



CADS Medical Detox Unit



Information for clients, family & friends

Welcome everyone.

CADS is a place for people of all ages, cultures, sexual orientation, gender identities, religious beliefs, and we ask that respect is given to each other in all our diversity.

Community Alcohol & Drug Services (CADS) – Auckland

Pitman House

50 Carrington Rd, Pt Chevalier 1022

Phone 815-5830



Please be on time when arriving for your admission at 9am as the doctors are only available for certain times

If you think you are not going to make the scheduled time please telephone us on 09 815 5839

If the delay is significant we may need to change your admission date (which could be up to several weeks later). You will need to speak to our referral team about rebooking.

You are welcome to bring a support person(s) with you to your admission meeting. If you choose to do this, please let us know so we can book an appropriate space.



An introduction to the Medical Detox Unit

Entering the detox unit is a significant and often stressful step for you and for those close to you. If you need further information or have any other questions, please phone us on (09) 815 5839.

People come to the unit to withdraw from alcohol and/or other drugs, or to stabilise on prescribed medications. This can be an uncomfortable process and you are likely to experience some discomfort from withdrawal symptoms. We will work with you to make you as comfortable as possible and to ensure your physical safety and emotional wellbeing.

People are generally mobile and active during their stay which is usually about 7 days though the time varies depending on people's individual needs. Once you arrive in the unit you are expected to stay onsite unless accompanied by staff on group walks.

The unit has 11 bedrooms so there can be up to 11 people here at any one time. There will be women and men over the age of 18, from varying cultures, gender identities, sexual orientations, religious beliefs, etc. We ask that people are respectful towards each other in all their interactions.

The Medical Detox Unit team includes doctors, nurses, a consumer liaison worker, physiotherapist, and a programme coordinator.

If you would like to look around the unit before coming here please let us know so we can arrange a suitable time.

Our smoke free & alcohol and drug free environment

Waitemata District Health Board has a smoke free policy. This means there is no smoking allowed inside the Medical Detox Unit or on Pitman House grounds.

On admission you will be offered nicotine replacement therapy (NRT) to help you manage nicotine cravings. Other supports while you are with us include smoking cessation support groups and ongoing support with your nurse.

If you are going to a smoke free residential service after you leave here we recommend you start NRT while you are here. This will make the transition to a smoke free residential service easier for you.

The Medical Detox Unit is not locked and people who come here do so voluntarily; this means people can go offsite to smoke within certain hours if they are cleared to do so by the detox doctor.

Where there is a risk of people accessing alcohol or other drugs during their stay, urine drug screening and/or use of the breathalyzer will be required. If you are found to be using illicit drugs or alcohol during your treatment, you will be reviewed by the nurse and doctor and your treatment may be terminated.

It is important that all clients feel safe and supported while they are here and that we help people maintain their goal of becoming alcohol or substance-free or stabilizing their use of prescribed medications.



Before your admission

Before coming to Medical Detox Unit it is a good idea to address any legal, financial or personal issues. We realise that this may be difficult and will do what we can to support you with such matters while you are here.

Bring what you need with you as there is no access to the local shops while you are here

Useful items to bring

- Enough tobacco
- Adequate clothing for day and night
- A warm jacket and walking shoes
- Suitable clothing and footwear for use in the small onsite gym
- Jandals for the showers
- Own pillow and /or duvet optional (if preferred)
- Own personal music system (with ear phones please)
- Toiletries: toothpaste and brush, hair product, etc
- Recreational items e.g. books, writing materials, games. (Table tennis, pool, some games and some art materials are available)
- Your reading glasses
- Any food items of your choice
- A wifi capable device eg: laptop or tablet to enable you to access Zoom meetings

Getting here: no parking available

Please organise someone to drive you to and from the unit as there is no long-term parking available and cars left in the carpark may be towed away.

Food and dietary requirements

Special dietary needs (e.g. diabetes, religious, cultural, allergies) can usually be met. If you have particular needs please let us know prior to

coming to IPU so we can organise this for you. If for some reason this hasn't been done please tell us while you are here.

Support before your admission

If you need to talk to us about your detox admission you can phone us on (09) 815 5830 ext. 45028

- Please leave a message if this number is busy – as it often is - someone will phone you back
- After business hours please use ext. 45039

For additional support Mon – Fri 8.30am – 4.30pm you can:

- contact your CADS counsellor/clinician on (09) 845 1818
- talk to the person who referred you to CADS
- attend a walk-in clinic (no appointment necessary) 10am-1pm Mon–Fri at the CADS units. Addresses available at www.cads.org.nz

Support for family, whānau

Those close to you might find it helpful to talk to someone about how they can best support you or how they can get support for themselves.

Phone us on (09) 815 5830 ext 45028 or CADS Counselling Services on (09) 845 1818. *See p.9 for more info about support for family whanau*

For a medical emergency

Contact your local emergency department

Call an ambulance or see your GP

Other helpful services

Alcohol and Drug Helpline 0800 787 797 (24 hours a day – 7 days per week)

Text free 8681 www.alcoholdrughelp.org.nz

Lifeline (09) 522 2999 (24hrs 7 days)

1737 text / phone support

Being admitted to IPU

Laboratory tests

At admission you will be asked to do blood and urine tests so it's a good idea to have 1-2 glasses of water or juice before you come to Pitman House. The results are used to ensure you receive the treatment that's right for you.

