

Luminus

Quarter 3: Insight for Combating Drugs Partnership Board Public Involvement

January 2024



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Involvement Strategy 23-24

The infographic features the Luminus logo at the top right and the tagline 'Shining a light on what matters to people.' at the top left. It contains six purple rounded rectangular boxes arranged in two columns and three rows, each detailing a strategy area.

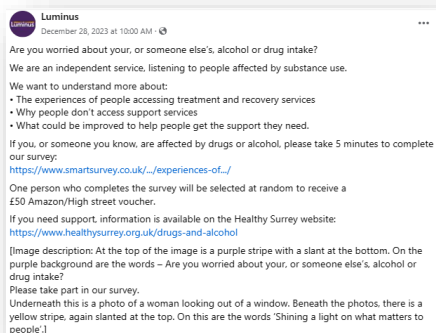
- Public involvement**
Led by the Engagement Manager and Engagement Officer we will deliver a programme of face-to-face activity across Surrey

This will entail 4-5 events per month in community settings, groups or clinical break out spaces to speak to those most at risk of health inequalities.

We will focus the engagement to support the CDP in delivery of their objectives.
- Whole system working**
Developing and nurturing stakeholder and provider relationships.
Stakeholder mapping, regular networking and meeting to ensure cohesive working.
- Signposting**
Ensure our signposting information is up to date, accessible and available to people wanting to access services. Highlight any gaps in signposting.
- Comms and awareness**
Using our established channels to communicate our service and call for evidence and experiences.
Develop literature and marketing materials to hand out to public and share with stakeholders.
- Reporting**
We will produce a quarterly insight report to share with commissioners and the wider CDP. We will also use our insight to feedback to those that have shared experiences with us.

Communications

Some examples of the literature and social media we produced to promote our service during quarter 3:



Survey

Introduction : Experience of recovery services (smartsurvey.co.uk)

During quarter 3 we launched a survey to gather experiences from people that may be worried about their (or someone they know) drug or alcohol intake but are not engaging with services. We targeted this to high footfall areas including train stations during December.

Flyer Distribution
Woking Citizen Advice
Woking Train Station
Hebrew, St Paul's Addlestone
Surrey Veterans Hub
Renewed Hope
York Road Project
HomeStart
Family Centre Addlestone
Hythe Baby Bubble
Lucy Raynor Foundation
Stanwell Foodbank
St Saviours Sunbury
The Lighthouse
Merland Rise Foodbank
SABP - Pietro
Giving Carers a Voice
SILC Advocacy
Mary Frances Trust

Luminus

Are you worried about your, or someone else's, alcohol or drug intake?

We are an independent service, listening to people affected by substance use.

We want to understand more about:

- The experiences of people accessing treatment and recovery services
- Why people don't access support services
- What could be improved to help people get the support they need.



If you, or someone you know, are affected by drugs or alcohol, please take 5 minutes to complete our survey:



<https://www.smartsurvey.co.uk/s/experiences-of-recovery-services/>



One person who completes the survey will be selected at random to receive a £50 Amazon/High street voucher.

