

Women and children who have suffered mental, physical or sexual abuse.

OTHER GENERIC SERVICES OFFERED:

We offer counselling to women who are suffering or have suffered from domestic abuse and would therefore work with their dependency issues through the counselling process.

CONTACT DETAILS

Shetland Women's Aid
St. Olaf Street
LERWICK

Tel No: 01595 692070

Fax No: 01595 692070

SHETLAND YOUTH INFORMATION SERVICE

THE ORGANISATION AND WHAT IT OFFERS:

Town centre information drop-in café. Group work focusing on issues including drugs and alcohol. Outreach visits – workshops and information sessions.

SYIS provides opportunities for young people to access information and support on general or specific issues.

SUBSTANCES COVERED:

Alcohol and Drugs

TARGET GROUP/CLIENT PROFILE:

Young people throughout Shetland. (Young people being those aged 11-26.)

OTHER GENERIC SERVICES OFFERED:

Group for young parents, Children's Rights Service, volunteering and training opportunities for young people.

CONTACT DETAILS

Shetland Youth Information Service
64 Commercial Street
LERWICK
ZE1 0DL

Tel No: 01595 692002
Fax No: 01595 695001

E-mail: info@shetlandyouth.com

SHETLAND ISLANDS CITIZEN'S ADVICE BUREAU

THE ORGANISATION AND WHAT IT OFFERS:

Free, independent, confidential and impartial information and advice service. Service includes consumer issues, legal matters, employment, housing, benefits, debt and form filling. Clients can access service by telephone, drop-in, email and by appointment.

SUBSTANCES COVERED:

Alcohol and Drugs

TARGET GROUP/CLIENT PROFILE:

All residents of the Shetland Islands.

OTHER GENERIC SERVICES OFFERED:

Specialist Welfare Rights Adviser can assist with benefit applications and representation at appeal tribunals. Specialist money adviser can offer advocacy and negotiation with debt problems.

CONTACT DETAILS

Shetland Islands Citizen's Advice Bureau
45 Commercial Street
LERWICK
ZE1 0AR

Opening Hours are: Monday, Tuesday, Wednesday, Friday 9.30am - 12.30pm, 2.00pm - 4.00pm.
Wednesday afternoon appointments only. Thursday 9.30am - 12.30pm. Welfare Rights
appointments only, 2.00pm - 4.00pm closed. Saturday 10.30am - 1.00pm.

Tel No: 01595 694696
Fax No: 01595 694283

E-mail: sicab@zetnet.co.uk

SHETLAND ISLANDS GENERAL PRACTITIONERS

THE ORGANISATION AND WHAT IT OFFERS:

- Physical and psychological assessment of drug and alcohol problem.
- Agree appropriate treatment.
- Referral to appropriate service or agency.

SUBSTANCES COVERED:

Alcohol and Drugs

TARGET GROUP/CLIENT PROFILE:

Available to all existing or prospective patients.

OTHER GENERIC SERVICES OFFERED:

- Information and Advice
- Medical Treatment

CONTACT DETAILS

Point of Contact for each individual General Practitioner is through his/her Practice Telephone Number or Surgery.

Or under 'Doctors' in the Shetland Directory page 44.

SOCIAL CARE SERVICES

THE ORGANISATION AND WHAT IT OFFERS:

The Social Care Services provide a service for Children, Families and those involved in the Criminal Justice System.

SUBSTANCES COVERED:

Alcohol and Drugs

TARGET GROUP/CLIENT PROFILE:

Children, Families and those in the Criminal Justice System.

OTHER GENERIC SERVICES OFFERED:

Although not directly involved in delivering a service to those who have problems with alcohol and drugs, they are involved through the Criminal Justice System, e.g. probation orders. Diversion from prosecution work is undertaken by Social Workers individually and in liaison with other agencies and this is also the case where there is involvement with a child/young person who has a parent/carer with a drug/alcohol problem. The Social Care Service is also responsible for the coordination and management of residential rehabilitation placements.

CONTACT DETAILS

Shetland Islands Council Social Care Services
91/93 St. Olaf Street
LERWICK
ZE1 0ES

Tel No: 01595 744444
Fax No: 01595 744460

HOW ARE ALCOHOL AND DRUG PROBLEMS DEALT WITH IN SHETLAND?

SHETLAND ALCOHOL AND DRUG ACTIONTEAM

The Scottish Executive decided to tackle drug misuse in Scotland under Four Pillars: Young People, Communities, Treatment and Availability.

Key Aims under the Four Pillars

- 1) **Young People**—To help young people resist drug misuse in order to achieve their full potential in society.
- 2) **Communities**—To protect our communities from drug related anti-social and criminal behaviour.
- 3) **Treatment**—To enable people with drug problems to overcome them and live healthy and crime free lives.
- 4) **Availability**—To stifle the availability of illegal drugs on our streets.

The Shetland Alcohol and Drug Action Team is at the forefront of delivering these aims in Shetland.

The SADAT is a partnership organisation comprising executive level membership from the Northern Constabulary, the Shetland NHS Board, SIC Department of Education and Social Care, Voluntary Organisations and Elected Members.

CONTACT DETAILS

Catriona Oxley
Alcohol and Drug Development Officer
Brevik House
South Road
LERWICK

Tel No: 01595 743003

E-Mail: catriona.oxley@shb.shetland.scot.nhs.uk

ROLE, REMIT AND FUNCTION OF THE SHETLAND ALCOHOL FORUM AND THE SHETLAND DRUGS FORUM

ROLE

The main role of both Fora is to support and inform the work of the Shetland Alcohol and Drug Action Team (SADAT), by ascertaining, co-ordinating and expressing the views of service providers, service users and those in need of services.

