








# Drug and Alcohol Services in Stockton-on-Tees - Service Users (short)

## 1. Introduction

1. Have you accessed substance support services?				
Answer Choices			Response Percent	Response Total
1	Drugs		22.22%	2
2	Alcohol		33.33%	3
3	Both		44.44%	4
			answered	9
			skipped	0

2. What is your motivation to change? (please tick all that apply)				
Answer Choices			Response Percent	Response Total
1	Health		88.89%	8
2	Family		33.33%	3
3	Wellbeing		44.44%	4
4	Other (please specify):		11.11%	1
			answered	9
			skipped	0
Other (please specify): (1)				
1	13/12/2023 14:39 PM ID: 233870243	i had never drank, smoked or taken drugs introduced to a man and in three month of been with him i became dependant of drug and alcohol just to function		

3. What has worked well so far?				
Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	9
1	04/12/2023 13:10 PM ID: 233055409	after accepting i needed help it took a while to find out were i needed to go, my health was suffering really bad and i struggled to find a place were there were not lots of people stood outside, i waited till it was nearly closing and plucked up the courage to go in, i was asked lots of questions over and over again, which made me want to run, but once that was done i was given another appointment to attend, at that appointment iwas told about the group work and i explained that wouldn't		

### 3. What has worked well so far?

		work for me they agreed a plan to help me reduce me intake over the following weeks, but this was hard on my own, it took far longer than i thought and unless i had an appointment i didnt go in to the centre. i found a support group away from the drug and alcohol service, as i didnt want to be labelled, i was able to do things that took my mind off drinking and drugs, i made new friends and found thye had gone through much the same as me. this group helped me to understand the importance of my own wellbeing and me been able to get support was my life to keeping on track.
2	04/12/2023 14:21 PM ID: 233064022	i worked part time and struggled to access services were appointments were made even though i told them the days i was working, it was like this is the time and thats all we have so i stopped going.
3	04/12/2023 16:23 PM ID: 233079311	after much searching i found help though the church, i then moved area and the church put me in contact with recovery connections, but this was so intense and i stopped going and started to drink heavily, leading to a mental breakdown and been admitted to a mental hospital, this instigated me in stopping the drink they weened me off and i was given a support worker who helped me to take part in group therapy for my mental health, but it also helped me with my drinking as i improved mentally and was given the right medication i started to see more clearly and got to the stage that i didnt want to drink after many years, church was my saviour and i found another church when i returned home through the old church i had been attending, i still go to AA so far i have not been tempted but everyday is another for me.
4	09/12/2023 23:17 PM ID: 233581951	Nothing
5	12/12/2023 11:32 AM ID: 233754852	been able to work with someone on a 1-1, i couldn't face having to sit in groups, mostly because the last time i was forced to do that i failed, i had to plead with them not to put me in to groups
6	12/12/2023 11:46 AM ID: 233756269	groups, having a key worker, meeting people who were in the same situation, didnt feel stigmatised as they were all in the same boat as me, joined most of the activities the provider offered then had to move from Middlesbrough to Stockton, i hit rock bottom and took me a long time to come back up again, i did a rattle for two weeks and by the end of it knew i needed to go for some support, this is when it hit me, all those people outside and in reception were not going to stop i sat listening to them telling the activity worker and then when outside having a hit. i carried on with the group work and grew stronger
7	12/12/2023 12:12 PM ID: 233758631	i am still trying to find what works for me, i am now alcohol dependant, and been told to enable me to stop i will have to go in for detox, before i am able to stop completely, this terrifies me, but i really want to do it, if i had a friend or a support worker i woud maybe do it, but i pushed everyone away and slowly isolated myself i like a drink and struggle with groups, had i continued to work with the social group i attended i think i might of made the change, but i struggle not to see things clearly, and just live in hope that i will get there one day,
8	13/12/2023 09:14 AM ID: 233832479	having the support from my family and someone to take me to were i needed to go. i did work with three services and my GP but felt overwhelmed, this set me back a little and my GP suggested i work with one service at a time and see if that works better for me, i chose CGL, i found the 1-1 worked really well and the groups not so well. i did feel a little pressured to be part of the group, but didnt have the confidence to work in a group to start with, but CGL did take this on board and supported me with the 1-1
9	13/12/2023 14:39 PM ID: 233870243	the best thing he did looking back was beat me so badly i ended up in hospital, they had to transfer me to JC when i came round i was in a new location, new no one and further introduced to Switch, independent to all services they supported me to get my life back on track, they arranged multi agency working and found me a home, this was the start of my journey, the worked with me to access substance miuse services and attended every appointments with me, they had to fight to get me a service which attended my home, by now i was not taking anything or drinking but still had a strong urge for both. the support i got to work with the agencies is what made it work for me, i am now off benefits, paying my own way,

