

Supporting Nottinghamshire families for over 20 years

Hetty's is an independent charity that provides a range of services for people who are affected by someone else's substance misuse.

We offer advice, information, practical and emotional support for people in Mansfield, Ashfield, Bassetlaw, Newark & Sherwood, Gedling, Rushcliffe and Broxtowe.

### The Service

Our service is free, confidential and open to anyone over the age of 19. We aim to deliver our services to a high standard to ensure best practice is upheld.

Hetty's is recognised nationally for the work it does to support families affected by substance misuse.

### The Team

Hetty's workers have undertaken rigorous training in order to bring you and your family the very best chance of recovery.

We have a vast knowledge of interventions that can improve your health and wellbeing.

Our staff are friendly and create a non-judgemental environment so you feel safe to talk about the problems you are facing.



### As a client, you will receive:

- A confidential and non-judgemental service
- An individual and flexible approach to your support needs
- Total anonymity if requested
- Access to your written client records
- Appropriate information of legalities around drug misuse
- Any complaints you may have are taken seriously

### We can also:

- Work collectively with other agencies, treatment/recovery, social care, domestic violence, housing, benefits plus many more
- Detox and rehabilitation information
- Harm Reduction
- Drug & Alcohol Education

### A word about our services...

Hetty's are proud to be able to provide free support to people in need and this is all thanks to grant funding, sub contracts and donations.

In order for us to continue the work we do with families, substance users and children we need to ensure that funds are constantly generated.

Here at Hetty's we truly believe in the work we do and know that we make a difference to hundreds of families every year. You won't be asked for money or donations whilst we're working together but if you do wish to donate or help us in some way at any point, we have enclosed some information about the many different ways you can do this. Every single donation or support we get goes towards helping another local family like yours that's in need and doesn't know where to turn.

Thank you.



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Charity Number 1133138

You are not alone

**"Never doubt that a small step with the help of someone who cares can change your world!"**



For families affected by a loved one's substance misuse

# How we can help

## Confidential Telephone Support

If you need to talk to someone who will understand what you are going through or have any questions then feel free to call us

Call: **08000 850 941**

This is a free services that runs 7 days a week from 9am-7pm including bank holidays. Outside this time, leave your name and number and we will call you back within 24 hours.

## Text/Email Service

Hetty's realise that people can often find it frightening or difficult to take the first step to pick up the phone and ask for support. We also realise that people with hearing or speech difficulties are not always able to access us via our helpline.

Text: **07896 228547** email: **info@hettys.co.uk**

## 12 Week One-to-One Programme

After your initial telephone support you may be offered face to face support. This can take place either in one of Hetty's local bases, a mutually agreed venue or if appropriate in a Recovery Centre run by the treatment/recovery provider.

Visits usually last about one hour and the aim is to help you focus on what you need most right now. Together with your worker, we'll tailor a support plan which you work through on each visit. You are given practical tools, information and advice that can help you take steps that can produce positive changes for you and the person with the substance misuse problem.

If you and your support worker feel it necessary, we can extend the amount of sessions you receive. During this time, you are also invited to take advantage of the other services we offer.

## Experts by Experience Support Group

We hold monthly support group sessions across the region. The group allows you to share your knowledge, emotional and social experiences with others going through the same situation. By listening to each other, you'll soon find you're not alone and many clients admit it's massively helpful to listen and chat with others experiencing the same difficulties. The groups are facilitated by either a trained worker or volunteer.

Contact: **08000 850 941**

## Kinships Care

If you are looking after your relative's or friend's children because they are unable to care for them due to substance misuse, you will be eligible for support from our specialist kinship care worker. The service can provide support with financial matters and legal arrangements along with specialised practical and emotional support.

## Focus Groups

We hold a rolling programme of focus groups across the region. You can come along as many times as you feel you need to. We cover topics that are relevant to your needs such as Say What You Mean, Cope with Hope, Managing Emotions, Stress Buster, Build & Preserve Healthy Boundaries and You Understand Me Too.

Call to book your place: **01623 643476**

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## Complementary Therapies

Dealing with a loved one with substance misuse can be extremely stressful. Hetty's in conjunction with the Humane Touch offer a range of complementary therapies at reduced rates for Hetty's clients. The impact of stress should not be underestimated and we strongly recommend you regularly take time to relax.

Contact: **01623 643476** or go to: **www.humanetouch.org.uk**

## Hetty's Bereavement

The service offers one-to-one and group support for families and carers who have lost a loved one due to substance use. Meetings are held weekly.

For more information: **08000 850 941**

## Partnership Work

Tired of repeating the same story to different agencies and health professionals? Hetty's can work in partnership and liaise with other agencies and treatment/recovery services on your behalf. This allows for a swift and professional response to address yours and your loved one's needs.