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# The Family Wheel



- Policy
- Conferences and masterclasses
- Supporting ADPs to address local needs

- National helpline  
**08080 10 10 11**
- FSG development
- *Local*
- Telehealth/Bereavement

- **Training**

# Service provision



**Confidential**

**08080 101011**

[helpline@sfad.org.uk](mailto:helpline@sfad.org.uk)

[www.sfad.org.uk](http://www.sfad.org.uk)





# Rural and remote



**Scottish  
Families**

Affected by Alcohol & Drugs

14 Scottish council areas  
deemed rural (*population density  
is below 1 person per hectare*)

Individuals can be 'remote' due  
to little *or* no support services  
available, mobility issues, or  
where transport costs may be  
prohibitive and preclude them  
accessing support.



# Telehealth website



TELEHEALTH



Webchat



Virtual family  
support group



Online  
community forum



Training courses

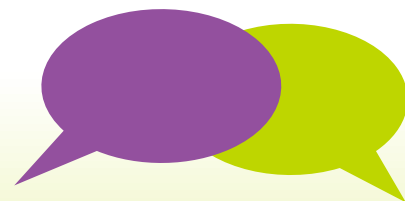
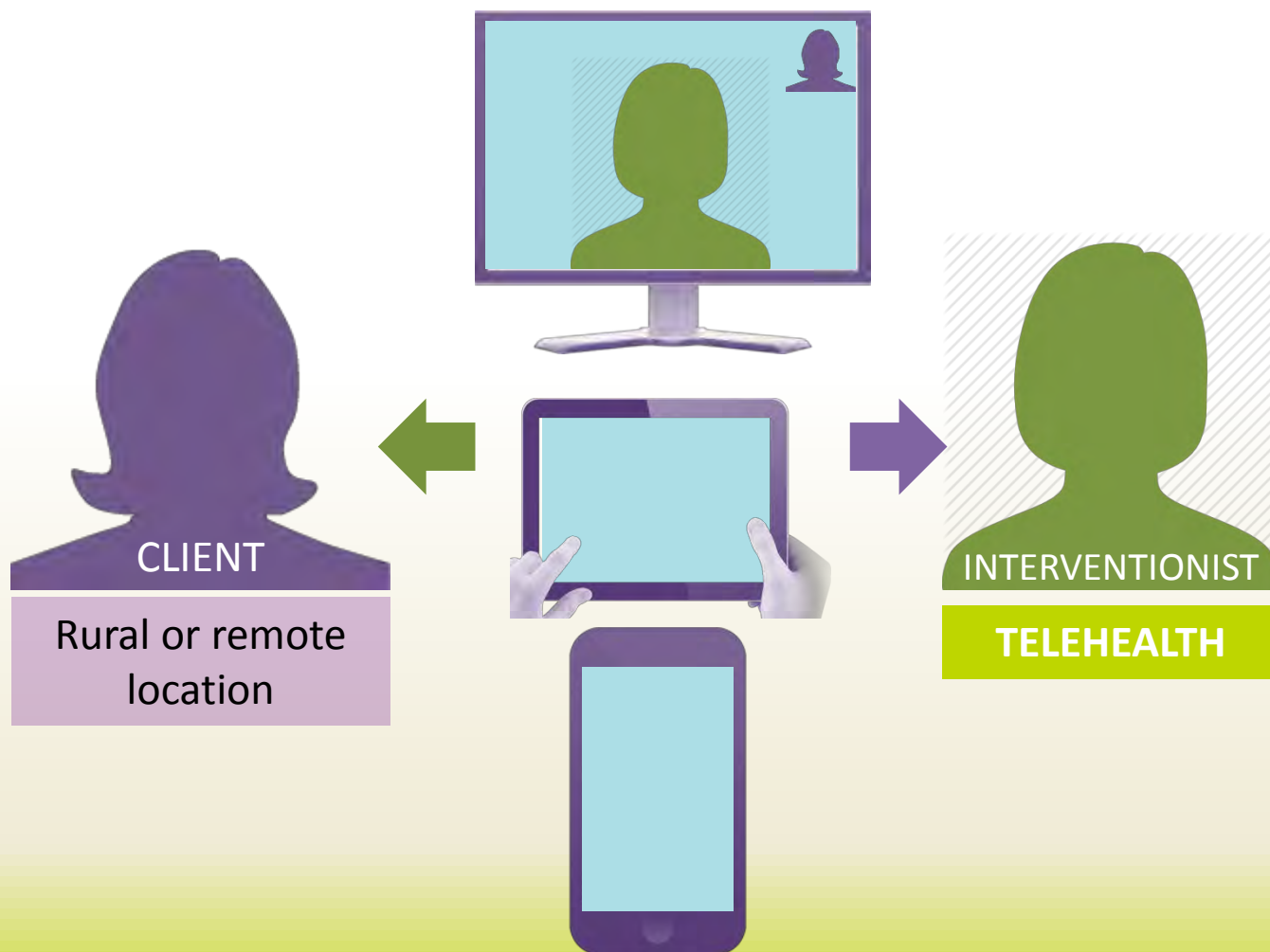