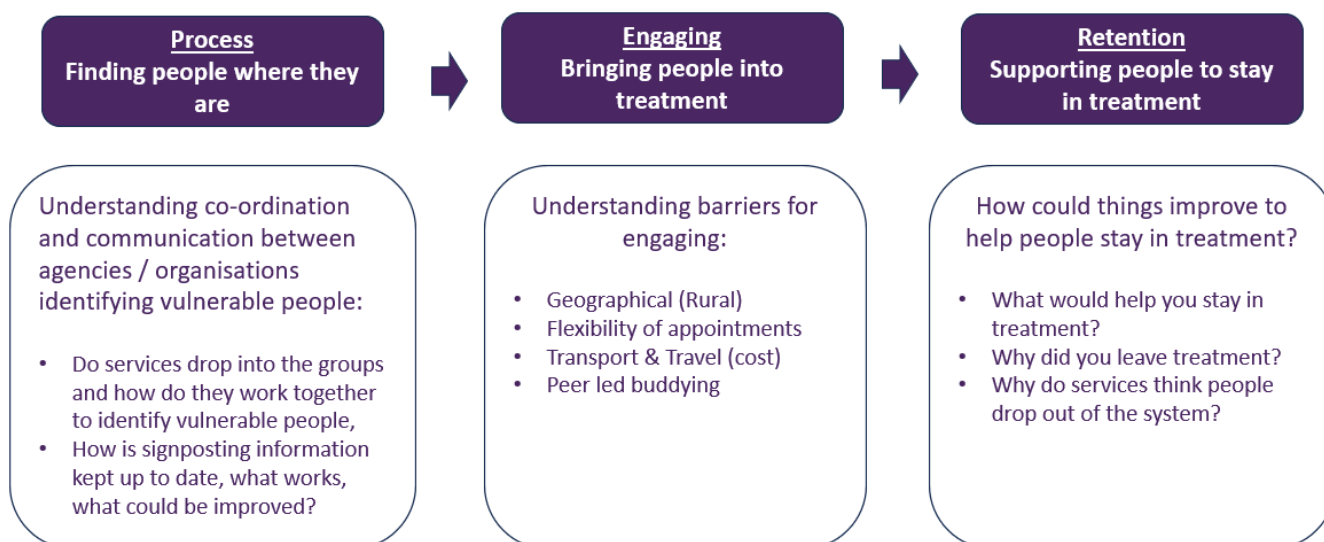


To find out more about our service, please visit:

<https://luminus-cic.uk/services/public-involvement-for-the-combating-drugs-partnership/>

Ensure the voices of a range of members of the public are heard:

Our area of focus for quarter 3 was around the following topic areas and key lines of enquiry:



Public involvement activity in quarter 3

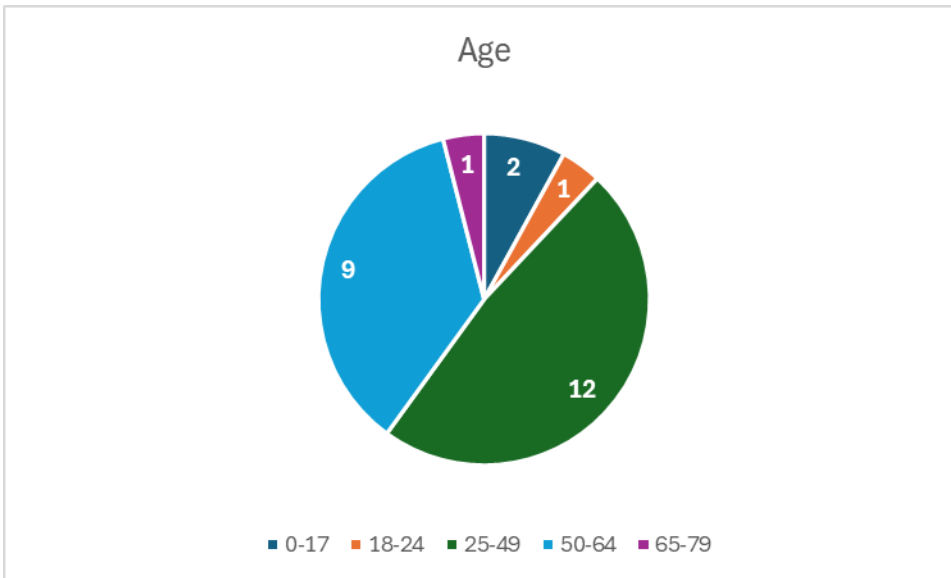
We spoke to **179** people about our public involvement service and **25** individuals shared in-depth experiences with us. During the quarter, we visited the following places:

October	Location
DWP Job Fair	Weybridge
Guildford College	Guildford
Surrey University	Guildford
Redhill DWP Job Fair	Redhill
Direct Pharmacy - Madrid Rd	Guildford
November	Location
The Lighthouse	Woking
Renewed Hope	Redhill
Redhill Probation coffee morning	Redhill
Stigma around addiction exhibition	Woking
Women's centre - Probation	Woking
Your Sanctuary - Domestic Abuse	Woking
Narcotics Anonymous	Guildford
December	Location
Street Angels	Woking
Addlestone Food Bank	Addlestone
Woking Station	Woking
Shepperton Carers Hub	Shepperton
Shifa Woking	Woking & Surrey Heath

Demographics

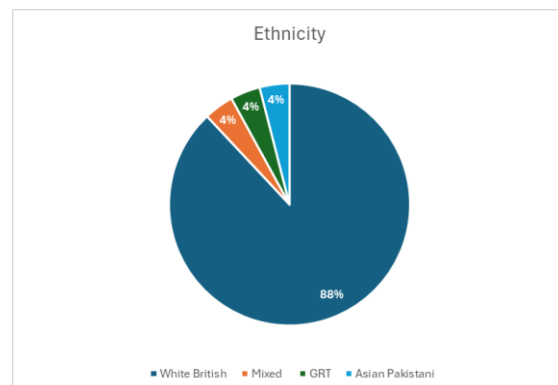
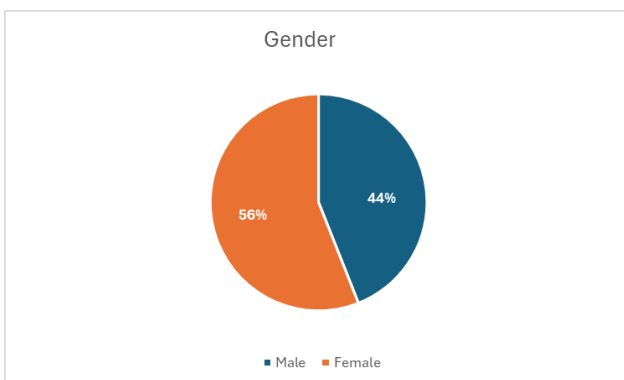
We collected demographic information for the **25** people that shared their in-depth experiences with us.

The bar chart below shows the number of people we spoke to in each age category.



The two pie charts below show people's gender and ethnicity.

- Over half of the people we spoke to identified as female.
- 88% of the people we spoke to state their ethnicity as White British.



Of the 25 people sharing experiences: 3 had a long-term condition; 2 were carers and 2 had a disability.

What we have heard in Q3



There were a number of key themes that emerged from our public involvement this quarter:

1. Finding people where they are:

- Importance of have services visit charities and support organisations.
- Mental health / Signposting support is key to identifying people.
- Cultural barriers to understanding signposting and support / break down Stigma.

2. Bringing people into treatment:

- Importance of peer mentoring / PWLE is very important to people feeling empathy and 'walking in my shoes'.
- 'One stop shop flyer' with all options would help people understand the pathways.
- Stigma still an issue for all.
- Challenges for people who are homeless or those on low income with mobile phones.
- Not feeling like services understand when in rural locations or affluent areas.

3. Supporting people to stay in treatment:

- GP /community support is very helpful in transition between services or helping stay on a recovery journey.
- Positive feedback for SMART programme and providing coping mechanisms.

1. Finding people where they are:

- **Importance of have services visit charities and support organisations**

"We have asked if i-access could drop in as have referrals for them."

Female, White British, 50-64 Redhill Women's Probation

- **Mental health / Signposting support is key to identifying people**

"I realise now that I probably have ADHD and that may explain some things especially the addiction side. York Road is helping me getting a diagnosis. We went to see Dr Khan at Southview and he mentioned 'Right to choose' which might help us Fastrack an appointment out of county. This is hopefully going to help me understand my compulsions and possibly help me cope better."

