What we would expect from you

- To work with your worker to plan your care and help you get the best outcomes;
- To try your best to attend all appointments on time and if you can't attend to contact us and give us as much notice as you can. This helps a lot, as we may be able to offer the appointment to someone else who needs it;
- To understand that at times life is difficult and stressful, but would ask you to treat our staff reasonably. We will not tolerate aggressive behaviour or violence towards our staff.

Partnership working

WLDAS believes in and supports partnership working. We will, with your agreement, help you engage with other services such as housing, welfare and healthcare. WLDAS can support engagement for clients who do not have English as their first language.

West Lothian Drug and Alcohol Service
WLDAS
Reducing Harm, Supporting Recovery

How to contact us

West Lothian Drug & Alcohol Service
Floor 1, The Almondbank Centre,
Shiel Walk, Craigshill, Livingston, EH54 5EH

telephone: **01506 430225**
email: **enquiries@wldas.org**
visit our website at: www.wldas.com

Office Hours
Monday to Friday 8:30am to 6:00pm
Saturday 9:00am to 12:30pm

We strive to provide high quality services and are always looking for ways to improve. Our Service Users' Group provides us with feedback on our services. If you would like to be involved in this Group, please discuss it with your worker.

If there is any aspect of the service you are unhappy with, please discuss it with your worker or speak to Heather Watson, Deputy Manager of WLDAS, who can be contacted through our main number. We will do our best to resolve the issue quickly. Our Complaints Procedure can be provided by your worker or downloaded from our website.

West Lothian Alcohol & Drug Partnership

West Lothian Drug and Alcohol Service
WLDAS
Reducing Harm, Supporting Recovery

COSCA

Scottish Charity No SC005776 Company No. 212157

West Lothian Drug and Alcohol Service
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Therapeutic Support Service

Information for Clients

West Lothian Drug and Alcohol Service
WLDAS
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Welcome to the Therapeutic Support Service (TSS)

This service is delivered by West Lothian Drug & Alcohol Service (WLDAS) and aims to work with you, utilising a wide range of psychological interventions to address your drug or alcohol use, support your recovery and improve your quality of life.

We provide a range of interventions including individual counselling, support, cognitive behaviour therapy, access to a clinical psychologist and group work. We provide practical and emotional support to families and significant others. We also have a specialist worker for young people between the age of 12 and 18.

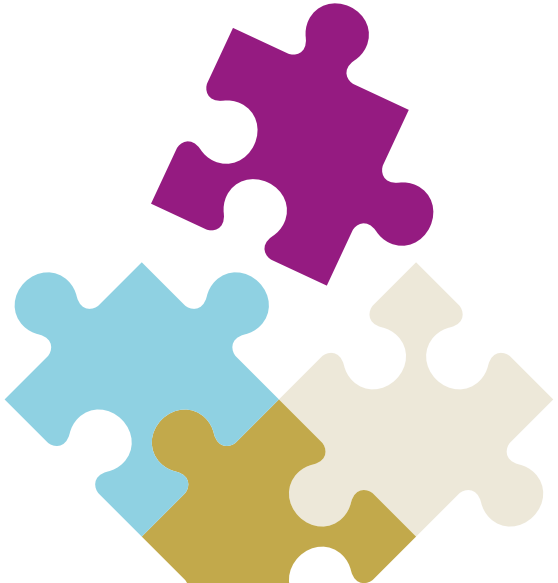
How to Access our Service

Most people access us via one of the Breakaway Recovery "Drop-In" clinics. These take place Monday to Friday throughout West Lothian and are open to anyone with an alcohol or drug problem. Details are available on our website or by contacting us either by telephone or e-mail.

You can contact us to self-refer. If this is difficult, a family member can do so with your consent. We are also happy to take referrals from staff at any organisation you are working with.

What to Expect from Us

- To be treated with respect and dignity as a person able to make your own choices;
- To access safe, secure and comfortable surroundings throughout West Lothian. Most of these have disabled access;
- Appointments during the day, evenings or Saturday morning;
- The interventions offered to be evidence based;
- To have access to recovery models and supports which should improve different areas of your life;
- To have access to harm reduction advice which might include safer use, managed use and abstinence;
- With your consent your information may be shared with other services and it should be made clear to you when this might happen without your agreement;
- Access to peer support.



Your worker will

- Be welcoming, work in a person centred way and believe in your ability to change and recover;
- Base your assessment on your strengths and do it in a sensitive and supportive way;
- Support you to set your own recovery goals, manage your own care and support and involve you in regular reviews of your recovery plan;
- Provide timely, evidence-informed treatment and support that is right for you;
- Talk to you about plans and arrangements for you moving through the service;
- Help you access wrap around services such as housing, volunteering and employment;
- Discuss whether you want your family members involved with your care or not, and what other support may be available for them.