Medication

To keep you as safe as possible during your stay it is essential that you give accurate information about the alcohol/other substances and medications (prescribed and non-prescribed) that you have been taking.

If you are taking prescribed medications, please bring them with you – they will be accepted for safekeeping.

Drugs which are not being prescribed and which can be misused (e.g. benzodiazepines, Tramadol, Zopiclone, opioids, etc.) will not be returned to you when you leave.

Herbal mixtures, vitamins, and over the counter medications may not be continued while you are with us as they may affect liver function and/or the medication we prescribe. If you want to keep taking these please discuss with the doctor during the admission process.

Checking personal belongings

Your belongings will be checked on admission by your nurse. Alcohol, drugs and sharp objects will be taken for safekeeping.

While you are in IPU

Taking part in your treatment

All clients are expected to attend the morning support group meeting that starts at 9.15am each day. Please follow social distancing guidelines when attending groups.

Detox is the start of a recovery journey and people benefit from learning more about alcohol and other drug dependence and the recovery process.

We encourage you to be actively involved in your own treatment by taking part in planning your treatment and for what will happen when you leave here, and by attending any education, activity and skill development groups that are available. You may like to involve your friends and family/whanau in this.

Involving family/whanau and significant others

You can choose to involve family, whānau and significant others during your stay. You might like others to take part in your care planning, and planning for when you leave here.

Family, whānau are also welcome to access support from CADS Counselling Service. They might be interested in the Family and Friends groups to learn about alcohol and other drug issues, to get some skills for themselves and to help improve family dynamics affected by alcohol and other drug use.

Visitors

Supportive friends and family/ whānau may like to visit you during your stay.

All visits need to be pre-arranged and negotiated on an individual basis so think about who you would like to visit you while you are here and let the nurse know when you're first admitted and during your stay.



Safety is a high priority for clients, staff and visitors. To ensure everyone's safety and wellbeing staff may:

- use their discretion to restrict who visits and the number of visitors
- decline or discontinue a visit if the visitor(s) appear to be under the influence of alcohol or other drugs
- withdraw visiting rights where safety has been compromised.

People who have been previous clients of the Medical Detox Unit are only able to visit at least two weeks after they have left unless there are exceptional circumstances. People awaiting admission to the unit are not able to visit current clients.

Any food and other parcels brought in may be examined for drugs or alcohol, weapons and sharp objects. All parcels are to be handed to staff.

Visiting Hours are 10am – 2pm and 4pm – 7.30pm and all visitors are required to sign the visitor's book.

Respect for others

CADS is a place for people (clients and staff) of all ages, cultures, sexual orientation, gender identities, religious beliefs, etc. We ask that respect is shown to everyone while you are here.

What you find inoffensive may offend others. We ask that clients avoid:

- Remarks that may be experienced as racist, sexist, sexually suggestive etc.
- Intimate or sexually inappropriate behaviour
- Inappropriate dress/ revealing clothing

If you experience disrespect or find the behaviour of others challenging please speak with staff.

Valuables

Please do not bring large amounts of money or valuables in with you. We are unable to guarantee their safekeeping or accept any responsibility should they be lost or damaged. A lockable wardrobe is available for personal items in the client bedrooms.

Mobile phones/computers

The unit has wifi access. You are welcome to bring a mobile phone and/or computer with you. Please be respectful of others and limit phone calls on your mobile to your room.

To ensure the privacy of others we ask that you do not take photographs or use any other form of social media to identify other clients while you are here.

Client phone

A phone is provided for clients to access support from family and friends and to make and confirm plans for when you leave here.

The number for the client phone is 09 815 5844. *See p13 for numbers you can cut out and give to your support people*



TV

To encourage healthy sleep patterns the TV is turned off between 11pm and 6am (midnight on Friday and Saturday nights). We recommend bedtime of no later than midnight.

Linen and laundry

Linen is provided: towels, sheets, blankets, pyjamas, etc. are available from the linen room. A washing machine, laundry powder and dryer are available to do your own personal laundry.

Support

If you have questions or need someone to talk to there are always staff available.

Attending morning group will help you find out how to access staff like the doctors or physiotherapist.

Providing feedback about the service

We value your feedback. It helps us continually develop our services to meet your needs. Your comments/questions are fed back to IPU staff and the clinical governance group (management and other leaders of the service).

You can provide feedback by:

- talking to staff
- speaking to the Detox Services' Consumer Liaison on a one to one basis or at Coffee & Conversation sessions
Or you can text the Detox Consumer Liaison on 021 982 432
- placing your feedback in the suggestion box in the lounge (though this may not be responded to immediately)
- raising any issues in the morning group
- contacting the Consumer Advisor on 815 5830

We also encourage you to complete the survey you are offered near the end of your stay.

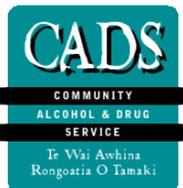
Make sure you get a copy of pRogReSsioN the Consumer Team newsletter which is in the main lounge area on the Consumer Board.

Contact details you can cut out and give to family/ friends/ whanau

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