Male, White British, 25-49, Street Homeless, Woking, York Road Project

- **Cultural barriers to understanding signposting and support / break down stigma**

"I know them that they are having this problem, and they are very contained in their families. They are shy to discuss about it. They are embarrassed to discuss about it and yeah, that is the dilemma. But it is really bothering them. It is not that they are taking it easy. They don't like it the way it is spreading and but unfortunately this is what there is a big gap. What I feel is in our community that it should be discussed."

Female, 50-64, Asian Pakistani, Woking Shifa

2. Bringing people into treatment:

- **Importance of peer mentoring / PWLE is very important to people feeling empathy and 'walking in my shoes'**

"I would have preferred possibly some sort of buddy set up for group members as you tended not to engage in that way, just as a group - this may be difficult though as not all the same people attend the same sessions."

Male, White British, 25-49, Elmbridge

- **'One stop shop flyer' with all options would help people understand the pathways**

"But I think a one stop shop flyer would work if it showed me all my options."

Male, White British, 25-49, Street Homeless, Woking, York Road Project

- **Stigma still an issue / or not feeling like you identify as someone with an issue**

"My ex definitely has substance uses. He binges on cocaine, loses his temper and starts having a go at me. He has a good job, he used to be in the military. I think he lacks or misses the structure of military life. I cannot stay with him anymore, for my emotional wellbeing. We have talked in the past about him quitting, getting help, but feel that it's hard to navigate. We talked about NA (Narcotics Anonymous) but he's concerned that someone might see him go in and the stigma attached with that."

Female, White British, 25-49, Woking, Your Sanctuary (Domestic Abuse)

"I have been worried about getting help for fear of judgement, if no one knows and I am coping outwardly, but on the inside I'm breaking. I tried therapy to deal with some of my issues, I have tried to stop so many times, I've even tried Narcotic's Anonymous, but the demographic didn't fit me, I didn't feel relatable, I guess that's on me. This December, I hit bottom. We went out drinking after work on Thursday in London, I took my team out for drinks and got home late after my team left, I found a dealer and did coke the rest of the night till the morning train. I don't know where to go for help really, as I said I tried NA but no one looked like me (job wise, lifestyle) I'm not that kind of addict."

Male, White British, 25-49, Woking

- **Challenges for people who are homeless or on a low income with mobile phones.**

"I actually have contacted i-access this week and today have my 1st 45min consultation. Here's something that would improve the situation though. I need credit on my phone, 45 mins is a long time for a consultation."

Male, White British, 25-49, Street Homeless, Addlestone Foodbank

"Transform housing found me and have worked with me to get me off the streets. I have been housed by them before but lost my place, too much drinking and drugs being done, it all got a bit out of control and I got kicked out. I ended up living under a bridge. With regards to the GP, it's really hard to make an appointment, I don't usually have credit on my phone, I do have a support worker that sometimes helps me with it my substance use but without credit I can't usually call, I'm not sure what I can do about that."

Male, White British, 50-64, DWP Weybridge

- **Not feeling like services understand when in rural locations or affluent areas.**

"Being in Guildford gives i-access a problem. No one know how to look after me, talk to me. I know there can't be that many people who would inject heroin like me around these streets. If I was in London, I'd use SLAM which was brilliant but in Guildford, I can't access because not eligible as out of area."

Male, White British, 18-24, Guildford

- **Continuity of controlled medication.**

"Often have issues with meds in past [12 months ago], when at Boots. There, I had a couple of instances where the medication was not available for several days. I was experiencing severe withdrawal symptoms for both Valium and methadone. I'm sorry to say, I had to use heroin to get through."

Male, White British, 18-24, Guildford

3. Supporting people to stay in treatment:

- **GP /community support is very helpful in transition between services or helping stay on a recovery journey.**

"You don't get much help at all when you get released. You must find all this paperwork to apply for this and that and print stuff off. You have nowhere to live, no money. My probation lady has referred me to i-access now and I've had a

meeting on the phone yesterday, I'm now waiting for next steps. I would only ask [for help] a trusted person like Kristina at York Road or my probation lady."

