






Drug & Alcohol Services in Stockton-on-Tees - Family & Friends

1. Introduction

1. What support services would you like to tell us about ?				
Answer Choices			Response Percent	Response Total
1	Drugs		60.00%	3
2	Alcohol		20.00%	1
3	Both		20.00%	1
			answered	5
			skipped	0

2. Did you seek help for you or someone else e.g. family, friend, colleague?				
Answer Choices			Response Percent	Response Total
1	You?		60.00%	3
2	Someone else?		40.00%	2
			answered	5
			skipped	0

If someone else, please provide more information below. (3)

1	28/11/2023 13:06 PM ID: 232640275	Parent
2	04/12/2023 14:00 PM ID: 233060997	<p>my daughter, i was already attending a social group, i talked to the outreach and asked their advice regarding my daughter as she to begin with was binge drinking when her children went to her partners for the weekend. it was getting out of hand and i was looking after the children all week while she was going out and staying out for two three nights a week. then i was told they thought she was on drugs, this is when i spoke to switch as i tried to talk to her but she fell out with me and just kept sending the kids in a taxi to mine.</p> <p>the social group found me a service i could talk to but they told me unles my daughter presented their was nothing they could do, i spoke to my GP and was told the same thing. in the end the kids turned up in a taxi and i text her to say sorry but i am out and the kids are on there way back, it was the hardest thing i have ever had to do, but looking back it was the start of her journey. she rang her ex to collect them when he arrived he told her he knew she was struggling and was taking the kids until she got sorted, after a lots of arguments and him threatening her with social services, she gave up her house and moved back in with me, by then the drugs had impacted on her daily life, she lost her job, her friends stopped calling, she hit rock bottom, the social group helped me access rehab, after been turned away from GP and substance services i didn't hold out much hope or have confidence in them. the social group explained why they had done this but recognised their is a gap between the slippery slope and family getting support to help the person in need. she is back on track. and now engaged with services as</p>

2. Did you seek help for you or someone else e.g. family, friend, colleague?

		part of her rehabilitation, i still dont have trust and worry every time she is out. i never realised how little is actually out there to help support recovery,
3	11/12/2023 22:57 PM ID: 233690828	For me and my son I was at work bottom and needed some support through his drug addiction He needed support to come off them .

3. What were your reasons for seeking help and support? Please choose all that apply and rank in order of importance.

Answer Choices	Very important	Somewhat important	Not so important	Not important at all	Response Total
Health	100.00% 5	0.00% 0	0.00% 0	0.00% 0	5
Family	100.00% 5	0.00% 0	0.00% 0	0.00% 0	5
Friends	0.00% 0	20.00% 1	60.00% 3	20.00% 1	5
Other (please give more information in comments below)	66.67% 2	0.00% 0	33.33% 1	0.00% 0	3
				answered	5
				skipped	0

Comments: (3)

1	28/11/2023 13:06 PM ID: 232640275	Concern parent was going to die and nowhere to turn
2	04/12/2023 14:00 PM ID: 233060997	she was my daughter and her children were starting to be affected by her substance issues this all came out of the blue, the stigma attached to substance misuse, and i was one of those judgemental people, never thinking it could happen to me, she had the perfect childhood and is the only one of my 5 children to have had/have issues. having to stand back and deliver tough love situation has and still is the hardest thing i have done. i feel guilt, fear, dread. without the support from my social groups i dont think i could have sorted on my own.
3	09/12/2023 23:24 PM ID: 233582036	Self confidence and helping others

4. Did you know where to go for support?

Answer Choices	Response Percent	Response Total
1 If yes, where did you go first?	100.00%	5
1 28/11/2023 13:06 PM ID: 232640275	No	
2 04/12/2023 14:00 PM ID: 233060997	no	

4. Did you know where to go for support?

3	09/12/2023 23:24 PM ID: 233582036	Switch		
4	11/12/2023 22:57 PM ID: 233690828	Yes CGL		
5	27/12/2023 20:47 PM ID: 234499296	Cgl		
2	If yes, was it helpful?		40.00%	2
1	09/12/2023 23:24 PM ID: 233582036	Saved my life		
2	27/12/2023 20:47 PM ID: 234499296	Yes and no		
3	If no, who helped you to find support?		60.00%	3
1	28/11/2023 13:06 PM ID: 232640275	Friends		
2	04/12/2023 14:00 PM ID: 233060997	the social group i attended, helped me make all the calls, and supported my plan of tough love approach without this i dont think she would be here today		
3	11/12/2023 22:57 PM ID: 233690828	No it was shocking First we had a support worker called Mark . He left . Then it went downhill. No appointments.when u did turn up no staff to support you . Absolute shambles .Total waste of time		
4	If yes or no, where else have you had support from (both good or bad)?		60.00%	3
1	28/11/2023 13:06 PM ID: 232640275	Friends		
2	11/12/2023 22:57 PM ID: 233690828	I was given information from a friend about Bridges . Never looked back .brilliant service and team . There go on and beyond		
3	27/12/2023 20:47 PM ID: 234499296	Nobody		
			answered	5
			skipped	0