### 3. What has worked well so far?

	working full time and free of drugs this is five years on i dont crave anymore and dont have urges, but if i did i would not hesitate to access AA or recovery		
		answered	9
		skipped	0

### 4. What could be improved?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	9
1	04/12/2023 13:10 PM ID: 233055409	more choice of meeting away from the centre, out of hours services, this is when its hardest, and not been able to just go in without the door way been blocked, and people asking me questions would be a much better way of me not feeling threatened when I'm at my weakest point, more services working together, i had let everything go when drinking heavy, my rent, bills, i lost my children, and was given so much to do i didnt know where to start which set me back, i took to bed and didnt answer the door or open my post. i felt like something was missing and that is wasnt just about the drink and drugs. i had experienced so much truum and lost my parents within weeks of each other, nothing seemed joined up, the waiting lists from one service to another is so bad. this is were is experienced my ps and downs off the drink on the drugs off the drugs on the drink. then i started to notice is wasnt feeling well the support project helped me to see what i needed to do just by making me a diary of all my appointments and talking me through what i needed to do, helping me to open my post and make calls with me, it took me six month but felt good they even attended all my Social service appointments and spoke up for me. this helped me to get access to my children and gain the trust of their social worker until eventually i was re-housed and working toward my children visiting and working towards a stay over, i had to do drug test every week to begin with but i used to be worried even though i knew i hadnt done anything the social project reassured me that was normal and eventually i used to enjoy proving i was clean. its a daily struggle but its was worth it in the end, now i look back and see without all the services and help i got in the end i know i would not be here now	
2	04/12/2023 14:21 PM ID: 233064022	better access to more services that work around busy working mums lives, and dads i would think there are dads who are in much the same situation	
3	04/12/2023 16:23 PM ID: 233079311	services in general dont seem to look at the person as an indivual, and unless you tell them you life story over and over they dont seem to be able to individualise your care plan, for them this works for everyone else so it will for you, trying to force me into group situations in the state i was in just was not for me, to give me the courage to even go there i had to fill a water bottle full of neat vodka and that was 9am by the time i came out i had drunk a pint of vodka i went straight to a bar, service dont understand the person and dont meet the different needs, i was told that the service was been taken over and thought great it will change, but all the old staff remained and nothing changed i suppose that for me was the tipping point and sent me over the edge, i stopped my medication and just drank to try and forget, but went down hill very fast and lost the plot then admitted to hospital	
4	09/12/2023 23:17 PM ID: 233581951	More support	
5	12/12/2023 11:32 AM ID: 233754852	for me is not having to go to one building were everyone is stood outside its very traumatising just admitting you have a problem more community based options would work better for me, more services working together so i can get instant support, as once i leave the building i forget whats been discussed think that is down to my mental health and not retaining information, a reminder through talking to someone on the day, as that is how i live from one day to the next, i struggle to plan, so a support worker and maybe someone to help me at the first few	

#### 4. What could be improved?

		appointments as i struggle to tell someone what i need and what is wrong and hate having to repeat myself to be understood	
6	12/12/2023 11:46 AM ID: 233756269	external support, when you start to come out of the fog the one thing you need is to be away from the situation. thats every aspect of your life, home, friends or so called friends a new start, this is were i fell down again, i moved to east cleveland in the middle of no where new no one and didnt have a clue were anything was but i found a social group, that had notbing to do with substance misuse	
7	12/12/2023 12:12 PM ID: 233758631	more home support for those with mental health and struggle to go out let alone attend an appointment in a room full of other people, for mental health and substance services to work together and both have responsiblitiy not just one service, i have been so misunderstood through frustration that services now refuse to work with me. more joined up, more understanding for the needs of the person and less structure, more access to been supported in rehab and monitored when out. as this is when your most vulnerable cos your having to learn to live all over again,	
8	13/12/2023 09:14 AM ID: 233832479	more choice when you have got to the first hurdle and feel more like interacting, there are a lot of people who attend one place and it is very off putting when there is a lots of noise, shouting and i have seen fighting which made me very nervous about returning but my family stepped back in and supported me through till i felt confident again. more privacy as its hard to accept you are an addict and need help. once the confidence grows with the abstinence, you feel more ready to engage in other stuff, its good to have the choice and be dedicated a key worker who is able to see your needs are met at your pace, this isnt always the case and i understand there are a lot of people who need help	
9	13/12/2023 14:39 PM ID: 233870243	more understanding of the needs of an individual, the process you go through to begin with is really hard and makes no sense, its not till the fog clears and you are able to feel safe and supported that you are able to start processing, i kept asking over and over how did i end up here, time and patients is needed, understanding that no one intentionally chooses to drink or take drugs there is always a reason, unless that reason is worked on you wont move on more people like me who now is able to look back and know, now see the warning signs of how easy it is to be caught up in someone elses crap and how quickly it gets a hold of you. more education for everyone on the real facts, more understanding of we were/are normal people	
		answered	9
		skipped	0