Male, White British, 25-49, Street Homeless, Woking, York Road Project

"I used i-access once, 2 years ago. I didn't really get a lot out of it. I started AA a couple of years ago and went for a couple of years but wasn't able to stick with it. I have an amazing doctor, Dr Guha at Birchwood Medical. Dr Guha is offering me so much support."

Female, White British, 50-64, Redhill, Redhill Probation

"I came here [Lighthouse] for a cup of tea and support as they have been helping me."

Female, White British, 25-49, Woking, The Lighthouse

- **Positive feedback for SMART programme and providing coping mechanisms**

"I've done SMART programme with i-access twice but this recent last time I feel has worked. I did all the meetings on Zoom which was perfect for me. If I relapse which I don't think I will, I will self-refer back in. I have lots of coping mechanisms now. I come here every other week for support. I also did work with the Phoenix Group and have a WhatsApp group from the ladies there and we look out for each other, and it is support that is key. Also, you must be mentally ready to make the change. I was this time."

Female, White British, 25-49, Guildford, Redhill Women's Probation

"AA is good, but I need a bit more. I booked myself into private rehab, up in Leicester. Cost was around £1,200. My mum paid for it as part of my early inheritance. The rehab was excellent! It was all based on mental health with classwork, it was very strict, even our phones were restricted. I referred myself into i-access. I'm hoping for a little relapse prevention and hopefully sort out my anxiety."

Male, White British, 50-64, Long term condition mental health, DWP Weybridge

- **Person centred care**

"I left this morning after being discharged [from A&E] and came here [Lighthouse] for a cup of tea and support as they have been helping me. I go to the Women's centre every Wednesday too as part of my probation. Whilst travelling here I got a text to say I had missed my first i-access appointment. I didn't even know I had one! [She showed me the text messages stating she had missed it and that she

must make contact before XXX or she would be discharged from the referral process]."

Female, White British, 25-49, Woking, The Lighthouse

"Having tried this before [i-access], make a note on the system that I can't really engage with services before midday. Most people like me are the same. I will be asleep generally."

Male, White British, 25-49, Street Homeless, Addlestone Foodbank

"I got so fed up with i-access. They made me too angry, I had to leave. It wasn't person centred and the people there just asked me the same stuff all the time. Kept having to give my history, it stressed me out so much, so I stopped going and they discharged me. No one tried to follow up with me [January 2023]. I've tried AA, it wasn't for me. What's the point in trying to get clean whilst I am on the streets? I have nothing currently. I would rather wait until I'm housed. I need structure, before, when I had the drugs, I had a structure and now going forward I need a new structure without the drugs so now it's all about how I structure my new diet, my day. The person at i-access I've seen keeps asking me if 'I'm ready' it's not comforting or practical, it strips me back a layer every time she says that it just makes me feel angry."

Male, White British, 25-49, Street homeless Redhill, Renewed Hope

"He has tried i-access, doesn't work for him. He's also tried NA [Narcotics Anon] but didn't like the spiritual element. He has a big problem with cocaine and it's so expensive. He has been in and out of services and mostly not engaging so I've left him."

Female, White British, 25-49, Addlestone Foodbank

- **Carers of people with substance use**

"I have to keep an iron fist on what he does. The only reason he leaves the house is to go to the pub. He sorts his own medication out so is independent to a point. But I went to visit our son in Australia for six weeks and my other son had to come in to look after him. He doesn't want to give up the drinking, won't engage with services. I feel very stressed because of him. I'm constantly looking after him. He won't even use his hearing aids."

Female, White British, 65-79, Frimley, Oasis, Healthwatch Surrey engagement

"My sister is very unwell with mental health and substance use issues. She is constantly saying she needs to kill herself, the only people that have helped have been the police, she was sectioned and was in Farnham Hospital and was in for 12 hours and discharged, they told my mum she had mental capacity and there was nothing we can do. We had meeting at i-access which we recorded, she was saying she was going to kill herself to the clinician in the end the clinician said there was

nothing they could do, and we needed to leave and that they couldn't help. No one is helping us; my mum is so unwell due to the stress of this she needs to be put into hospital for her own safety My sister has her own flat but has a partial closure order on it and a safeguarding concern has been raised."

