

A man and a woman are shown from the back, standing side-by-side against a plain white background. The man on the left has short, dark hair and is wearing a brown t-shirt. The woman on the right has long, straight, dark hair and is wearing a pinkish-red tank top. The overall mood is neutral and focused on the individuals.

COMMUNITY  
ADDICTION TEAMS

GLASGOW SERVICES

# ADDICTION

TREATMENT, CARE AND SUPPORT WHERE IT'S NEEDED

## What are Community Addiction Teams (CATs)?

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CATs are “Community Addiction Teams” - new services in your local area that bring together for the first time both Health Addiction Services and Social Work Addiction Services within one single team. The new system will mean that if you need help with an alcohol or drug problem, you can come to the Community Addiction Team and we will arrange for you to see the worker best placed to help you, eg an Addiction Worker or an Addiction Nurse, and we may speak to you about involving doctors, psychology and occupational therapists as part of your care. CATs have been developed to:

- Bring services closer to your home
- Improve the quality of services – this means improvements in getting faster access to a wider range of more intensive support
- Improve information sharing and communication so that you don't have to repeat the same information time and time again to different addiction workers
- Give you a bigger say in planning and deciding what type of support, treatment and care you receive
- Take your suggestions on board to try to improve the services we deliver
- Ask you to let us know your opinion of the service you receive.

## What will CATs do?

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CATs will support, advise and assist you to think about the ways in which alcohol or drugs are affecting your life, those around you and those you have responsibility for. When you attend CATs we will look at your needs through assessment. This involves asking you a range of questions and listening to you. Together we can decide what treatment and support you may need in the short and long term. This may include:

- Assessing, planning and reviewing your care
- One-to-one support and advice
- Access to group work – coming together with other service users to discuss common issues within a supportive developing environment
- Assist with the physical health problems that alcohol and/or drugs may be causing or contributing to. For example, this may include help with diet or nutrition or assisting with health problems related to alcohol or drug use: this could be physical or mental health issues. Where these problems are more severe, we can help in accessing more specialist care
- Support that your family or people who care for you may need in coming to terms with problems caused by alcohol or drugs
- Help for the people who rely on you – especially children, who are affected by the use of alcohol or drugs
- Further help – if together we agree that you need help from another type of worker or agency, we can arrange this, eg hospital care, residential rehabilitation. We can also assist you to get in touch with services that will help you get into training and employment.

## Referral to the Community Addiction Team

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A referral to a CAT is simple. You can access the service by phoning the office, arriving at the service base or asking another worker to make a referral on your behalf.

A GP, family member or friend can also make referrals for you. You can have access during office hours and also access the service in the evening if you request it. Sometimes we will need a bit of notice of evening appointments to make sure that we set it up for you.

Our staff will be welcoming, friendly, courteous, and helpful and treat you with respect and listen to your opinions and views very carefully. All our staff will be experienced in working with people with alcohol or drug problems and their families and carers.

## Where do I go?

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The CATs are based citywide, and the address and phone number for each CAT can be found on the back of this leaflet. You would be asked to attend the CAT in the area where you live.

We also work jointly with the Homeless Addiction Team (HAT), who are managed through the Homeless Partnership. So, if you live in a hostel, your initial point of contact might be the HAT. Their telephone number and address can also be found on the back of this leaflet.

If you are unable to travel to the CAT or HAT for any reason, we can negotiate another venue to meet with you, or we can visit you at home.

## What if I'm not happy with the service?

If we cannot sort your complaint out to your satisfaction, you will then have the right to refer the matter to the Scottish Public Services Ombudsman by telephoning 0870 011 5378.

You must do this within 12 months of first being told about the matter you are complaining about.

## **What are the opening hours?**

CATs are open: Monday to Thursday 8.45am to 4.45pm and Friday from 8.45am to 3.55pm

Many of our services can be open in the evening and appointments can be arranged if required.

## **Consent**

We will always speak to you about what is involved in your care and ensure you are involved in making decisions about it. To ensure you receive the best possible care, we will ask you to allow us to share your information with a range of other professionals as appropriate. We will usually ask you to sign a consent form.

**EAST CAT**

The Newlands Centre,  
871 Springfield Road,  
G31 4HZ

**T:** 0141 565 0200

**F:** 0141 565 0218

**NORTH EAST CAT**

Westwood House,  
1250 Westerhouse Road,  
G34 9EA

**T:** 0141 276 3420

**F:** 0141 276 3432

**NORTH CAT**

(Possil)  
7 Closeburn Street,  
G22 5JZ

**T:** 0141 276 4580

**F:** 0141 276 4555

**NORTH QUADRANGLE**

(Maryhill)  
57 Ruchill Street,  
G20 9PX

**T:** 0141 276 6220

**F:** 0141 276 6327

**WEST CAT**

(Drumchapel) 7-19  
Hecla Square,  
G15 8NH

**T:** 0141 276 4330

**F:** 0141 276 4417

**SOUTH WEST CAT**

Rowan Business Park,  
Ardlaw Street  
G51 3RX

**T:** 0141 276 2600

**F:**

**GREATER POLLOK CAT**

130 Langton Road,  
G53 5DP

**T:** 0141 276 3010

**F:** 0141 276 3013

**SOUTH EAST CAT**

10 Ardenraig Place,  
G45 9US

**T:** 0141 276 5040

**F:** 0141 276 5119

**SOUTH CAT**

The Twomax Building,  
187 Old Rutherglen Road,  
G5 0RE

**T:** 0141 420 8100

**F:** 0141 420 8004

Homeless Addiction Team (HAT)

Homelessness Health Centre

55 Hunter Street

G4 0UP

**T:** 0141 552 9287

**F:** 0141 552 9467