



***Your Information***  
***Your Rights***

**This leaflet explains why the Substance Misuse Treatment and Support Agencies collect information about you and how this information may be used. It also tells you about your right to see your records and how to gain access to them.**

**WHO ARE THE SUBSTANCE MISUSE  
AGENCIES IN THIS AREA?**



**A.A.D.A.S.**

**Abertawe Alcohol & Drug Assessment Service**

AADAS is a specialist substance misuse 'Single point of access' Assessment Service for adults over the age of 18 who are resident in the City and County of Swansea.

**If you wish to have an assessment, so that you can get the right kind of support, you have to go to AADAS first.**

You may wish to go to AADAS on your own, or with someone else to support you, or you could ask someone else to refer you to the agency (e.g. your GP or social worker). You may also be concerned about someone and wish to refer them – but this must be done with their consent. AADAS also take 'phone referrals from anyone who wants to receive a drug/alcohol assessment in the city of Swansea.

AADAS has a dedicated phone line Monday-Friday 9.30am-12.30pm – 1pm – 4pm

**AADAS telephone number is 01792 642759**



## **Community Drug and Alcohol Team**

(‘CDAT’ is a NHS service - part of the Abertawe Bro Morgannwg Health Board)

CDAT offers medical, psychological and other forms of help for people with alcohol and drug problems. People using this service will have agreed to a ‘care plan’, personally designed to meet their needs. The service works with people who have particularly difficult problems, which require help from more than one agency, and where there is often a need for medical treatment. The type of services offered may include: prescribing, mental health assessment, home detoxification and relapse prevention.

The CDAT is made up of medical and nursing staff. In the Bridgend and NPT areas we also have a social work team and dedicated Relapse Prevention Coordinator.

The CDAT can offer a range of services depending on what you need.

These include:

- Specialist assessment of your Substance Misuse

- Access to residential rehabilitation and inpatient detoxification and stabilisation
- Detoxification from alcohol or drugs
- Prescribing services
- Physical and mental state assessment
- Advice, information and support
- Relapse prevention

CDAT can also direct you to agencies that may be able to help you with social issues such as benefits, housing and family matters.



## **Swansea Drugs Project**

Swansea Drugs Project are a well-established and respected agency that's been offering valuable and varied support to individuals and families affected by drink or drugs in Swansea for over 25 years. They won't preach or judge anybody, only support clients to make positive changes in their lives. They realise that making changes is not always easy but will support you to achieve your own goals and at a pace that you feel comfortable with.



**theplace**

*The Place* is a specialist service for children and young people under the age of 18 using or affected by drugs or alcohol misuse. The service offers

comprehensive education and prevention programmes to schools, colleges and other youth services and a variety of ways it can support those dependent upon drugs. The service is friendly and accessible and there to help and support young people improve their lives without preaching or judging them.

## **Primary Substance Abuse Liaison Team (PSALT)**

PSALT is a substance misuse support project providing Primary Care Services on behalf of GPs in Swansea and access to support workers, nurses and doctors.



## **West Glamorgan Council on Alcohol and Drug Abuse Limited (WGCADA)**

WGCADA is a registered charity and limited company. It exists to prevent, reduce and treat the harm caused by alcohol and drugs to individuals, their families and the community. WGCADA has been providing a range of treatment interventions for those affected by substance misuse for over 30 years, originally from a single office in Swansea to six agencies across Swansea, Neath Port Talbot and Bridgend.

WGCADA is the leading community-based 12-Step Abstinence agency in South Wales and also delivers Harm Reduction services, including needle

exchange and outreach, targeted to individual need. WGCADA's DOMINO (**D**evelopment **O**f **M**otivation **I**n **N**ew **O**utlooks) project aims to provide service users, regardless of whether they are still using substances or not, with the opportunity to participate in a worthwhile and productive learning experience. Through close consultation with service users WGCADA has developed various diversionary activities to support service users to overcome feelings of boredom and isolation which can lead to relapse. Furthermore, they provide an opportunity for service users to socialise within a structured environment and become part of a supportive, non-judgmental group irrespective of their circumstances.

WGCADA also delivers European Social Funded projects such as the Coastal and Peer Mentoring Projects which aim to help people affected by substance misuse to realise their skills and talents, achieve their full potential and enhance their quality of life.



### **"SWITCH" WGCADA'S YOUNG PERSON SERVICE**

***Addressing Substance Misuse and  
Enhancing Potential in Young People.***

**Who is the SWITCH service targeted at?**

The SWITCH service specifically works with young people in Neath Port Talbot and Bridgend who are at risk of, or already engaging in risky behaviour involving the use of substances. The service also works with young people affected by someone else's substance misuse, e.g. a family member or a carer.