5. Did you have any fears before accessing support and what were they (e.g. attitude, times, location, fear, stigma, impact on relationship)?

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	5
1	28/11/2023 13:06 PM ID: 232640275	Difficult relationship with parent that would suffer more with outside intervention		
2	04/12/2023 14:00 PM ID: 233060997	As above i had every fear but the worst was losing her. the gaps in services when family need to get help is huge and leaves the family as vulnerable as the person who is on substances, as i have said the guilt even though i knew it was down to her it was overwhelming. the social group wanted to arrange some counselling for me I'm still considering it as the whole situation was as traumatising for me as it was for her. .		
3	09/12/2023 23:24 PM ID: 233582036	Yes ..social anxiety ..no confidence ..afraid of being judged ..		

5. Did you have any fears before accessing support and what were they (e.g. attitude, times, location, fear, stigma, impact on relationship)?

4	11/12/2023 22:57 PM ID: 233690828	Yes I did have fears and stigma . Didn't no what to expect never been in this situation before . I felt if I had failed .I wasn't sure what to expect
5	27/12/2023 20:47 PM ID: 234499296	Yes
		answered 5
		skipped 0

6. What is working well now?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	4
1	28/11/2023 13:06 PM ID: 232640275	AA	
2	04/12/2023 14:00 PM ID: 233060997	after her rehab she was under the GP, she attended appointments with but it took time to seek further support, she never suffered mental health but needed support with her mental health after, she has accessed counselling and says its helped, but i still struggle to rust her and i think she knows, she says she feels guilty but i try to reassure her not to, but i know she feels my fear.	
3	11/12/2023 22:57 PM ID: 233690828	The team of support workers at Bridges give you confidence back there make you feel human again . I'm not on my own .there are always in touch and I have 1:1 brilliant . I find them very professional. All this has lifted me out of the hole I was in	
4	27/12/2023 20:47 PM ID: 234499296	I have regular key worker	
		answered 4	
		skipped 1	


7. What is not working well?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	5
1	28/11/2023 13:06 PM ID: 232640275	Complete family breakdown	
2	04/12/2023 14:00 PM ID: 233060997	more services away from the main service, we had to move to get away from temptation, when she tried the abstinence groups, i dropped her off and there were groups of people outside smoking, drinking i felt guilty leaving her, she hated it and stopped as she didnt feel the group stuff was for her more community stuff more social stuff not at the centre but working with social groups away from the recovery service but they monitor her progress	
3	09/12/2023 23:24 PM ID: 233582036	Funding ended and lost the support	
4	11/12/2023 22:57 PM ID: 233690828	Nothing I'm working on been more positive .	

7. What is not working well?

5	27/12/2023 20:47 PM ID: 234499296	Counselling and group therapy none existing		
			answered	5
			skipped	0

8. Do you think lived experience/peer support groups would help?

Answer Choices			Response Percent	Response Total
1	Yes		100.00%	5
2	No		0.00%	0
			answered	5
			skipped	0






9. What would encourage you to attend or access peer support?

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	4
1	28/11/2023 13:06 PM ID: 232640275	Confidentiality. Location - knowledge of what to expect		
2	04/12/2023 14:00 PM ID: 233060997	get a better understanding of what, why and how, i would need to support or recognise the signs sooner, who to speak to and how to get her help sooner, i feel ive changed as a person, aged, worry, lost confidence in going out, if i could have talked to some one on her behalf and gained their confidence in having a chat with her when i tried to maybe the last three years would not have exploded like they did. my whole family fell out at one point mostly due to ignorance, more support for the family not at their centre as they wouldn't go and that would lead to more arguments, we were a really close family and my other children resent the her actions, were slowly coming back together but its been a long journey		
3	11/12/2023 22:57 PM ID: 233690828	Yes it would help for a lot of ppl Some prefer 1:1 Just need a bit more confidence Not fully there yet		
4	27/12/2023 20:47 PM ID: 234499296	If they were available i would attend they also need to be accessible on evenings and weekends for those who try to hold onto employment		
			answered	4
			skipped	1

