

S. U. News

The newsletter for Ealing Service Users

Full Steam ahead for new Drug and Alcohol Centre.

The lease on the new Drug and Alcohol Centre was signed on Monday and the initial works to clear the site prior to its refurbishment will begin at the end of this week. So the centre is still due to be opened in the summer.



The Centre will provide:

- 10 one to one rooms
- 3 clinical rooms
- 6 group rooms inc
 - Complementary therapy
 - an IT suite
 - a life skills kitchen
- a client area with tea point and IT access
- Disabled access and WC

What do you do if you have a problem with Drug and Alcohol Services in Ealing?

RISE launch new complaint procedure

From time to time we sometimes experience standards of service that we don't think are acceptable. Or, we are unable to access the services we think we need. Such shortcomings need to be addressed by the organisations that

provide them or possibly should be providing them. In most cases this will be RISE, but it could be the Council or a Housing Association.

Problems can take many different forms, such as:

- I don't know where to go to receive help with my addiction
- I don't get on with my case worker.
- A member of RISE staff has made an inappropriate comment to me.
- There does not appear to be a suitable service for my addiction problem.
- There is a service but I can't access it because of my full time education/employment commitments.
- I have no-one to look after my children when I want to attend services.
- I am receiving services but I have additional problems that aren't being addressed.
- I have been seeing my GP for ages and have not been offered help with the addiction.

This is a very small list of examples; there could be hundreds of issues with Drug and Alcohol Services that need to be addressed. It is also recognised that drug and alcohol service users are not always in the best position to resolve them. By following this advice we hope that problems get resolved quickly and that by receiving feedback services continuously improve to make service user's lives better.

First steps

It is always best to deal with a problem straight away, if that is possible! It is quick and probably the most effective way to resolve complaints. Speak to your key worker first. Be polite, they are there to help you, but not to take abuse from you. Take a moment to think about your complaint and consider whether it is reasonable. For example - You might be mightily aggrieved that you have had to wait nearly an hour to see your key worker, but conveniently ignore the

fact that you turned up for your appointment 45 minutes late!

Don't be fobbed off! If you genuinely feel that you have not been treated properly it is perfectly reasonable to ask for, and expect to get, a proper explanation. A service provider might, for example say "We're sorry about the delay, we are running late because we have two staff off sick but you will all be seen this morning"; annoying as this might be, the problem is out of their control to put right and they are clearly doing everything they can to reduce its impact.

Next steps

If your problem cannot be resolved straight away, or you keep experiencing the same problem over and over again there is the **RISE Complaint Procedure**. The leaflet, which includes the complaint form, will soon be available in all RISE premises. The leaflet explains how your complaint will be dealt with and provides a timescale for when you can expect a response.

Alternatively you can bring your problem to the **Service Users Meetings** that take place every second Tuesday between 2:30 and 3:30pm at the Cafe, (see "Service User Voice" for dates) particularly if the issue does not concern a RISE service provider or is more general in nature. At these meetings there are SU representatives that attend meetings with service providers and other agencies including Probation, the Council and the NHS who will take up the problem with the appropriate organisation.

Although this article and the RISE complaint procedure attempt to simplify how to get your problem resolved quickly the range of different complaint mechanisms, depending on the nature and severity of the problem, is both wide and complex. There are organisations who can advocate on your behalf and details of them can be obtained by contacting us, see the contact details below.

Service User Voice

The monthly Service User meeting for all Ealing RISE Service Users is held at the Social Cafe on the 2nd Tuesday of each month 2-30pm to 3-30pm (£5 voucher for attendees).

The next three dates for your diaries are:

- 11th March
- 8th April
- 13th May

Free Social Activities

Tues 11th of March at a time to be Confirmed, **Cinema Tickets** at Vue Park Royal
10 Places

Call Sean Kelly on 07858400543 for more details, to book a place and to get confirmation of dates and times.

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