#### 5. Is there something we need to know that could help support your long-term recovery journey e.g. improved access, better communication, social groups or activities?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	9
1	04/12/2023 13:10 PM ID: 233055409	it si crucial that all the services work together, if you dont deal with the other stuff you will never succeed in long term, help with housing, schools, justice system, social services, debt, gambling, benefits, mental health and social support is key to me still been clean.	
2	04/12/2023 14:21 PM ID: 233064022	more night time services, not online as i wouldnt feel comfortable with that, this may sound daft but somewere i could take the kids, like a small social group for them so i know they would be safe and happy, i wouldnt worry.	
3	04/12/2023 16:23 PM ID: 233079311	i was in a lot of trouble and didnt know how to get out of it, i did try to contact some services but by the time i got through the credit ran out on my phone, so maybe some kind of free phone service from a mobile, more promotion and thought	

**5. Is there something we need to know that could help support your long-term recovery journey e.g. improved access, better communication, social groups or activities?**

		around services like the church who dont get paid but do a great job in making sure your listened to they offer you options at your own pace, i didnt feel rushed or judged, and i didnt have to face been talked out of me trying by those who attended mostly the group sessions, staff have no idea how bad it is especially in stockton, you leave the building and the users are on my back all the way into town, not just for me to join them but to lend them money, the pressure was just awful, now i am much better i understand more its not there fault but to try and force someone who is trying to quit is not good, i have found my way and dont feel at this time like i want to go back to that life but i will never know. i do feel sorry for the people who work fulltime and dont want to speak out of turn but all they have is AA and that doesn't always meet their needs due to work commitments i talk to the group i go to and they talk about how difficult it is for them to stay clear when they can only access one group a week	
4	09/12/2023 23:17 PM ID: 233581951	1-1 support from somebody who understands	
5	12/12/2023 11:32 AM ID: 233754852	yes i think groups away from the centre to help with my social life, engaging activities, that include some outdoor stuff, walking, fishing, and some support until i make new friends and not to be known as oh there's that druggy	
6	12/12/2023 11:46 AM ID: 233756269	more groups that don't have anything to do with substance, had i met the group prior i would of had the support i needed to not keep having to go through the rattle process to get me clean, i have struggled for years but the social group helped with all the issues leading up to me falling down every time, they made me strong and ready to face what is not the 4th year clean.	
7	12/12/2023 12:12 PM ID: 233758631	help with my debt, i used to have a social worker but he left and my case was closed and when i am drunk i purchase on line stuff i don't need and cannot remembering ordering my flat is full of unopened packages that i cannot face, my mental health i have been on the same medication must be for 20yrs now never had a review or a call from a GP to see if i am ok its like i don't exist , but i just drink to wipe it out.	
8	13/12/2023 09:14 AM ID: 233832479	more choice away from the recovery side, and the recovery site, the constant reminder is depressing in its self, and the constant shouting is very intimidating especially for those who have been in bad domestic situations which lead to the issues they are trying to deal with.	
9	13/12/2023 14:39 PM ID: 233870243	services should just be working together and we should not be made to feel bad for ending up in situations beyond our control. not be made to feel weak for wanting to black out from the misery that surrounds us in situations beyond our control. eventually when i was able to attend group situations i was proud to see how for i had come. i dont shy away from speaking to people about what happened to me, it wasnt something i chose it was done to me to begin with it was without my knowledge, by the time i realised i was hooked on alcohol and drugs mainly heroin. most services need to extend the time they spend with a client, 6 weeks is not enough especially to begin with. a therapist booked 6 sessions, i just started to open up when i was told it was the last one, when i questioned it i was told we did tell you we could only do 6 session, at the time of engaging i didnt know what planet i was on or what day it was. i was left with a whole load of crap and the specialist unable to do anything further to help me, you end up feeling abused all over again. the social group i went to through Switch gave me the courage to open up and keep going so maybe this needs to be used to give folk the chance to see it is possible with the right support	
		answered	9
		skipped	0