Self-help resources  
E-Learning modules



Point-to-point  
video  
conferencing

# Telehealth brief intervention



Point-2-point  
video conferencing

Webchat  
Email  
Telephone

*Let's talk  
Telehealth*



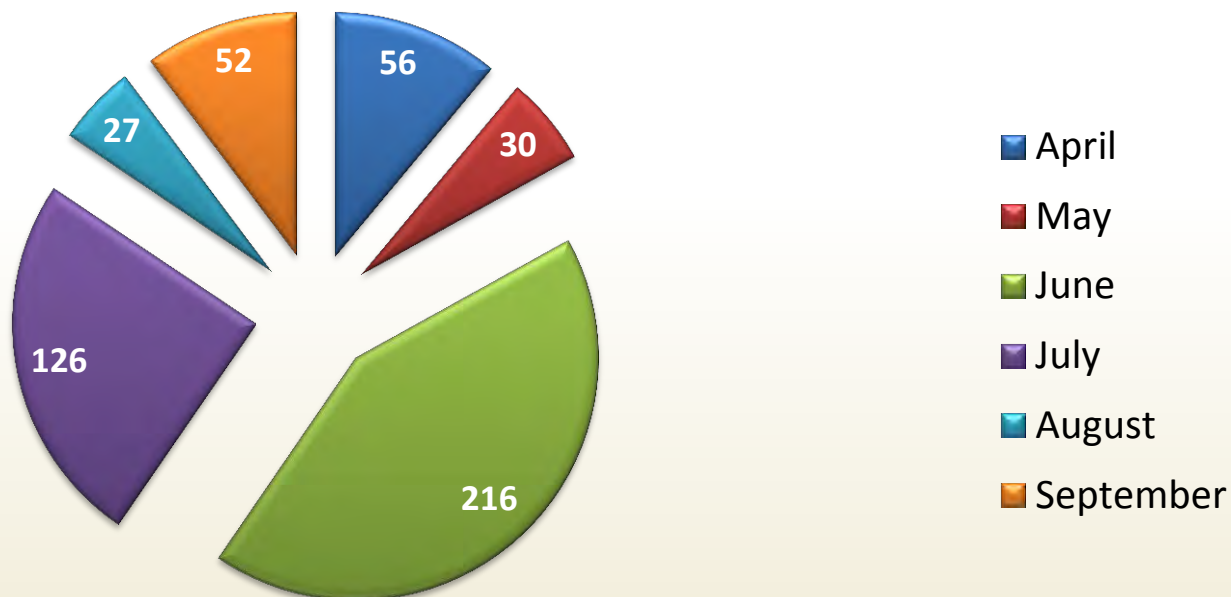
# Bereavement Support

- 
- Guidance & Information
  - Counselling
  - Telephone Support
  - Peer Support
  - 3 year time period

**Have you lost a loved one due to a  
drug-related death?**

# Helpline Contacts

## % Increase in Contacts Received





# Where do our contacts come from?

## 2014-2015

- North & South Lanarkshire
- Glasgow City
- Forth Valley
- Highland
- Aberdeenshire
- Dundee City
- City of Edinburgh
- Borders
- Renfrewshire
- Dumfries & Galloway