Female, White British, 25-49, Camberley, Healthwatch Surrey Helpdesk and Advice

Case studies from quarter 3



47, Female, GRT, Epsom & Ewell, Redhill Probation Coffee Morning

"My son is 12 and is only attending school for an hour each day, the school are isolating him in a SENCo room so he's not integrated at all which only makes him want to go in less and less. I am hoping to get help with school for an EHCP and possibly move his school then. I am part of a children in need order as a result of safeguarding via police and A&E. My son fell through a roof at my family's trailer site. He was trying to reach his football. I took him to A&E but couldn't stay with him the whole time as have another younger child. He was taken home by police and they carried out a welfare check. Then I was put on a children in need programme [CHINS]. I was in a domestic abuse situation for 15 years. My family also turned their back on me when I had my son with a different man. I am now being supported by them again. My ex was a heavy cocaine user. He did go to CA [Cocaine Anon]. It didn't work. He would then go out with the group and do Coke. When he was on cocaine, he was awful, it was a total Jekyll & Hyde character. If he wasn't using, he was nice. I had to leave. I did not engage with children's services, so they put me on risk register. He is facing a charge for hitting my son currently. I am engaging here and with Women in Prisons and even did a parenting course."

52, Female, Asian Pakistani, Woking, Shifa

"The problem is that definitely in my community it's just not spoken about a lot. Vaping is an issue, cannabis, drinking, heroin. You know, I know some of the families very closely. I know them that they are having this problem, and they are very contained in their families. They are shy to discuss about it. They are embarrassed to discuss about it and yeah, that is the dilemma. But it is really bothering them. It is not that they are taking it easy. They don't like it the way it is spreading and but unfortunately this is what there is a big gap. What I feel is in our community that it should be discussed. Uh, you know the openly the importance of it."

The how we can stop it. You know the importance of it and some of the really, you know, the educated families, even them. I can feel that they know it, but they are not finding a right channel of support. The word I'm looking for is a platform where they can discuss it, where they are not because you know it. It is a shameful for them. They feel ashamed talking about that they their kids are involved in this, but again, the pressure of the society, the pressure of, you know, the family, they are not doing it. So as what I feel is it is as important as we are talking about physical health, mental health, it is so important. You know they need proper workshops for them. Knowledge for them, information for them. You know that the school is giving that information, but what I'm talking about that, you know the ladies, who come into our groups they are the parents that need to know those things as well."

28, Female, White British, Woking, The Lighthouse

"Last night I was in A&E at St Peter's Hospital. I tried to kill myself by taking an overdose. I was violently sick and I called for an ambulance. I wanted to commit suicide; I can't even get that right. I left this morning after being discharged and came here [Lighthouse] for a cup of tea and support as they have been helping me. I go to the Women's centre every Wednesday too as part of my probation. I left this morning after being discharged and came here [Lighthouse] for a cup of tea and support as they have been helping me. I go to the Women's centre every Wednesday too as part of my probation. Whilst travelling here I got a text to say I had missed my 1st i-access appointment. I didn't even know I had one! [The text message stated she had missed it and that she must make contact before 13th November, or she would be discharged from the referral process]. Upon asked what she will do to ensure she isn't discharged; "guess I'll go to the office, think it's near here. I don't really know what to do. I am not in right place to be doing this." I am a mess. I only like to go out at night as no one judges me then and people take advantage of me. Where I live on my own in a flat through Woking Council, I have no proper heating or water. I keep complaining and desperately want to swap with a flat in Walton, but my flat isn't good enough to swap."