### **What services are offered?**

- Advice, information and one-to-one support regarding substance misuse and related issues such as sexual health, self esteem/confidence, housing, benefits etc.
- Assessment and care planning.
- Group work sessions focused on alcohol and drug education/awareness, binge drinking and smoking cessation groups.
- Weekly drop-in facility.
- Hidden Harm support for young people affected by someone else's substance misuse.
- Emotional Awareness sessions.
- Coping strategies and relapse avoidance.
- Support to address substance misuse related offending and anti-social behaviour.
- Diversionary activities.
- Group work sessions focused on education, training and employment.
- Outreach work where appropriate.
- Onward referrals wherever necessary.
- Parent / Carer information, advice and support.

These interventions take place in various settings including the community, the Youth Offending Service, Hillside Secure Unit Neath and educational establishments.

## **WHAT PERSONAL INFORMATION DO WE HAVE TO RECORD ABOUT YOU AND YOUR FAMILY?**

The person responsible for your care plan will keep records about you to make sure you receive the best possible care. They may be written down (manual records) or held on a computer (electronic records). They will only ever use or pass on information about you if others involved in your care have a genuine need for it. When your information is passed on, you can be sure that it is kept confidential and secure.

The information stored in your record may include:

- Basic details about you i.e. name, address, date of birth, national insurance number, NHS number and next of kin.
- Contact details for your service provider/ health professionals
- Notes and reports about your health, your treatment and any care you may need
- Results of assessments and/or drug testing
- Details of people close to you like your family or friends. By giving the details of relatives,



friends or other personal relationships, it is assumed that you have their permission for that information to be recorded and shared in the same way as your information is used and shared.

## **WHAT DO WE DO WITH THIS INFORMATION?**

This information is kept so that the support worker(s) involved in your treatment has accurate up-to-date information. This allows any other person you are referred to for treatment, for example your GP, to access the full information they need to assess and manage your treatment effectively.

Holding this information will also help in monitoring the treatment you receive, and ensure any concerns you may have are properly dealt with.

## **WHO WE SHARE YOUR INFORMATION WITH**

If your treatment involves *joint working* with any of the organisations below, then your information will be shared with them, but, again, with your knowledge and permission first.

The main organisations that are engaged with the Substance Misuse Services are as follows:

- Social Services Department(s)
- NHS/Abertawe Bro Morgannwg Health Board

- Voluntary/Independent Sector Organisations

This information is shared so they are able to work together effectively for your benefit and care. Your information will not be shared if another treatment provider is not involved with your treatment/care.

The minimum amount of information readily available to any of these partner organisations is: name, address, date of birth, telephone number, who is currently involved with your care and - where recorded - any school or college you are attending. If you are getting a service from another organisation, and it's important that they know some details held about you, information will not be shared unless you give us permission.

### **Permission to Share Information**

Your 'informed consent', or permission, is required to share your personal information between different organisations. As part of your care plan, the substance misuse worker will go through the '*Your Information, Your Rights*' booklet with you and you must be sure that you fully understand what's in the booklet. The permission to share will last up to 6 months after you leave/finish treatment - unless you withdraw permission before you leave (please see next point).

### **Refusal/Withdrawing Permission**

You have the right to ask your worker not to share your personal information with anyone, or with particular organisations. Further information will then not be shared.

Where you have withheld permission, this may cause your worker problems in helping you, and this will be clearly explained. This explanation will be recorded in the case record. If you withdraw permission after giving it at the start of your treatment, your worker will also explain that information already shared can not be recalled.

## **HOW WE KEEP YOUR RECORDS CONFIDENTIAL**

**Everyone working for Substance Misuse Services has a legal duty to keep information about you confidential and secure.**

If you are also having help from another service, for example Social Services, the information about you may be shared if others are involved in your care and have a genuine need for it. When this information is passed on about you, it is kept confidential and secure.

Your information will not be shared without your permission unless there are exceptional circumstances. The section below explains some of these circumstances.

**Confidentiality will be broken when, for example...**

*A Court of Law orders the sharing of your personal information.* If so ordered, the treatment agency must supply the required information.

*There is risk of harm to yourself or others.*

*Child protection issues come up (Child Protection Act 2004).* This is if there is a risk of harm or neglect to a child or children.

*There is the belief that there is a 'vulnerable adult' who needs protecting.* This could be you, or someone who you know who is at risk in some way, as defined by the law.

Other than in exceptional circumstances, your treatment provider/agency will make all attempts to inform you if they need to break confidentiality.

## **STORAGE AND DELETION OF YOUR RECORD**

Every treatment provider/agency has a different time limit on keeping your records i.e. before they destroy them. Some destroy personal records after six years, but most GPs keep your record for your lifetime. Ask your substance misuse worker for this information.

Whilst you have a service with one of the treatment agencies, your record cannot be destroyed, and after you leave the service, your record cannot be destroyed until our time limit mentioned earlier has been reached.

## **HOW YOU CAN SEE YOUR RECORD**

As part of your care plan, the law allows you to do this (Data Protection Act 1998). The law allows you

to find out what information is being held about you in electronic or manual/paper records.

The Freedom of Information Act gives you the right to see your information held by public bodies, unless there are good reasons to keep it confidential.

Please be aware there may be a charge for seeing your information. Please ask your worker about this.

