

# HETTY'S, A VALUE DRIVEN ORGANISATION SUPPORT AND CARE AGREEMENT

'An equal relationship between you and us'



*This agreement will outline both your and our responsibilities during your engagement with Hetty's services*

Hetty's are pleased that you have had the courage to access our support. Coping with a loved one's drug/alcohol use can be daunting, challenging and always emotional. We fully understand this and all staff members and volunteers are committed to help vulnerable families across Nottinghamshire. Our aim is to help you achieve your goals. Ultimately this will be to help you find the most appropriate tools and knowledge to protect yourself whilst at the same time giving you the right communication techniques to encourage your loved one into or maintain in treatment services. We liaise closely with all partner agencies that maybe involved in yours and your loved ones care.

Hetty's are a registered charity who rely heavily on donations and fundraising schemes which enable us to deliver this vital support. (Please see our attached fundraising schemes). Face to face support is the most costly form of support so it is extremely important that we ensure you get the best from all sessions booked. The only way we can do this is by sharing our support agreement information so that we have transparency and a balanced relationship which is one of mutual respect and commitment.

## Our responsibilities to you

- Be respectful of you, your family and loved ones regardless of age, disability, ethnicity, culture, gender, sexuality and level of understanding and need
- Be open, honest and provide clear information in a form that you can fully understand
- Be punctual and communicate clearly (especially if appointment times/dates have to change)
- Be open and honest about what we can and cannot do/achieve
- Be clear in our role in your specific situation and how Hetty's can potentially help
- Advocate on your behalf where appropriate
- Liaise with other services where appropriate
- Engage with you and be proactive in helping you to implement your goals which we have developed together

## Your responsibilities to us

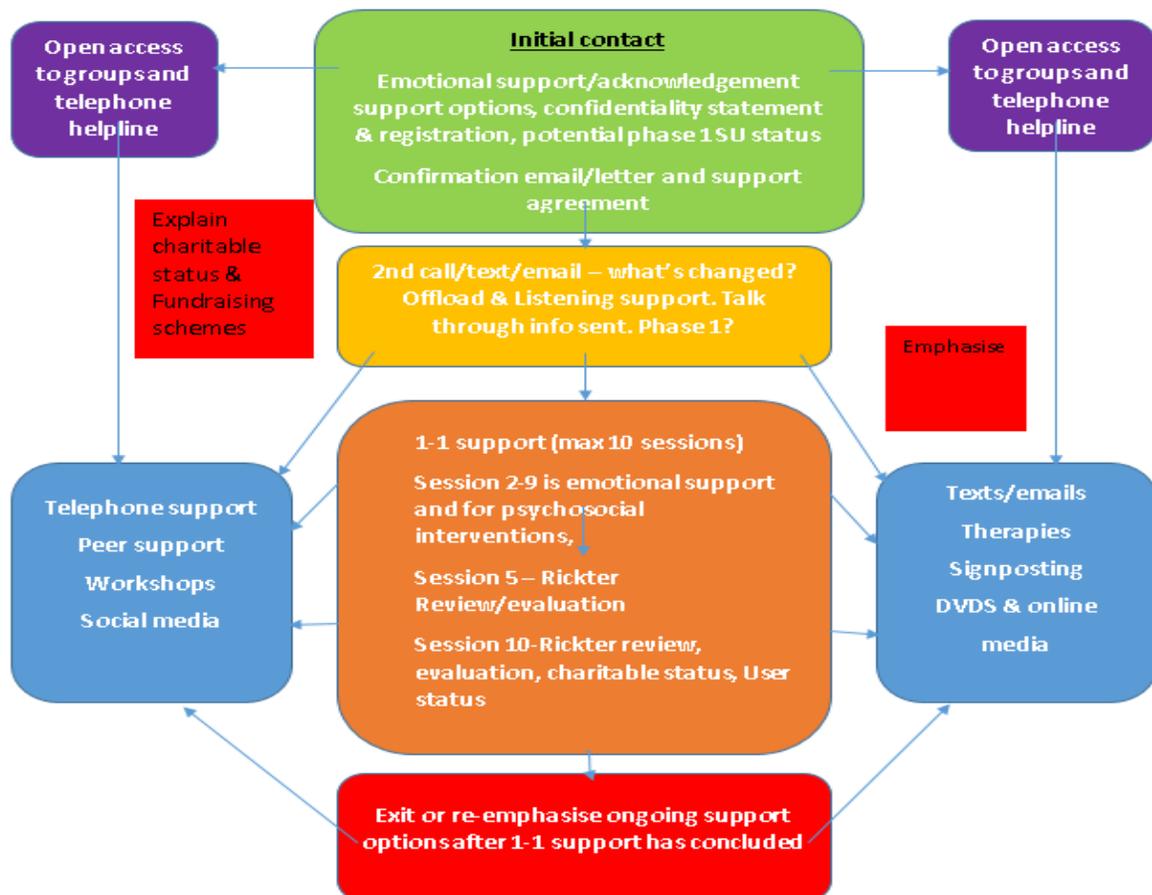
- Be respectful of us, our staff members and volunteers regardless of age, disability, ethnicity, culture, gender and sexuality.
- Be open, honest and provide clear information
- Be punctual and communicate clearly (especially if appointment times/dates have to change)
- Engage with Hetty's and be proactive in implementing the goals developed together
- Work towards being the change you want to see, to benefit yourself and your loved ones.
- To push yourself to engage with all aspects of services, group support, telephone support etc that will help you in your recovery.

