

freephone 0800 0733011  
tel 01454 868750  
fax 01454 868755  
email info@dhisouthglos.org.uk  
www.dhi-online.org.uk

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# Developing Health and Independence



## Eligibility/Referral Criteria

The service is open to anyone concerned about a relative or significant other's alcohol or drug use. The relative or significant other should be a resident of South Gloucestershire.

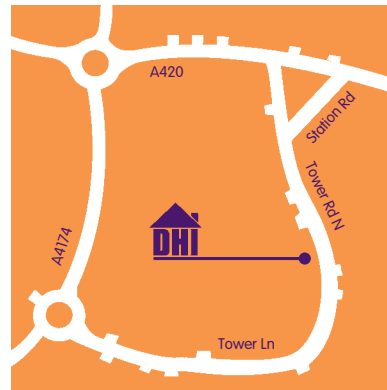
Family members can access the service by calling us at Warmley and completing a brief triage form. A referral from another professional is not required.

## Availability/Opening Hours

Monday 9-5pm; Tuesday 9-9pm  
Wednesday 9-5pm;  
Thursday 9-8.30pm

## Developing Health and Independence

Meeting the needs of the individual  
Making a difference in the community



**DHI**  
South Gos. Drug & Alcohol Service  
130 Tower Road North,  
Warmley, South Gos.  
BS30 8XN



## Families Also Matter (FAM)





## South Gloucestershire Families Also Matter

DHI is working to reduce the impact on families and others of someone else's drug or alcohol use by supporting them with relevant information, coping strategies, and problem management. We also promote the benefit of families being involved positively in treatment wherever possible.



## Families Also Matter (FAM)

FAM offers 1:1 counselling, 4TWO (for any two family members, including those in treatment); family conferences; family support groups (Yate, Tuesdays 7-9pm; Warmley, Thursdays 7-9pm, Patchway 6.30-8.30pm); Grandparents' Group (monthly) – for further details call 01454 868750.

FAM organises regular seminars at Warmley where family members can meet in a mutually supportive environment and attend workshops.

Limited funding is available for South Gloucester clients to apply for a place on the Broadway Lodge Family Programmes (one day or three days). To be eligible for this programme, family members are expected to attend the family group for at least six sessions prior to application and four sessions following completion

FAM also offers training for other professionals on working with families and substance misuse.

# Developing Health and Independence

[www.dhi-online.org.uk](http://www.dhi-online.org.uk)

## Accessing our Services

We have tried to make the service open and accessible to all. If you feel you may have difficulty accessing the service (e.g. problems with disability, language, or child care) please contact us directly so we can look at what we can put in place to allow you to take up the service.

We have access to translation services and will endeavour to produce documents in other formats on request.

## Complaints, Compliments, Queries

We aim to give everyone the best possible service. To enable us to do this we encourage feedback about our services. If you are:

- unhappy with the service we have provided you with and wish to complain
- want to ask a question about the support or service you have received
- or have any comments about the service, we encourage you to contact us

Either call or write to the Chief Executive Officer via the details below. We will acknowledge your communication within 5 working days.

### DHI Head Office

15-16 Milsom St, Bath BA1 1DE

Tel: 01225 478 730

Fax: 01225 589 411

Email: [ccq@dhibath.org.uk](mailto:ccq@dhibath.org.uk)

Company No: 3830311 Charity No: 1078154

