

Substance Use Services

Westminster HHCP - updated February 2026

This document aims to provide staff and service users with information on information on the substance use services available in Westminster. This document can be downloaded from <https://groundswell.org.uk/westminster-hhcp/health-directories/>. It aims to improve workers knowledge of the landscape of services to better to help them to navigate the options for clients.

[Homeless Link's Substance use toolkit for Migrants experiencing homelessness](#) seeks to clarify entitlements around migrants' eligibility for drug and alcohol support and treatment, taking account of recent changes, including those resulting from the UK's withdrawal from the European Union.

Service	Details	Contact details/referral details
Alcoholics anonymous	<p>Alcoholics Anonymous (AA) is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking. There are no dues or fees for AA membership; they are self-supporting through our own contributions.</p> <p>AA meetings are either 'open' or 'closed'. Open meetings can be attended by alcoholics and their families and to anyone interested in solving a personal drinking problem or helping someone else to solve such a problem.</p> <p>Closed meetings are limited to alcoholics and those who think or know they have a problem with drinking. They provide an opportunity for members to relate their experiences with one another on problems related to drinking patterns and attempts to achieve stable sobriety.</p>	<p>No referral is required – clients can simply attend the meeting nearest to them at a suitable time.</p> <p>To find a local meeting visit: https://www.alcoholics-anonymous.org.uk/find-a-meeting/</p>
Alcohol service	<p>Change Grow Live delivers the alcohol only liaison service in Westminster for clients that aren't linked in with criminal justice. If client is linked in</p>	<p>Phone: 0800 014 7440</p>



Service	Details	Contact details/referral details
	<p>with criminal justice they will need to go to the Turning Point (page 3) instead.</p> <ul style="list-style-type: none"> • Information and advice • Health and wellbeing assessments • BBV screening and vaccination • Brief interventions • Alcohol reduction plans • Alcohol Prescribing services • Clinically assisted reduction plans • Community detoxification • Counselling • Specialist staff; LGBT, Older Person, Women, Night Time Economy • Full clinical team including a Psychologist, Doctors and Nurses • Hospital Alcohol Liaison 	<p>Website: https://www.changegrowlive.org/the-alcohol-service-hammersmith-fulham-kensington-chelsea-westminster/info Email: thealcoholservice.info@cgl.org.uk</p> <p>To request a referral form or information leaflet email thealcoholservice.westminster@cgl.org.uk</p> <p>Contact details for hospital alcohol liaison nurses:</p> <p><u>St Mary's Hospital</u> Nurse: Betweel Khumalo Work Mobile: 07435770276</p> <p><u>Chelsea and Westminster Hospital</u> Nurse: Kwame Dwomo (agency) Work Mobile: 07867375511</p> <p><u>Charing Cross Hospital</u> Nurse: Francis Kennedy Work Mobile: 07554880201 Landline: 0203 311 1234 bleep 7792</p>
<p>Build on Belief</p>	<p>Build on Belief specialises in running weekend services for people who are struggling with, or are in recovery from their substance use, namely drugs and alcohol.</p> <p>You can find more information on volunteering at a service at: https://www.buildonbelief.org.uk/about-volunteering</p>	<p>Activities available can be found here: https://www.buildonbelief.org.uk/Pages/Category/activities-on-offer</p>
<p>Club Drug Clinic</p>	<p>The club drug is an innovative service for adult clubbers and LGBT (Lesbian, Gay, Bisexual, and Transsexual) people who live in the London boroughs of Hammersmith and Fulham, Kensington and Chelsea or Westminster and have developed problems with a range of 'club drugs'.</p>	<p>To refer to the service, or for confidential advice, call 020 3317 3000 or email: clubdrugclinic.cnwl@nhs.net</p> <p>Address: 69 Warwick Road, Earls Court, SW5 9HB</p> <p>Website: http://clubdrugclinic.cnwl.nhs.uk/</p> <p>Closed: Thursday and weekends</p>