10. What support do you think would have helped you?

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	5
1	28/11/2023 13:06 PM ID: 232640275	Somewhere to go and speak to professionals who could help		
2	04/12/2023 14:00 PM ID: 233060997	i should have accessed counselling when my daughter went into rehab that may have prepared me better for the hard work when she came out. i gave a sigh of relive not realising that was just the beginning, services should work with the family to help them understand the do's n dont's i found at the hard way and at a cost of my own mental health		
3	09/12/2023 23:24 PM ID: 233582036	Switch (supporting woman and children in the community and there home)		
4	11/12/2023 22:57 PM ID: 233690828	I think Bridges full filled there support there have helped me and I don't think there could of give me anymore help and support		
5	27/12/2023 20:47 PM ID: 234499296	Access to rehab, counselling and a group who can support		
			answered	5
			skipped	0

11. Are there any areas of your wellbeing you would like to improve? Please tick all that apply.

Answer Choices			Response Percent	Response Total
1	Mental Health		80.00%	4
2	Diet & Exercise		20.00%	1
3	Social Interaction		20.00%	1
4	Improved relationship with Alcohol		20.00%	1
5	Other (please specify):		20.00%	1
			answered	5
			skipped	0
Other (please specify): (1)				
1	04/12/2023 14:00 PM ID: 233060997	i am going to speak with my GP to access counselling and find a new support group for my social life outside the home		

12. Have you or would you access online support?

Answer Choices			Response Percent	Response Total
1	Would you consider technology for contact with addiction services e.g., Zoom/Skype/Facebook groups?		100.00%	5

12. Have you or would you access online support?

1	28/11/2023 13:06 PM ID: 232640275	Maybe		
2	04/12/2023 14:00 PM ID: 233060997	no		
3	09/12/2023 23:24 PM ID: 233582036	No		
4	11/12/2023 22:57 PM ID: 233690828	No		
5	27/12/2023 20:47 PM ID: 234499296	Yes		
2	If not, why not?		60.00%	3
1	04/12/2023 14:00 PM ID: 233060997	it just does not work for me		
2	09/12/2023 23:24 PM ID: 233582036	I beleive you need to build relationships face to face		
3	11/12/2023 22:57 PM ID: 233690828	Not the age group for IT . I prefer 1:1 with support worker		
			answered	5
			skipped	0

13. What does a 'good' service look like (e.g. length of time offered, ability to turn up/no appointment, no closed door, continuation of support, additional support i.e. Men's Shed, etc)?

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	5
1	28/11/2023 13:06 PM ID: 232640275	No wrong door, joined up services. Can just turn up . More information of what support is available		
2	04/12/2023 14:00 PM ID: 233060997	all services working together to support the person and their family, more social interaction away from the service, more options and i didnt even know they existed until i needed them, they need to be open in the time they spend with the person, and more support away from the centre if the person needs it, more choice		
3	09/12/2023 23:24 PM ID: 233582036	A service who can meet up weekly access daily and actually provide support in everyday life as in housing debts social service meeting doctors appointments etc		
4	11/12/2023 22:57 PM ID: 233690828	Good relationship . Plenty of communication and info . Workshops and therapies . Definitely no closed doors . Plenty of appointments. No time limits . Addiction is so unpredictable. So additional support essential.		
5	27/12/2023 20:47 PM ID: 234499296	All of the above		
			answered	5
			skipped	0

14. Do you have a long term plan to improve your wellbeing?

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	5
1	28/11/2023 13:06 PM ID: 232640275	Yes		
2	04/12/2023 14:00 PM ID: 233060997	yes to now get the help i need to get back on track		
3	09/12/2023 23:24 PM ID: 233582036	Yes keep fighting		
4	11/12/2023 22:57 PM ID: 233690828	Yes think more positive If my son keeps away from his addiction This will definitely improve my wellbeing . Also to Loose some weight . So I can have knee surgery.		
5	27/12/2023 20:47 PM ID: 234499296	I am supported by my elderly mother but need to look and seek other services that would help		
			answered	5
			skipped	0








15. What is your biggest motivation to succeed?

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	5
1	28/11/2023 13:06 PM ID: 232640275	To do well and be proud		
2	04/12/2023 14:00 PM ID: 233060997	to see my family back together and as best as possible to see my daughter succeed her daily challenges		
3	09/12/2023 23:24 PM ID: 233582036	My children		
4	11/12/2023 22:57 PM ID: 233690828	To improve health and keep focused .stay connected to Bridges		
5	27/12/2023 20:47 PM ID: 234499296	I want to live my life with normal feelings		
			answered	5
			skipped	0