## Hetty's Support Pathway

Hetty's have designed a pathway to enable us to support you emotionally, offering you opportunities to gain new practical skills and knowledge and to look at various options to help you cope with your loved one's substance misuse. The pathway is inclusively designed to meet your individual needs, however it is not exhaustive. Clients will be safely exited from the service when we feel you are more able to cope.

The pathway consists of 12 sessions:

- Initial telephone support to assess clients emotional and practical needs. (Future support sessions may be delivered via the telephone helpline, dependent on Hetty's client waiting list and your identified need.)
- On engaging with Hetty's, clients have immediate and open access to monthly peer support groups and educational workshops
- An initial face to face visit, includes a self-rated Rickter assessment, enabling us to determine a client led plan of action, subsequently a maximum of 10 face to face support sessions are then available.
- A follow up Rickter review is completed to assess positive change and to determine if there is any future need. Client feedback is required at this stage.
- Upon completion of face to face sessions and successful exit, clients are encouraged to utilise Hetty's helpline number 0800 0850 941 and attend group sessions as part of your continued development and maintenance support.



## Services that we can offer:

- Telephone Support 9am – 7pm daily – including weekends
- Text and Email Support
- Experts by Experience -Monthly Peer Groups
- Monthly Educational Workshops – topics include Understanding Addiction, Communication, Managing Emotions, You Understand Me Too
- Structured face to face support
- Family Mediation (can be accessed on request, however this is a paid service £30 donation per session)

## Hetty's Aim

**i** *Protect yourself – help your loved one*

- To be there for you so you feel listened to and understood
- Improve your knowledge, communication and safety regarding yourself and your loved one
- Help you to identify safe choices which enable you to have more control over your current situation
- Reduce your stress/anxiety and rebuild your confidence and self esteem
- Encourage you to learn new coping strategies/techniques which can help to reduce how influenced you are by others.
- Encourage you to participate in group work, to reduce your isolation and meet others in similar circumstances
- To encourage you to access the helpline cover, so you do not have to cope alone.
- To signpost to other appropriate services as part of your care package.

## The Opportunity

**i** *Working together with Hetty's and being proactive in implementing the strategies developed from your Rickter assessment will maximize the potential for a positive outcome. Right your goals below*

- To work with a caring professional service to help you to take control back of your life.
- To meet other family members in similar situations as yourself, widening your support network
- To enhance and build upon your existing support network
- To better understand the nature of addiction and cause and effects of different substances.
- To look for positive ways to help rebuild the family dynamic, where possible or to have some closure

## Missed/Cancelled/Postponed Appointments

We understand that at certain times there are mitigating circumstances where appointments may need to be cancelled or postponed. If your appointment time becomes inconvenient for you, we will always do our best to accommodate an alternative date and time within the next 2 weeks, as long as you have provided us with two business days' notice. This allows us to schedule in a client who may be in urgent need of our care. However if 3 consequent appointments are cancelled we will have no option but to instigate our missed/cancelled appointments policy (below), so we recommend appointments are made with commitment to avoid issues to you and us.

### Policy:

Whilst we appreciate that circumstances can be extremely difficult, it is Hetty's duty to value both your time and that of our workers, so it is our policy to remove a client from face to face support if they have failed to attend or cancelled appointments on numerous occasions. The amount of missed appointments before the process will be initiated is;

- 3 consecutive missed/cancelled appointments OR
- 3 missed/cancelled/postponed appointments within a 6 month period

When the above criteria has been met, the client will be advised to access the telephone helpline and group work only for support, and will be put back on the waiting list for one to one support.

## CONCLUSION

 *By working together in an open, honest and respectful way will help to maximise the potential for goals to be met.*

We look forward to supporting you. Our aim is to help you help yourself and your loved one. We are confident that together we can help achieve this. We also hope that at some stage you will also be able to support us in some way. Please see our information pack for ways in which you can do this.