## 6. What would encourage you to access peer support? (please tick all that apply)

Answer Choices			Response Percent	Response Total
1	Location		88.89%	8
2	Buddy/Mentor		88.89%	8
3	Regular drop-in sessions		66.67%	6
4	Whole-person approach - to look at 'health & wellbeing' not focused solely on substance issues?		77.78%	7
5	One-to-one		77.78%	7
6	Morning meetings		22.22%	2
7	Evening meetings		66.67%	6
8	Weekend meetings		66.67%	6
9	Other (please specify):		88.89%	8
			answered	9
			skipped	0

### Other (please specify): (8)

1	04/12/2023 13:10 PM ID: 233055409	drop in service worked well for me as i struggled to remember days and times at first. having the social support was massive as i have now found things i enjoy that i would never have even tried prior to my substance issues. the social group brought all the services to me which helped me to work with them, to begin with i didnt know what planet i was on and lost my temper really quickly cos all i could think of was i needed to go and have a hit or drink, the pressure of what they were saying at the start didnt mean or matter to me. the social group staff seen this and brought services to me and were able to talk on my behalf, they opened my post with me and prioritised all i needed to do. now i am good with all this and act quickly to sort, but then i needed lots of help
2	04/12/2023 14:21 PM ID: 233064022	i wouldnt mind group if it benefited me and they were in the same situation as myself. and not to be asked over and over to tell my story, or to have to introduce myself everytime i went, i am shy and felt very uncomfortable, i would need to gain trust before i talked in front of anyone
3	04/12/2023 16:23 PM ID: 233079311	i am lucky to have found the groups i need through the support of the church, like i said the pressure of the alcohol services was to much for me
4	09/12/2023 23:17 PM ID: 233581951	Outdoor social groups
5	12/12/2023 11:32 AM ID: 233754852	i am not sure what they call them but a support worker who speaks on your behalf, someone who can help me until i get my confidence back, someone who isn't judgemental
6	12/12/2023 12:12 PM ID: 233758631	i think if you go through the process of been sober everyone of them would apply at some point.
7	13/12/2023 09:14 AM ID: 233832479	regular drop in sessions are good but need to be in another location when your trying to abstain and been constantly reminded by those that hang around the building is hard.
8	13/12/2023 14:39 PM ID: 233870243	every aspect of the above, i keep in touch with my Switch friends and have made a new life for myself in a new location without the support of all the above im not sure i would be here today

## 7. Is there anything else you would like to tell us?





Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	8
1	04/12/2023 13:10 PM ID: 233055409	services need to be more understanding not just to the substance issues but the whole package that is needed in order for myself and people to turn around and stay on track, the social group i went to wrote everything down and the names and number of who i dealt with, they made me a folder and when i was well enough to take back responsibility gave it back to me and i use this still to keep me on track i was never under pressure to keep attending and they never left me just said if you need us were here and they were.		
2	04/12/2023 14:21 PM ID: 233064022	an out of hours service would be good for me as i struggled with juggling a job and two children one with special needs and to be able to go when i needed and not by appointments and be judged on not turning up		
3	04/12/2023 16:23 PM ID: 233079311	as i start to plan, i want to look at been more social and be away from AA but still attend to support that need, i would like to consider volunteering and use me experience in a positive way to help someone else, the church is looking into me doing this but i have stressed not through recovery connections, services need to be understanding in order to sustain treatments we need to be fully supported by lots of services at the same time. the more thats rights the easier it is to focus		
4	12/12/2023 11:32 AM ID: 233754852	the services are linked into one service, i could have done with an option and different locations to those were people who have no intention of giving up are just attending to see their key worker for food vouchers or need a script hang around outside trying to talk to me and entice me to go with them it is so daunting		
5	12/12/2023 11:46 AM ID: 233756269	the stigma and constant pressure from service users and other organisations is not good, people need to be educated and understand this could happen to anyone		
6	12/12/2023 12:12 PM ID: 233758631	yes bring Switch back		
7	13/12/2023 09:14 AM ID: 233832479	my mental health improved so much when i abstained, been part of a group away from the recovery side of CGL is as important to me as meeting my key worker to keep on track, my family support is also key to me keeping on track. and they were able to attend the social group with me and that helped me to make new friends away from my so called drinking buddies who i really dont see now ive stopped.		
8	13/12/2023 14:39 PM ID: 233870243	i have a diary of events and am now able to look back and see my progression and feel a sense of pride. there a bits that are painful to read, but when i pluck up the courage i feel stronger and no longer recognise that as been me, it helped as first as i was able to see a bit later what my triggers were which by the way have changed, so maybe agency's should share the work they have done for us and what their thoughts were on the progress we made		
			answered	8
			skipped	1