## 2015-2016

- North & South Lanarkshire
- Glasgow City
- Forth Valley
- Dundee City
- City of Edinburgh
- Perth & Kinross
- Renfrewshire
- Aberdeen City
- North Ayrshire
- Fife

# Top 10 Substances Mentioned



**Scottish  
Families**  
Affected by Alcohol & Drugs

HELPLINE

## 2014-2015

- Alcohol
- Cannabis
- Heroin
- Benzodiazepines
- **NPS**
- Cocaine
- Methadone
- Amphetamines
- Prescription Meds
- Ecstasy

## 2015-2016

- Alcohol
- Heroin
- **NPS**
- Cannabis
- Benzodiazepines
- Ecstasy
- Methadone
- Ketamine
- Painkillers
- LSD/Mushrooms

# NPS Info Sharing



- Commenced March 2015
- Shared with
  - ADP's
  - Police Scotland
  - CREW
  - ISD Scotland
  - Other Drug & Alcohol Agencies on request

# NPS Data Capture Form



**Scottish Families**  
Affected by Alcohol & Drugs

**HELPLINE**

## NPS Data Capture Form



Use this form for all instances where an individual is referring to a loved one's use of NPS/Legal Highs or suggests the use of these substances (ie unknown substance purchased from internet/head shop potentially being NPS)

