

A new service called **Recovery Steps Cumbria** will provide drug, alcohol and addiction recovery services across Cumbria from 1st October 2021.

Working with Cumbria County Council and community partners, we will continue to support you at the same locations or in a new hub very close by. Our main hubs will be:

1st Floor Stocklund House,
Castle Street, Carlisle CA3 8SY

92-96 Duke Street,
Barrow-in-Furness, Cumbria LA14 1RD

21b Lowther Street,
Whitehaven, Cumbria CA28 7DG

6 Finkle Street,
Workington, Cumbria CA14 2AY

We will also have offices in Penrith and Kendal

From the 1st October you will be able to contact us on:

01900 512300

Referrals@recoverysteps-cumbria.org.uk

a partnership between



Recovery Steps Cumbria

The new treatment and
recovery service for
Cumbria



We want to reassure you that there won't be any disruption to your care or treatment although we will be running a prioritised service in October to set up the new service and induct staff. All service users with an urgent need or people in crisis will be seen and urgent clinical appointments will still be available. Any routine 1-1 sessions with your worker will resume in November.

We have many years' experience in running drug and alcohol treatment services nationally and will provide you with the medical and emotional support you need to achieve your goals.

The service will be led by Humankind in partnership with The Well Communities.

Humankind is a national charity that creates services and support to meet people's complex health and social needs, helping them to build healthier lives that have meaning and value for themselves and their families. We deliver a range of services to support people with issues including mental health, substance misuse, housing, work and skills and criminal justice.

In a recent survey of over 2,000 people who access Humankind services, 98% reported getting the support they need.

The Well Communities are a Lived Experience Recovery Organisation and currently provide a number of services across Kendal and Barrow-in-Furness including: therapeutic programmes, recovery housing, 24/7 relapse service, employment opportunities, family support services and a range of social activities. As part of Recovery Steps Cumbria they will provide outreach, Information Advice and Guidance and a range of housing, rehabilitation and mutual support services.

FAQ's

Will I still see the same key worker?

We will be meeting with Unity staff in October to discuss the new service and anticipate that that the vast majority of current staff will remain with the new service.

How do I get my prescription?

The majority of prescriptions will be delivered to the Pharmacy, however in some cases people will be asked to pick up their prescription from the service. We want to limit any disruption to your normal way of receiving your prescription during the transfer.

Will my prescription change?

There will be no changes to prescriptions during the transfer unless required due to individual Service User need.

How do I get in touch with my key worker?

The existing landline and mobile numbers will all be diverted so you can still use the same number and you will reach the new service. The new landline number, 01900 512300, will be active on 1st October.

We are very much looking forward to meeting you and supporting you on your journey to recovery.