## 8. Which of the following best describes your ethnic group?




Answer Choices		Response Percent	Response Total
1	Asian/Asian British - Bangladeshi	0.00%	0
2	Asian/Asian British - Chinese	0.00%	0
3	Asian/Asian British - Indian	0.00%	0



## 8. Which of the following best describes your ethnic group?



4	Asian/Asian British - Pakistani		0.00%	0
5	Asian/Asian British - Any other Asian background		0.00%	0
6	Black/African/Caribbean/Black British - African		0.00%	0
7	Black/African/Caribbean/Black British - Any other Black/Black British background		0.00%	0
8	Black/African/Caribbean/Black British - Caribbean		0.00%	0
9	Mixed/Multiple ethnic group - White and Black Caribbean		0.00%	0
10	Mixed/Multiple ethnic group - any other mixed/multiple ethnic background		0.00%	0
11	Mixed/Multiple ethnic group - White and Asian		0.00%	0
12	Mixed/Multiple ethnic group - White and Black African		0.00%	0
13	White - English/Welsh/Scottish/Northern Irish/British		44.44%	4
14	White - any other white background		11.11%	1
15	White - Gypsy or Irish Traveller		0.00%	0
16	White - Irish		33.33%	3
17	Other ethnic group - Arab		0.00%	0
18	Other - any other ethnic background		0.00%	0
19	Prefer not to say		11.11%	1
			answered	9
			skipped	0

## 9. Age category




Answer Choices		Response Percent	Response Total
1	13 - 17 years	0.00%	0
2	18 - 24 years	0.00%	0
3	25 - 34 years		22.22%
4	35 - 44 years		33.33%
5	45 - 54 years		22.22%






### 9. Age category

6	55 - 64 years		11.11%	1
7	65 - 74 years		0.00%	0
8	75+ years		0.00%	0
9	Prefer not to say		11.11%	1
			answered	9
			skipped	0

### 10. How would you describe your gender?

Answer Choices		Response Percent	Response Total	
1	Female		77.78%	7
2	Male		0.00%	0
3	Non-binary		11.11%	1
4	Prefer not to say		11.11%	1
			answered	9
			skipped	0

### 11. Sexual orientation

Answer Choices		Response Percent	Response Total	
1	Asexual		0.00%	0
2	Bisexual		11.11%	1
3	Gay		0.00%	0
4	Heterosexual/Straight		66.67%	6
5	Lesbian		0.00%	0
6	Pansexual		0.00%	0
7	Prefer not to say		22.22%	2
8	Other		0.00%	0
9	Other (please specify):		0.00%	0
			answered	9
			skipped	0

Other (please specify): (0)

No answers found.






## 12. Religion or beliefs

Answer Choices		Response Percent	Response Total
1	Buddhist	0.00%	0
2	Christian	33.33%	3
3	Hindu	0.00%	0
4	Jewish	0.00%	0
5	Muslim	0.00%	0
6	Sikh	0.00%	0
7	No religion	55.56%	5
8	Prefer not to say	11.11%	1
9	Other (please specify):	0.00%	0
		answered	9
		skipped	0
Other (please specify): (0)			
No answers found.			

## 13. Marital or civil partnership status

Answer Choices		Response Percent	Response Total
1	Single	44.44%	4
2	Married	0.00%	0
3	In a civil partnership	11.11%	1
4	Cohabiting	0.00%	0
5	Separated	11.11%	1
6	Divorced/dissolved civil partnership	22.22%	2
7	Widowed	0.00%	0
8	Prefer not to say	11.11%	1
9	Other (please specify):	0.00%	0
		answered	9
		skipped	0
Other (please specify): (0)			
No answers found.			

### 14. Carer, disability or long-term health condition? (please select all that apply)

Answer Choices			Response Percent	Response Total
1	Yes, I consider myself to be a carer		11.11%	1
2	Yes I consider myself to have a disability		0.00%	0
3	Yes, I consider myself to have a long-term health condition		33.33%	3
4	None of the above		11.11%	1
5	Prefer not to say		11.11%	1
6	Other (please specify):		33.33%	3
			answered	9
			skipped	0
Other (please specify): (3)				
1	04/12/2023 13:10 PM ID: 233055409	mental health		
2	04/12/2023 14:21 PM ID: 233064022	mental health to work alongside the service needed to stay alcohol free		
3	04/12/2023 16:23 PM ID: 233079311	mental health		