Feedback from frontline staff

"This group is a really supportive place for the women who come. Often once their probation obligations are done, they still come. 4 or 5 women. One brought her child with her. Craft table, breakfast and drinks. EDAS come in every 4 weeks and Richmond Fellowship. We have asked if I-Access could drop in as have referrals for them. We work closely with 'Women in Prison' - it's a whole person centred approach and we look at housing needs; benefits; employment; health; substance use."

Manager, Redhill Women's Probation Coffee Morning

"Seeing an increased use of the foodbank and regular new homeless people needing to use shower. Different people every other week. Salvation Army nearby had homeless pods but these have now gone and they have nowhere to go. There

is no shelter nearby. We give food vouchers out that can be redeemed at Hebrews run out of St Paul's."

Manager, Addlestone Foodbank

Stakeholder meetings

We met with the following stakeholders / service providers to understand what it is they do, explore ways to work together and hear from them, what things are working well and what could be improved.

- Citizen Advice, Woking
- Changing Futures
- Oakleaf
- Health and Justice
- Men's probation, Redhill
- Women's Centre
- Catch 22
- i-access
- GRT Forum Surrey



Luminus signposting and safeguarding

On engagement, our team always signposts to appropriate support and care services. For example, if someone is struggling with finding a dentist, they will be given information for Dentalchoices.org. Support services are given where relevant; i-access, Catalyst, Mind Matters (if mental health exclusively), The Hope Hub, Renewed Hope, York Road Project etc., Al-Anon, AA etc.) We check in with community leaders if someone has said something we are unsure of or concerned about to ensure that the person is being supported and not alone.

- RASAC; ESDAS; Solace
- One You Surrey
- i-access
- Citizen Advice
- Action for Carers
- GRT Forum
- Surrey Community Action
- Dental Choices
- Healthwatch Surrey Information and Advice
- Kooth
- Wellbeing office - Surrey University
- York Road Project



Partnership working with Citizens Advice

Citizen Advice report that there continues to be a higher percentage of white men who are helped under the work they do for i-access. The majority have been referred because they do not have enough money on which to live and have built up debts. This does not help them to manage their addictions and they are often unable to engage with the treatment programme.

One gentleman had become homeless, following the death of his mother and his father moving in with a new partner. After staying in an overnight shelter, the client moved to a hostel for six months and then stayed in several supported living houses. However, he had to move often due to his mental health problems, suicidal thoughts and drinking addiction.

Eventually he was moved into a council property and assessed by Surrey Mental Health services. He deals with his mental health by drinking. He has stopped caring about himself when he drinks. He has received support from i-access and his key worker said he should be medicated for his mental health.

Through this work, he has been identified as needing support and been referred to Enabling Independence. He has since been discharged from i-access because he was not motivated to stop. Citizen Advice helped him apply and qualify for PIP (Personal Independence Payment).

Planning for Q4

For Q4, our communications/engagement activity will incorporate:

We are planning to visit the following places this quarter.

Relationship building meetings:

- Health and Justice Partnership Coordinator (Surrey) – Community Integration
- Your Sanctuary
- GRT Community



Plans for Q4: (Topics TBC)

- Finding people where they are (Process)
- Bringing people into treatment (Engaging)
- Supporting people to stay in treatment (Retention)
- Trying to find people unknown to services who don't identify as having a substance use problem

Events booked/planned:

- Guildford Action
- St Mark's food club, Tattenham
- Weybridge DWP
- Mary Frances Stigma Online group
- St Martin's Church, Old Dean
- North Guildford Foodbank and The Hive (TBC)
- The Hive, Central Pharmacy and needle exchange (TBC)
- Train station (TBC)
- Andy's Man Club



Volunteer /mentoring opportunity:

We are working closer with Citizens Advice, Woking and Ladies probation services to help promote opportunities for people with lived experience to get involved with us.

Contact us:



Contact us through any of the channels below.

We'd love to hear from you:

-  Web: luminus-cic.uk
-  Telephone: 01483 301448
-  Text: 07592 787 533 (SMS only)
-  Email: info@luminus-cic.uk

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