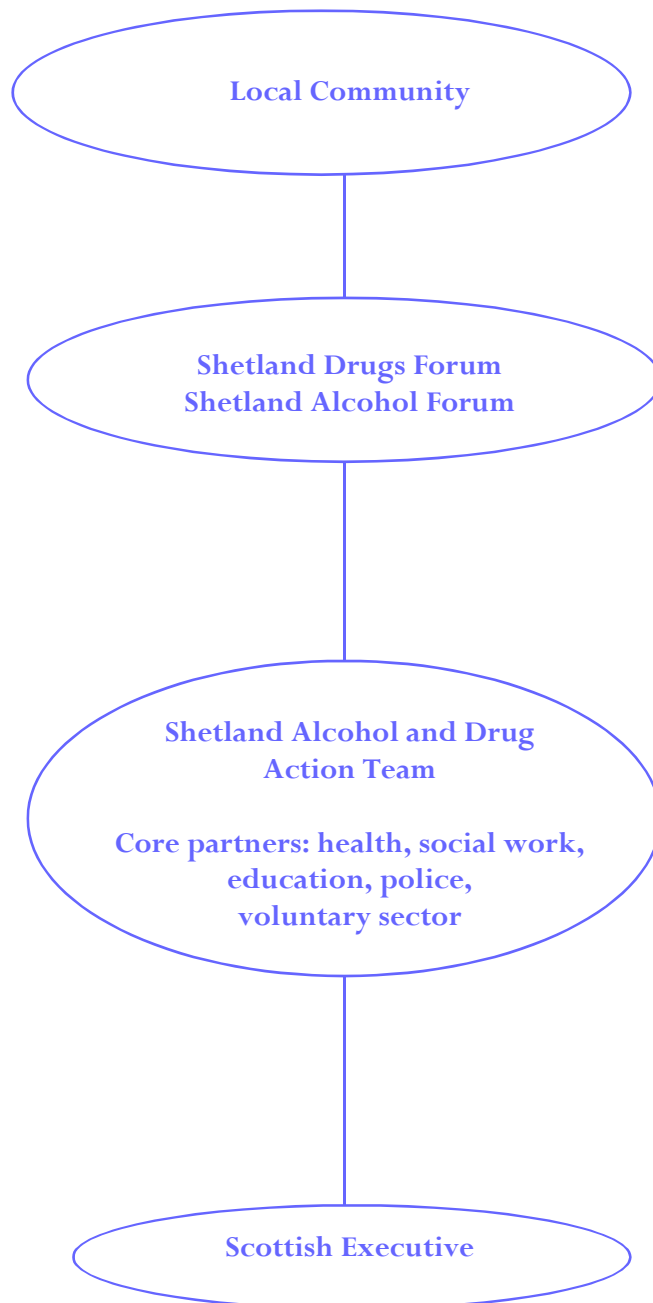
To this end the Fora require to be broadly based, representing the interests of those who provide services in the field of Alcohol and Drugs, families, carers and partners of those people who misuse alcohol or drugs, alcohol or drugs misusers, and the wider community.

REMIT OF THE ALCOHOL AND DRUGS FORA

- To assess, co-ordinate and review the nature and extent of alcohol and drug misuse and alcohol and drug related problems in Shetland.
- To contribute to the wider debate regarding development of local strategies for the prevention of alcohol and drug misuse.
- To promote through the SADAT the implementation of local strategies, and recommend the provision of the necessary resources for agencies to tackle identified problems at a local level.
- To promote multi-agency working and co-ordination between statutory and voluntary agencies at a local level.
- To contribute to the debate on best practice and value for money at an operational level.
- To contribute to the debate on drugs and alcohol, to work with and to share information and experience with other co-ordinating committees and national agencies.
- To assess the educational and training needs of professional and voluntary workers concerned with the prevention and treatment of alcohol and drug misuse, and to develop and promote the implementation of proposals for meeting those needs.
- To assess the provision of services in Shetland for people with alcohol and drug related problems and to develop and recommend, through the SADAT, the implementation of proposals for improvement in services re-organisation, and resourcing of services where required.
- To contribute to the work of planning and to provide the level of operational expertise necessary to inform community care planning for alcohol and drugs services.
- To participate in, contribute to, influence and inform through the SADAT the formulation of policy at a national level.

TACKLING DRUGS AND ALCOHOL IN SCOTLAND ACTION IN PARTNERSHIP

WHERE YOU FIT IN



NATIONAL AGENCIES

ALCOHOL

ALCOHOL FOCUS SCOTLAND

2nd Floor
166 Buchanan Street
GLASGOW
G1 2NH

Tel No: 0131 572 6700

ALCOHOLICS ANONYMOUS

50 Wellington Street
GLASGOW
G2 6HJ

CENTRAL SERVICES:

0141 226 2214
Helpline (24 hours):
0345 697555

Website: www.alcoholics-anonymous.org.uk

AL-ANON FAMILY GROUPS

Tel No: 0207 4030888

DRUGS

NATIONAL DRUGS HELPLINE

Tel No: 0800 776600

DRUGSCOPE

Tel No: 0207 928 1211

RELEASE

Tel No: 0207 6038654

Website: www.release.org.uk

ADFAM NATIONAL

Tel No: 0207 928 8900

E-mail: admin@adfam.org.uk



Tel No: 0800 5875879

Website: www.knowthescore.info

HEALTH EDUCATION BOARD FOR SCOTLAND (HEBS)

Woodburn House
Canaan Lane
EDINBURGH
EH10 4SG
Tel No: 0131 5365500