Remember.

***Never doubt that a small step, with the help from someone who cares, can change your world. . . .***



## **Dear Friend of Hetty's,**

Hetty's was established in 1996 to deliver support to families affected by drug/alcohol misuse and it is our guiding principle and charitable aim that the service is provided free or at a highly subsidised cost. For 22 years we have managed to offer a free service to over 11,000 individual families, however Hetty's are now really struggling to meet the high client demand and raise the finances needed to effectively run the service.

It costs £250,000 every year to run our services across the 7 districts of Nottinghamshire, supporting over 200 families every single month, which averages at £35 per hour direct costs. Whilst we do have some contracts and grants, they do not cover the full cost recovery of the service which is why we are heavily reliant on kind donations. I can assure you that every penny that Hetty's raise is ploughed back into 100% of our service.

Hetty's really value the service we deliver, and the families who desperately need us. We are also aware that if Hetty's ceased to exist in the future, there is no equivalent service available other than private counselling services which may cost £40 per hour upwards.

As a Hetty's supporter, you know that we work hard to continue to offer support to families by generating much needed funds, through monthly or one off financial donations, donations in our charity shops, gift aid, raffles, our social enterprise trading and many various fundraising events etc.

Our ideal is to have a number of income streams, fundraising/voluntary donations/contributions being one of those income streams. With this in mind, we are kindly asking you to consider making a monthly donation below we have listed some donation ideas and other ways that you could support us as a charity.

### **Voluntary Contributions:**

- For families accessing a range of Hetty's services (a recommended minimum £10 monthly voluntary contribution or whatever you feel you can afford)
- For individuals accessing group and peer support only (50p voluntary contribution)

### **Required Contributions:**

- Family Mediation is cost at £30 per session
- Reiki Share £5 per session

The families we support mean the world to Hetty's, and we are deeply grateful for your continued or future support. Your donation makes a huge impact today, tomorrow and for families in the future.

**Monthly giving** – Just £10 per month can help so much, and you may not even miss it if you sign up to our monthly standing orders. We're working on getting this process digitalised so that you can sign up directly online, but for now we have attached the form to complete and send in to us, or pick one up from any of our sites. £5 a month is less than a couple of Costa coffees or a bottle of wine, or a packet of cigarettes and we can turn that money into hope for families, by ensuring that we can continue our service into the future. Making a regular donation will also allow us to better plan and budget for the upcoming year, knowing that we have your support on a long term basis

**Foreign and old currency collection** – we accept any currency, any age, in any of our donation boxes; so if you have spare change down the back of your sofa, a few Euros left over from Summer, or even a few stray Pesetas in a 'Man' drawer from 1988 then please send them our way, you can even pop them in an envelope and post them through the door when you're next passing one of our sites.

**Hetty's Weather Lottery** – Be in with a chance to win £25,000 each week from just £1 per week, and 50p out of every £1 spent goes directly to Hetty's, signing up is simple, it only takes a couple of minutes via the following link, or get in touch if you'd like a form posting out to you instead!

**Amazon Smile** – this is an easy way to help, and is completely free! All you need to do is login via <https://smile.amazon.co.uk/> instead of the usual Amazon site, select Hetty's as your chosen charity, and Amazon will donate 0.5% of any purchase to Hetty's.

Shop local – It's a simple one but shopping with us via our eBay online shop or either of our charity shops in Warsop or Huthwaite will mean the world to us, and can save you money too! Brand new and pre-loved items available, and all money raised stays local, supporting Hetty's Nottinghamshire family charity. Don't forget that we're always in need of quality items to sell in our shops, or even old fabric or clothes for our 'rags station'!  
<https://www.ebay.co.uk/str/humanetouchcrystalshealing>

**Donate a prize** – we have lots of raffles, tombola's, and fundraising competitions planned for this year so if you have an unwanted gift that you'd like to donate, or if you're in a position to be able to secure a higher value prize for one of our events, then that would be incredible! Any donated prizes can be handed in at our office on Woodhouse Road, or to either of our shops.

**Challenge yourself!** – Why not challenge yourself to a skydive, run a marathon, or bungee jump for Hetty's?! Or even hold your own car boot sale or coffee morning, or have a 'wear purple for Hetty's' day at work? The possibilities are endless, you could have a lot of fun, get your friends and families involved, and help us to make a difference to the lives of vulnerable families in Nottinghamshire, just give us a shout if you need help or inspiration!

**Volunteer** – We are always in desperate need for volunteers to help support in our charity shops in Huthwaite and Warsop, help us list donated stock on eBay, small maintenance jobs, admin and much more. A few hours a week can make a huge difference.