



start

The road to recovery starts here.

A guide to Hartlepool's drug
and alcohol support service.

starthartlepool.co.uk

01429 285000

What is Start?

Start is a drug and alcohol support service. It gives treatment and support to help people get well and back on their feet. No matter what advice or level of support you need, it is always free, confidential and without judgement.

Anyone living in Hartlepool can use the Start service, no matter what their age, substance use or circumstances are.

Treatment

Start uses a person centred approach. When you come to us you'll be given a Recovery Coordinator. If you need one you'll also be allocated a Clinical Support Worker or nurse. **They will work with you to find treatment that works for you.** This might include some of the following:

- Medical advice, information and treatment.
- Help to reduce drug and alcohol use. This is sometimes known as detox.
- Tests for some infections and viruses.
- Vaccinations to protect from some infections and viruses.
- Free needle exchanges.
- Life saving kits to help in case of an overdose.

Support

We understand that **sometimes supporting recovery needs to go further than just treatment.** Your Recovery Coordinator can also help you to find support with things like:



Housing and tenancy support



Benefits advice



Debt support



Wider health support



Training and employment



Signposting to other services



Worried about someone?

We know that it's hard to know what to do when someone you care about is struggling with drugs or alcohol. **We can give you advice on how to have a tough conversation or help with making a referral on someone's behalf.**

Call us on 01429 285000 →



How does treatment work?

01

Treatment

We'll ask some questions to help get to know where you're coming from and how we can help. There will be some questions about what you've been using and how much. We'll also look at your living situation, and what other support you might need to make your recovery successful.

02

Getting you stable

We may also need to carry out a health check. **This will include some tests to make sure we know how to help your mental and physical health.** If you are dependent on heroin or another opioid you may need a substitute to help stabilise you. This will also mean you can focus on your treatment plan without going through withdrawal, or buying drugs on the street.

03

Reducing your usage

We'll work with you to create a plan that works for you. This will look different for everybody but it could include a detox programme or rehab services.

You'll get a say on how quickly or slowly you feel comfortable reducing your substance use, and **we'll make sure it's safe and effective.**

04

Finishing your treatment

Recovery means different things to different people. **The ultimate goal is to get healthy and stay drug free.** Once you feel ready we'll help you exit treatment. We'll also be able to put you in touch with local support groups that can help you stay in 'long-term recovery'.

Get in touch



Drop in

Whitby Street, Hartlepool, TS24 7AB.
We're open 9am–5pm Mon to Fri.



Give us a call

Call us on **01429 285000**. Our phone lines are open 9am–5pm Mon to Fri.



Send a message

Email hellostart@hartlepool.gov.uk
You can email us at any time.



Want to know more?

Visit starthartlepool.co.uk for more information about how we can help.