



This leaflet explains to professionals what the pathway is and how to use it.

This pathway is a Lewisham-wide collaborative approach, to help families who are affected by substance abuse get help early.

What is it?

Professionals can often find it difficult to navigate the matrix of services around substance misuse. They can often also find it hard to have conversations regarding substance abuse. This can cause a delay in families being offered support services.

FEISMSP is a universal referral method that can be used by anyone to refer residents of Lewisham for specialist information and a targeted introduction to substance misuse services.

**What services are offered through the pathway?
(A brief description of services can be found on the rear of the referral form).**

- **A parental cannabis group**
- **A support group offering alternative therapies to women who use drugs and/or alcohol**
- **Support for young people aged 11 and over who are affected by a parent or carer's substance misuse**
- **Support for young people aged 11 and over who are using drugs and/or alcohol or at risk of substance misuse**
- **Support for family members and carers affected by another person's alcohol abuse or substance misuse, including counselling and alternative therapies**
- **Support for parents who want to control their use of drugs and/or alcohol**
- **A peer support network and befriending service for parents who do not want to access treatment for alcohol abuse or substance misuse**
- **Support for parents who have a child using drugs or alcohol**

Who is expected to use the pathway to refer clients?

Staff in universal services are expected to use the pathway to refer any family member interested in accessing support from any of the substance misuse services above.

Do I need the person's consent to refer them through the pathway?

Yes, you must get consent for their details to be passed to the most appropriate service. They must identify from the list on the referral form who they want support from.

What will happen when I refer a client to the pathway?

The identified service will call your client to give them information regarding the service they can offer them. If they feel the service will be of benefit to them, the service will either complete a brief assessment over the phone or invite them to come into the service for an assessment. Once this is complete they will be allocated a worker who will support them and formulate a plan of support.

Will I be kept informed about the support which they receive?

You will be told which service your client has been referred to. If a full assessment is carried out and the client chooses to engage in the service, their allocated worker will contact you. You can contact the service directly to follow up on the referral.

What happens if they cannot reach my referral by phone?

The services will attempt to contact your client by telephone three times. If they cannot get hold of them by telephone, they will send information in the post to the address given on the referral form asking the client to make contact with the service.

Why is Lewisham Council offering this service?

Lewisham wants to help its partner agencies and residents as early as possible, to prevent problems from escalating. Substance misuse does not discriminate, it affects people and families from all walks of life. We want everyone to feel as comfortable as possible accessing our services, and to ensure that the most appropriate advice is provided in supportive settings which enable people to recover as early as possible.

Can I contact the pathway directly?

As the pathway is a consortium of services, you cannot contact anyone directly, until a service has been identified for your client. You can direct any questions you may have to the service that your client has been referred to.

What happens if I have a complaint about the pathway?

You should initially address your complaint to the service that your referral has been sent to. You can ask to speak to the safeguarding lead within that service. If you are still not satisfied you can contact the Hidden Harm Co-ordinator by e-mailing your complaint to the pathway.

Who else do services work with?

The services can work with other professionals relevant to supporting your client. This can include education professionals, health visitors, midwifery care, or family members. Families feel better supported when services work together to support them holistically.