**INFORMATION TO BE PROVIDED TO CALLER/FAMILY MEMBER:** The information we capture will form the basis of statistical reporting to Scottish Government/Local Alcohol & Drug Partnerships. This will provide them with information regarding the impact of NPS on individuals and family members. No contact details will be recorded or shared with other organisations.

Form Completer	
Name:	Date:
How was contact made? (ie Helpline, email, webchat, face2face, FSG etc): [Free Text]	

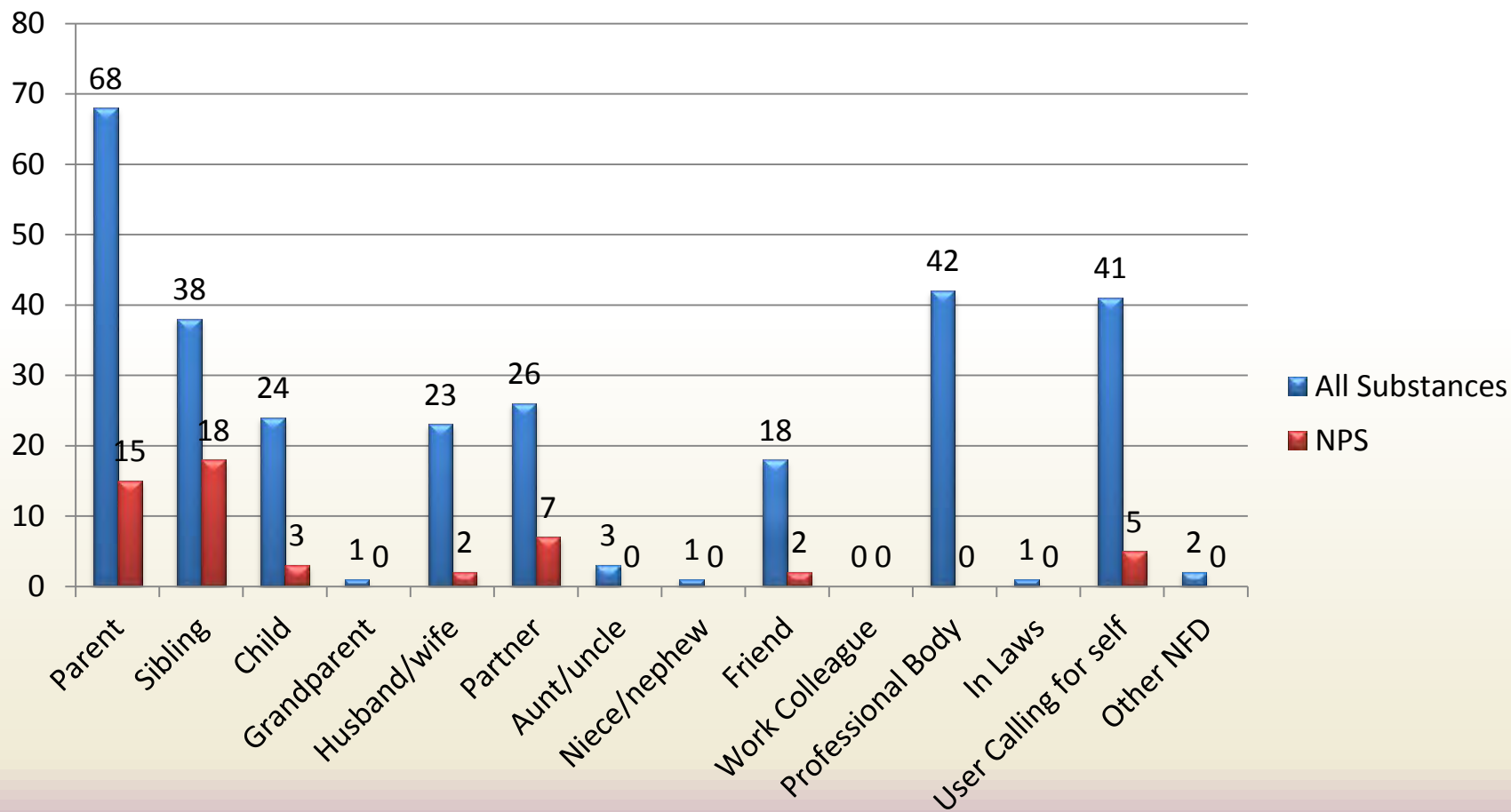
Caller/Family Member Information												
Sex	Male		Female		Town:				Postcode:			
Age Band	<18		19-25		26-35		36-45		46-55		56-65	>65
How does the use of NPS impact them (ie how does the behaviours of their loved one while taking NPS impact them? How does it affect them day to day? [Free Text]												

