

2nd September 2020

Pan London Homeless Hotels Drug and Alcohol Support Service (HDAS-London) – Service Update

The service's Single Point of Contact (SPOC) telephone and email for professionals working with residents in emergency hotels will continue to be staffed by experienced substance misuse workers and clinicians, weekdays 09:00 – 17:00.

As of 4th September 2020, HDAS will no longer provide emergency on-call advice at weekends from a senior addictions clinician for urgent substance misuse-related clinical queries. In the event of a medical emergency, please call 999. If your request for advice can wait, please send an email and we will respond on the next working day.

Please continue to contact the 09:00 - 17:00 SPOC service for substance misuse-related inquiries from professionals including (but not limited to):

- Advice on managing drug, alcohol and nicotine issues, including harm reduction
- New referrals into local treatment services (including contact details, services available etc)
- Prescribing arrangements for residents already in treatment
- Support with treatment provider transfers when the resident is moving on and requires continuity of care
- Access to a range of information resources (workbooks, leaflets) for staff and residents to help with addressing substance misuse
- Access to harm reduction resources including naloxone and lockboxes
- Access to NRT/electronic cigarette supplies

Contact details

Phone: 020 8066 3738

Email: HDAS-London@turningpointpublic.onmicrosoft.com

(monitored 09:00 – 17:00 Monday – Friday)