

National Collaborative: Community Conversation

Voicing Family Views on Substance Use Services

Overview

As part of the National Collaborative Initiative, Circle listened to families give their views about substance use services and the action needed to effectively improve the accessibility to these services.

The key areas were identified by our families below.

Barriers to Service

- Stigma and judgement stops people from seeking help
- The structure of addiction services was not supportive of mental health problems
- Service staffing issues disrupts relationships and trust
- The level of vulnerability required to access services and the difficulty for men accessing services

Availability and Accessibility

- Family support services are not easy to find or use
- Lack of awareness of right to family support and support options
- Encourage services to use social media for service promotion

Good Practice

- Positive feedback on services includes them being – persistent, consistent, and flexible
- Working with the whole family
- Individualised support: taking the time to understand each family member
- Meeting families in places where they feel comfortable

Families Involvement & Family Rights

- Families felt excluded from decisions around treatment and recovery
- Still a gap in communities understanding substance use
- Increase the use of media and more campaigns to raise awareness

Future Developments

- More promotion around family support services and rights across East Lothian
- Networking and joint events between like-minded organisations
- More family planned events