16. What helps you to stay strong and focused? Please tick all that apply.

Answer Choices		Response Percent	Response Total
1	Mindfulness	0.00%	0

16. What helps you to stay strong and focused? Please tick all that apply.

2	Reading		20.00%	1
3	Keeping a diary		0.00%	0
4	Family		80.00%	4
5	Friends		40.00%	2
6	Peer group		20.00%	1
7	Children		60.00%	3
8	Exercise		40.00%	2
9	Other (please specify):		20.00%	1
			answered	5
			skipped	0
Other (please specify): (1)				
1	04/12/2023 14:00 PM ID: 233060997	at the moment there is not enough social support more outreach to help me access social events till i get my confidence back		


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

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	3
1	04/12/2023 14:00 PM ID: 233060997	we had to pay for private rehab which took all my savings and most of my oldest sons savings, there should be more places for emergency paid places for us to access		
2	11/12/2023 22:57 PM ID: 233690828	If it wasn't for Bridges . I don't no where I would be doing today		
3	27/12/2023 20:47 PM ID: 234499296	I attend drug program that provides medication fir my addiction i have never been offered any other support counselling or group sessions the clinic does not even provide evening sessions that would be helpful to me		
			answered	3
			skipped	2




18. 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
4	Asian/Asian British - Pakistani		0.00%	0

18. Which of the following best describes your ethnic group?

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		100.00%	5
14	White - any other white background		0.00%	0
15	White - Gypsy or Irish Traveller		0.00%	0
16	White - Irish		0.00%	0
17	Other ethnic group - Arab		0.00%	0
18	Other - any other ethnic background		0.00%	0
19	Prefer not to say		0.00%	0
			answered	5
			skipped	0

19. Age category

Answer Choices		Response Percent	Response Total
1	13 - 17 years		0
2	18 - 24 years		0
3	25 - 34 years		1
4	35 - 44 years		0
5	45 - 54 years		2
6	55 - 64 years		1

19. Age category

7	65 - 74 years		20.00%	1
8	75+ years		0.00%	0
9	Prefer not to say		0.00%	0
			answered	5
			skipped	0

20. How would you describe your gender?

Answer Choices		Response Percent	Response Total	
1	Female		80.00%	4
2	Male		20.00%	1
3	Non-binary		0.00%	0
4	Prefer not to say		0.00%	0
			answered	5
			skipped	0





21. Sexual orientation

Answer Choices		Response Percent	Response Total	
1	Asexual		0.00%	0
2	Bisexual		20.00%	1
3	Gay		0.00%	0
4	Heterosexual/Straight		60.00%	3
5	Lesbian		0.00%	0
6	Pansexual		0.00%	0
7	Prefer not to say		20.00%	1
8	Other		0.00%	0
9	Other (please specify):		0.00%	0
			answered	5
			skipped	0





Other (please specify): (0)

No answers found.





22. Religion or beliefs

Answer Choices			Response Percent	Response Total
1	Buddhist		20.00%	1
2	Christian		20.00%	1
3	Hindu		0.00%	0
4	Jewish		0.00%	0
5	Muslim		0.00%	0
6	Sikh		0.00%	0
7	No religion		40.00%	2
8	Prefer not to say		20.00%	1
9	Other (please specify):		0.00%	0
			answered	5
			skipped	0
Other (please specify): (0)				
No answers found.				

23. Marital or civil partnership status

Answer Choices			Response Percent	Response Total
1	Single		20.00%	1
2	Married		20.00%	1
3	In a civil partnership		0.00%	0
4	Cohabiting		0.00%	0
5	Separated		0.00%	0
6	Divorced/dissolved civil partnership		40.00%	2
7	Widowed		0.00%	0
8	Prefer not to say		20.00%	1
9	Other (please specify):		0.00%	0
			answered	5
			skipped	0
Other (please specify): (0)				
No answers found.				

24. 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	 50.00%	2
2	Yes I consider myself to have a disability	 50.00%	2
3	Yes, I consider myself to have a long-term health condition	 75.00%	3
4	None of the above	 25.00%	1
5	Prefer not to say	0.00%	0
6	Other (please specify):	0.00%	0
		answered	4
		skipped	1
Other (please specify): (0)			
No answers found.			