## **MAKING A COMPLAINT**

### **We have Four Stages to deal with any Complaint**

**Stage 1** - Speak to your worker or a member of staff of your choice. Most complaints are dealt with this way and all the staff at the agency will do their best to sort it out as quickly as possible.

**Stage 2** - Speak to the Senior Worker/Manager if you do not feel that your complaint has been dealt with fairly. She/he will then deal with the complaint. You may be asked at this stage to put your complaint in writing.

**Stage 3** - (a 'formal complaint'). If Stages 1 and 2 - informal discussions - are unsuccessful in helping you with your complaint, you can make a formal complaint by writing to the person in charge of the Agency. On receiving your letter, they will write to you within seven days explaining the process. They will arrange for an investigation into your complaint, usually by a member of the Senior Management Team. This may involve a meeting with you at which

you can be supported by a friend, relative etc. A report will be written by the person investigating, and they will then inform you in writing what action is proposed to resolve the complaint. This process should not take more than four weeks.

**Stage 4** - If you remain unhappy with the outcome of your formal complaint, you can ask for it to be reconsidered. However you must request this review within four weeks of receiving the final letter.

The majority of the complaints never get to the formal complaints stage as they are often resolved during the informal stages. You will be kept informed at every stage of the complaints process.

## **LET US KNOW WHAT YOU THINK OF THE SERVICE YOU ARE RECEIVING/RECEIVED**

To continuously improve the quality of services provided, feedback is welcomed and encouraged.

The aim is to ensure that you are happy with the service provided. However, if you are not, or if you feel that something could be done better (or differently), please let your worker or agency manager know.



**A.A.D.A.S.**

**Abertawe Alcohol & Drug Assessment Service**



41/42 St James Crescent,  
Uplands, Swansea, SA1 6DR

Phone: **01792 642759**

Fax: **01792 642761**

SMS: **07581575243**

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### **Swansea Drugs Project**

73/74 Mansel Street, SWANSEA. SA1 5TR

Phone: **01792 472002**

Fax: **01792 472004**

Email: [info@swanseadp.org.uk](mailto:info@swanseadp.org.uk)

Website: [www.swanseadrugproject.co.uk](http://www.swanseadrugproject.co.uk)

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### **PSALT**

**Primary Substance Abuse Liaison Team**

Graig Road, Gwaun Cae Gurwen  
Ammanford, Carmarthenshire, SA18 1EG

Telephone: **01792 475595**

Patient Line: **01792 475598**

Fax: **01792 475599**

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## West Glamorgan Council for Alcohol & Drug Abuse "WGCADA"



<b>WGCADA Head Office, 41/42 St James Crescent, Uplands, Swansea SA1 6DR</b> Telephone: 01792 646421 Email: <a href="mailto:adminexecs@wgcada.co.uk">adminexecs@wgcada.co.uk</a>	<b>WGCADA (Swansea)</b> 40/41 St James Crescent, Uplands, Swansea SA1 6DR Telephone: 01792 472519 Email: <a href="mailto:admin.swansea@wgcada.co.uk">admin.swansea@wgcada.co.uk</a>
<b>WGCADA (Neath) (Abstinence)</b> 30 Victoria Gardens, Neath SA11 3BH Telephone: 01639 620222 Email: <a href="mailto:admin30@wgcada.co.uk">admin30@wgcada.co.uk</a>	<b>WGCADA (Neath) (Harm Reduction)</b> 15 Victoria Gardens, Neath SA11 3AY Telephone: 01639 633630 Email: <a href="mailto:admin15@wgcada.co.uk">admin15@wgcada.co.uk</a>
<b>WGCADA (Port Talbot) (Harm Reduction)</b> 46 Talbot Road, Port Talbot SA13 1HU Telephone: 01639 890863 Email: <a href="mailto:adminpt@wgcada.co.uk">adminpt@wgcada.co.uk</a>	<b>WGCADA (Bridgend) (Abstinence/Harm Reduction)</b> 4 Gaylard Buildings, Court Road, Bridgend CF31 1BD Telephone: 01656 667717 Email: <a href="mailto:adminbridgend@wgcada.co.uk">adminbridgend@wgcada.co.uk</a>

Website: [www.wgcada.org](http://www.wgcada.org)



### Community Drug & Alcohol Teams CDAT (Swansea, Neath Port Talbot & Bridgend)

**CDAT Swansea**  
NHS Clinic, Caerbricks Road,  
Cwmbwrla, Swansea, SA5 8NS  
Telephone: 01792 654630  
Fax: 01792 301576

**CDAT Bridgend & Neath Port Talbot**  
Old Trust Headquarters, 71 Quarella Road,  
Bridgend, CF31 1JS  
Telephone: 01656 763071  
Fax: 01656 763070

**SMART Telephone: 01639 862872**  
**SMART Fax: 01639 862923**  
**Bridgend Assessment Service Telephone: 01656 663630**  
**Bridgend Assessment Service Fax: 01656 668412**

Website: [www.wales.nhs.uk/sitesplus/863/](http://www.wales.nhs.uk/sitesplus/863/)