

## Who is this for?

Our families and carers service is open to anyone resident in Bristol, South Gloucestershire or Bath & North East Somerset, who is affected by someone else's drug or alcohol use.

*It was a great relief to be able to talk to someone who showed empathy and understanding, but was also very knowledgeable about the effects addiction has on family members.*

*We found the group incredibly helpful for learning how to deal with the issues of our daughter's alcoholism at a time when stress levels for us had got so bad we were not functioning as we should.*

# webFAM

online self-help tool for families and carers of drug or alcohol users

[www.webfam.co.uk](http://www.webfam.co.uk)

## How to contact us

**Email (all areas)**  
family@dhi-services.org.uk

**Bristol**  
Tel: 0117 916 6588

**Bath & North East Somerset**  
Tel: 01225 329411

**South Gloucestershire**  
Tel: 01454 868750  
Freephone: 0800 0733011



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# Families Also Matter



**Are you affected  
by a loved one's  
drug or alcohol  
use?**

## About the service

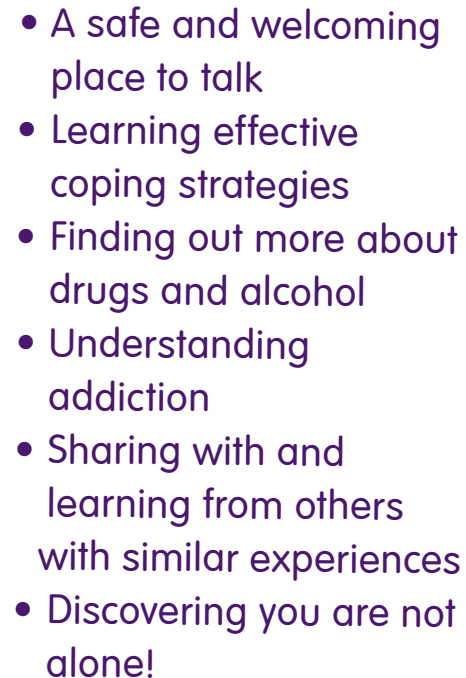
We can help to reduce the impact of someone else's drug or alcohol use on their families and friends. There are a number of ways that you can get support, depending on your area:

- A dedicated website at: [www.webfam.co.uk](http://www.webfam.co.uk)
- Help from other family members in similar situations
- Structured support groups
- Specialist groups for the parents of teenagers using drugs or alcohol
- 1:1 sessions for support, advice and counselling
- A dedicated annual conference for families and carers.

Where possible, we try to provide whole family solutions.

**For more information about how to access our services and what is available in your area, get in touch using the contact details on the back of this leaflet.**

## What will the service mean for me?

- 
- A safe and welcoming place to talk
  - Learning effective coping strategies
  - Finding out more about drugs and alcohol
  - Understanding addiction
  - Sharing with and learning from others with similar experiences
  - Discovering you are not alone!



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## 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.

## Complaints, Compliments, Queries

We aim to give everyone the best possible service. To enable us to do this we encourage feedback about our services, particularly about the below:

- If you are unhappy with the service we have provided you with and wish to complain
- If you want to ask a question about the support or service you have received
- If you have any comments about the service

You can 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

Email: [info@dhi-online.org.uk](mailto:info@dhi-online.org.uk)

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