User Information												
Sex	Male		Female		Town:				Postcode:			
Age Band	<18		19-25		26-35		36-45		46-55		56-65	>65
Is the user receiving any support/treatment at present?: [Free Text]												
Have they ever been hospitalised/required medical assistance while taking NPS? [Free Text]												
How often do they take the substance? Daily/2-3 times week/Weekly/Weekends/Occasionally *delete as appropriate												
What is their behaviour like when taking NPS?: [Free Text]												

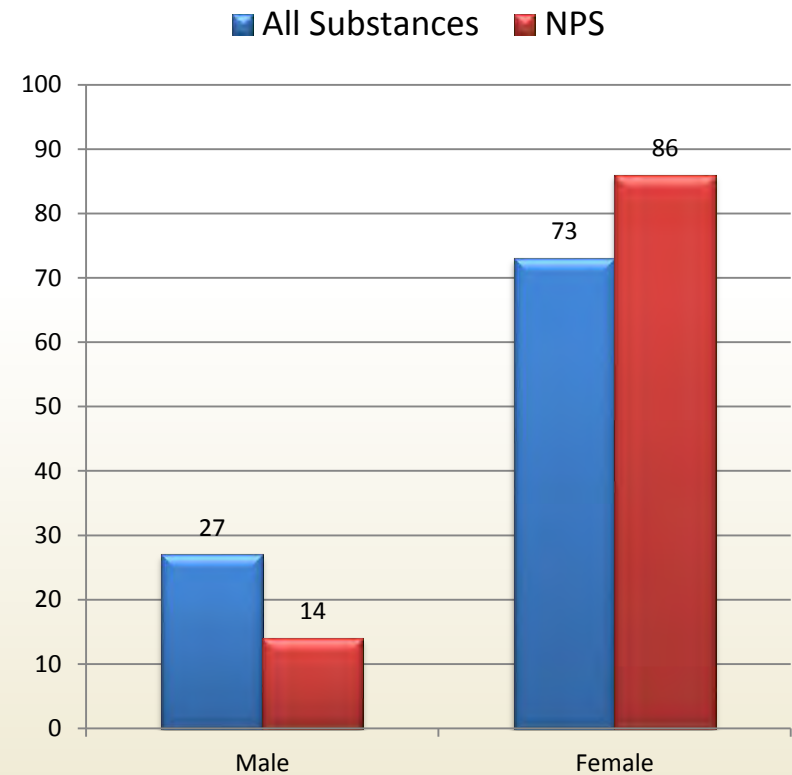
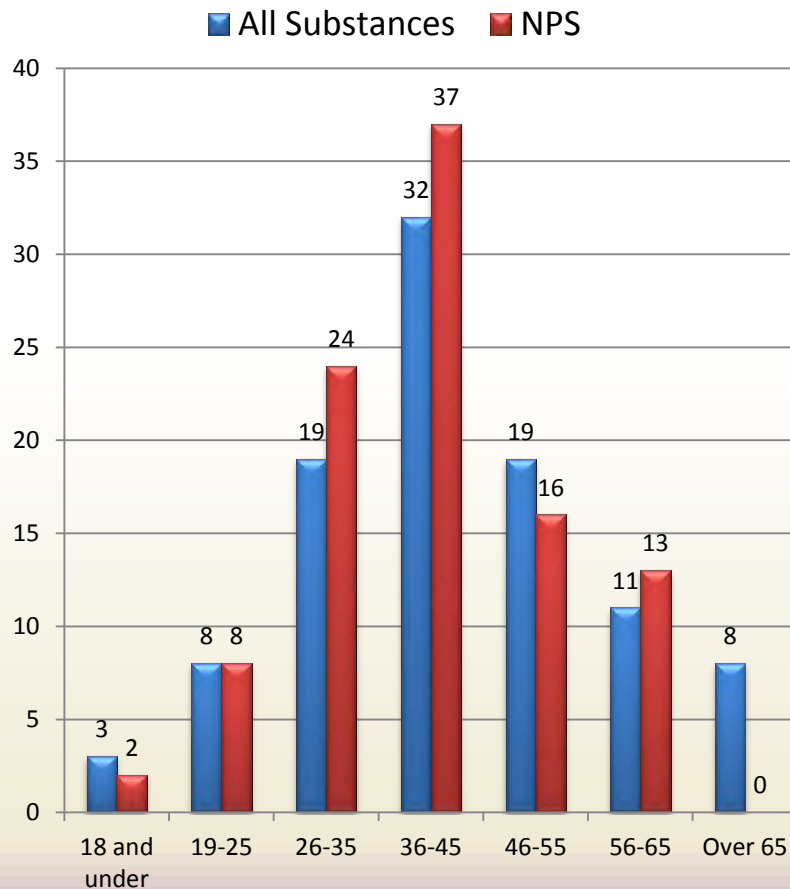
Substance Information	
What substances are they taking (brand names or description of substance): [Free Text]	
Where do they purchase the substance? (ie online/what site, head shop/where is this? etc) [Free Text]	
Additional Information (any other information the caller/family member has provided that you would like to highlight)	



# Who Contacts Us (%)

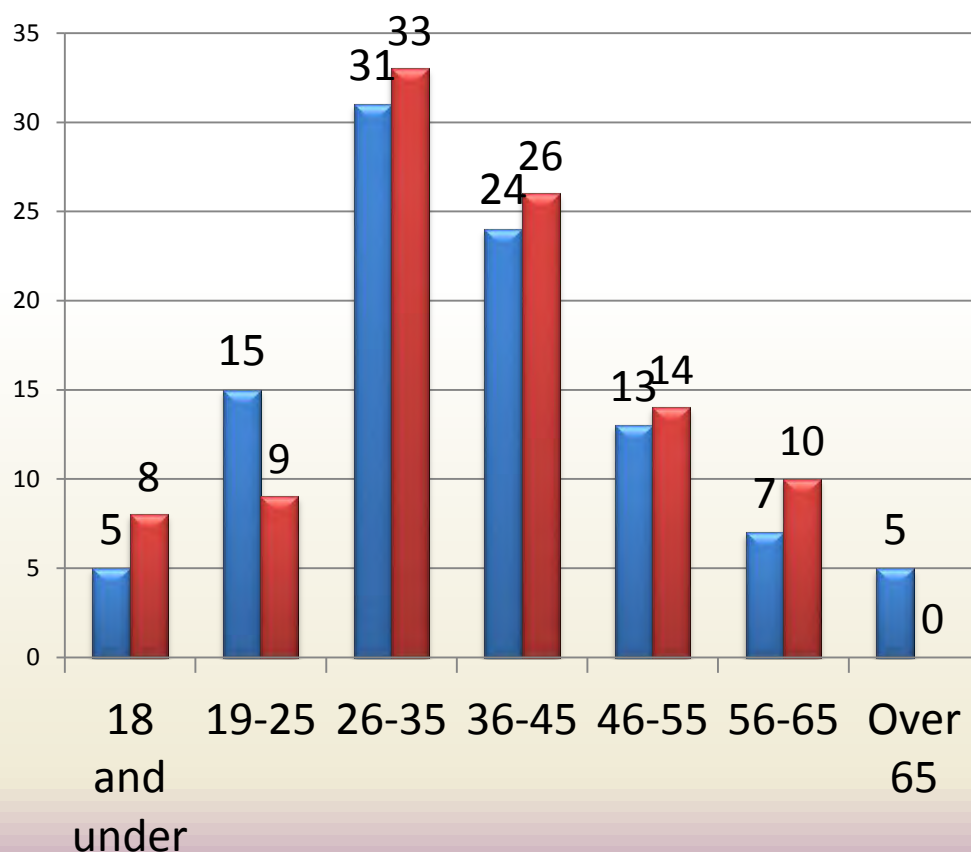


# CSO Demographics (%)

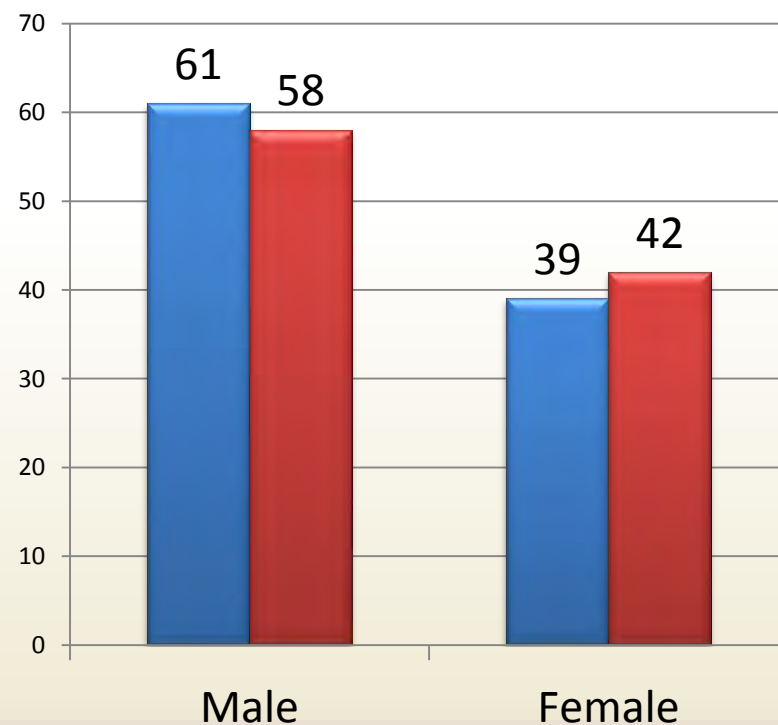


# Substance User (%)

■ All Substances ■ NPS



■ All Substances ■ NPS

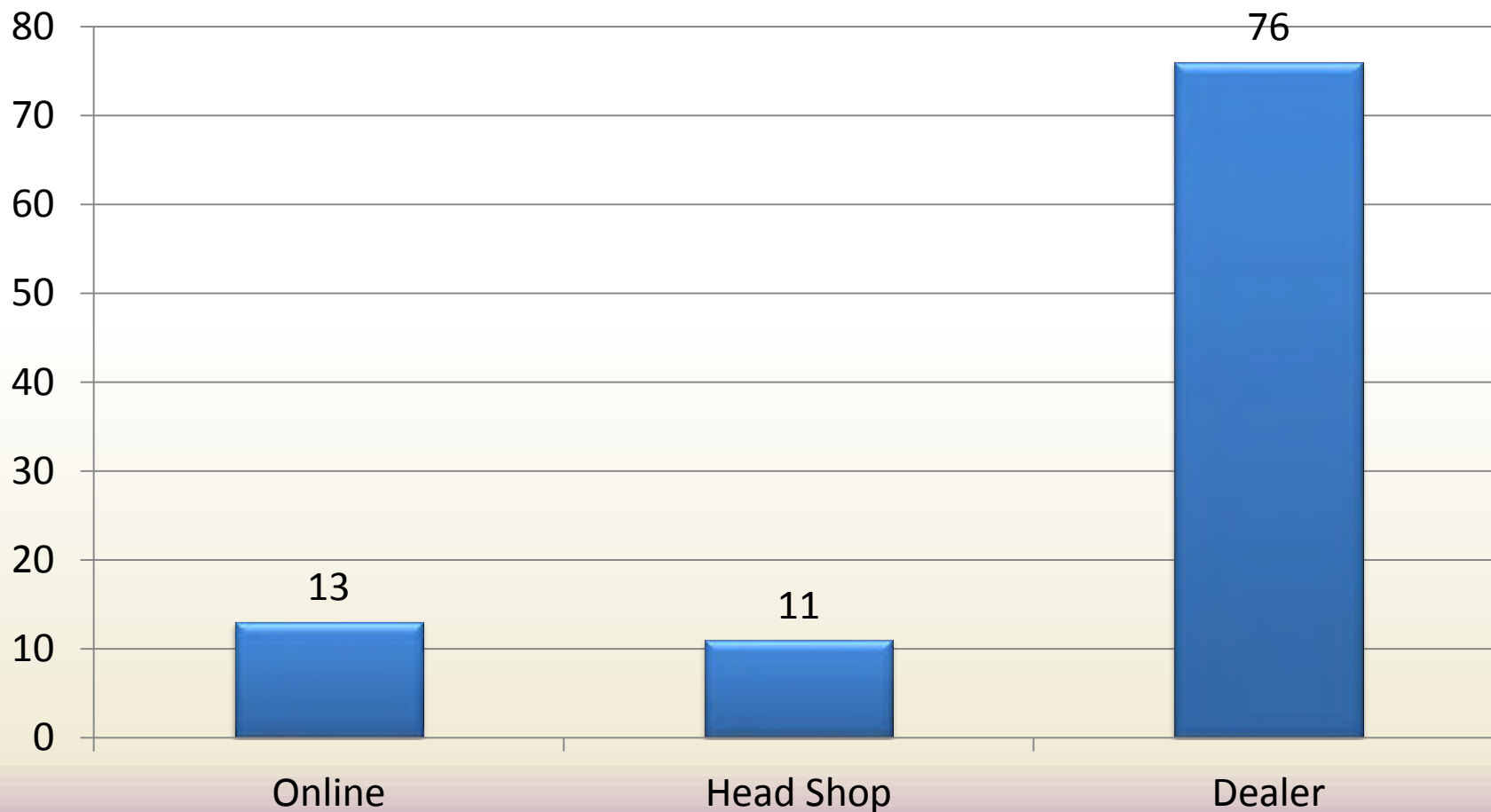


# Top 10 NPS Brands

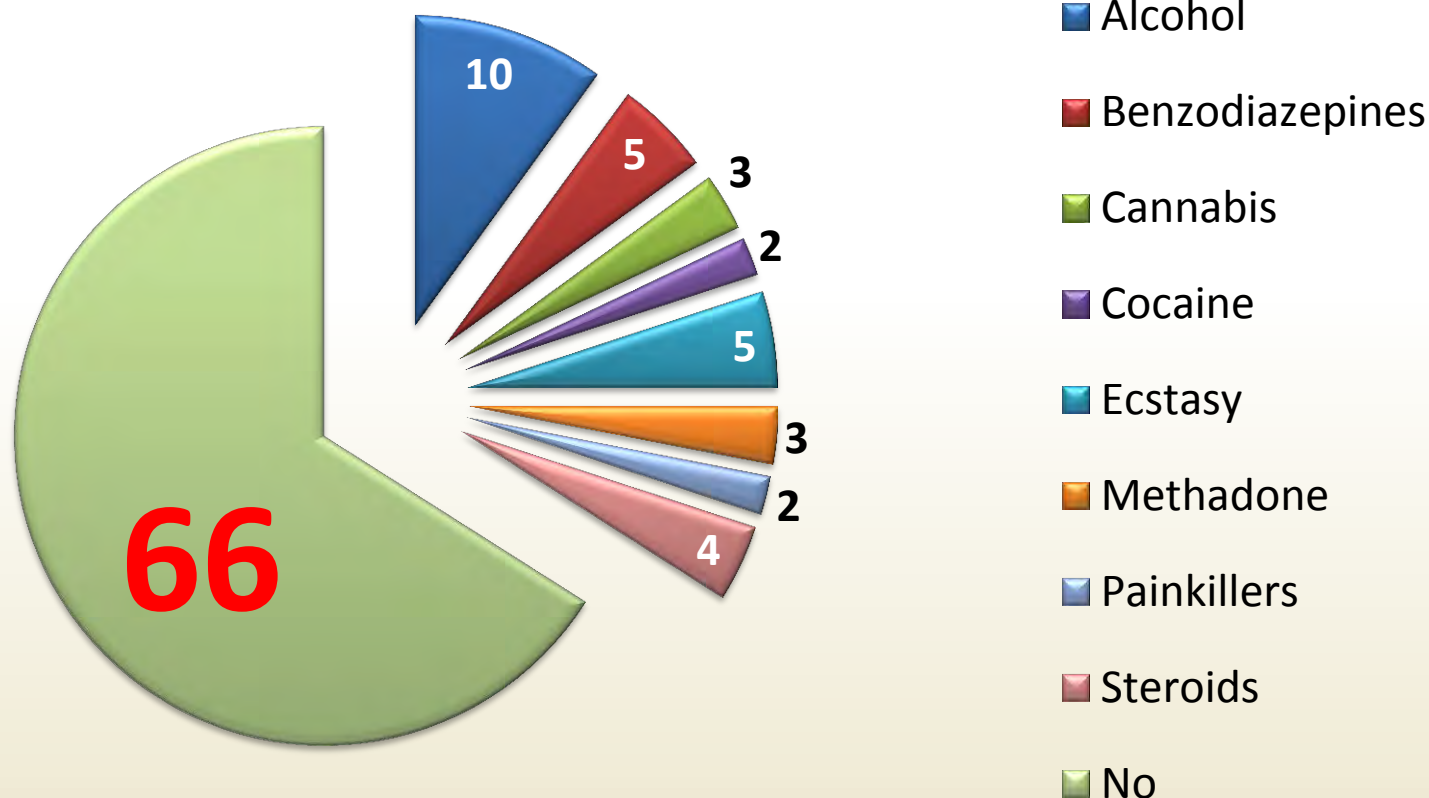
- |    |               |     |                |
|----|---------------|-----|----------------|
| 1. | MCAT          | 6.  | Crystal Charge |
| 2. | Vertex Pirate | 7.  | Crystal White  |
| 3. | Burst         | 8.  | Salvia         |
| 4. | China White   | 9.  | Red Hearts     |
| 5. | Green Beanz   | 10. | Iced Diamonds  |



# Where is it purchased? (%)



# Previous Substance Use (%)



# Angela's Story

- Lives with her brother Simon
- Angela 46-55, Simon 56-65
- Simon uses NPS
  - Banshee Dust
  - Clockwork Orange
  - Blurberries
  - Crystal Charge

# Margaret's Story



- Margaret lives with her partner Barry and their 3 year old son
- Both aged 26-35
- Barry uses NPS
  - V8
  - China White
  - Red Hearts
  - Devils Extra Strength



# Sally's Story

- Sally lives with her partner Archie
- Both aged 26-35
- Archie uses NPS
  - Iced Diamonds
  - Spellweaver
  - Red Hearts
  - Salvia

# Thanks!

- Scottish Community Safety Network
- CREW/Scottish Drugs Forum
- Family members
- Helpline volunteers



# Questions

## Contact

[Email - Suzanne@SFAD.org.uk](mailto:Suzanne@SFAD.org.uk)

Twitter - @SuzanneSFAD