Service	Details	Contact details/referral details
	<p>The team includes specialist addiction doctors and psychologists, nurses, counsellors and peer mentors with `lived experience`. The clinic offers a wide range of help including:</p> <ul style="list-style-type: none"> • Assessment of your problems and planning how to improve the situation. • Medically assisted withdrawal from substances or detoxification. Also prescribe to help the side-effects of coming off stimulants, mephedrone • Talking treatments, led by psychologists, counsellors and peer mentors who have `been there` and overcome their problems. • On-site sexual health screening and support. • Liaison and referral for physical problems including bladder and kidney problems; HIV and blood borne viruses; mental health problems etc. 	
<p>Detox/rehab Bi-borough Substance use team</p>	<p>This is a team of social workers/care managers that make placements into residential rehab and manage the detox and rehab budgets within Westminster and RBKC. The Bi-borough Substance Use team take referrals from DAWs and CGL, complete a needs assessment and then look for the most suitable rehab service. Detox could take place at GSST (6-bed detox clinic for homeless), Smithfields (Manchester), Clouds House (Wiltshire) or Oxygen (Herefordshire). Detox/rehab is possible for low & medium risk clients. High risk clients will need to be linked in with probation for detox/rehab.</p> <p>There are some instances where a client would not be appropriate for detox/rehab – e.g., clients with psychosis, Korsakoffs, Wernickes or a brain injury.</p> <p>The team are happy to discuss a referral with teams if needed. They are keen to sit down with housing workers using a `keep door open` approach. Clients` must be honest with themselves and need to be ready to do intense therapy to successfully go through rehab.</p>	<p>Staff can call to discuss a client referral – either one that has been made or one you are considering via DAWS/CGL.</p> <p>Bi-borough Substance Use Team Top Floor, 69 Warwick Road, Earls Court, SW5 9HB Email: hjordan1@westminster.gov.uk – Team Manager</p> <p>If a client or staff member would like to visit GSST detox unit staff are able to visit on a Friday afternoon. To request a visit email Shantelle Quashie Shantelle.Quashie@gstt.nhs.uk and cc in vaseervatham@westminster.gov.uk</p>



Service	Details	Contact details/referral details
Drinkline	<p>Drinkline runs a free, confidential helpline for people who are concerned about their drinking, or someone else's.</p> <p>Drinkline offers the following services:</p> <ul style="list-style-type: none"> • Information and self-help materials • Help to callers worried about their own drinking • Support to the family and friends of people who are drinking • Advice to callers on where to go for help 	<p>Free helpline: 0300 123 1110 (Mon-Fri 9am - 8pm, weekends 11am - 4 pm)</p>
Turning Point	<p>Turning Point support people to make positive changes around drugs and alcohol.</p> <p><u>Clients with alcohol support needs only should use this service if linked in with criminal justice teams.</u></p> <p>Services include:</p> <ul style="list-style-type: none"> • 1:1 support around 5 ways to wellbeing • Opiate substitute therapy prescribing • Needle exchange • Education, training and employment support • Criminal justice support • Support for families, friends & carers • Peer mentoring • Women's and LGBTQ+ support • Recovery programmes and groups • Fitness and outdoors activities • Support to access detox and rehab • Health checks incl fibro scans and testing for blood borne viruses • Naloxone 	<p>Phone number: 0330 303 8080 Email: centrallondon@turning-point.co.uk Website: www.turning-point.co.uk/westminster-kensington-chelsea</p> <p>We have 3 hubs across Westminster and RBKC and satellites in many hostels and criminal justice locations</p> <p>Hubs: 32a Wardour Street, Soho, London, W1D 6QR 209a Harrow Road, London, W2 5EH</p>



Service	Details	Contact details/referral details
	<ul style="list-style-type: none"> • (NEW) Peer support workers who can help with tenancy sustainment and housing concerns • Polish-speaking Group Recovery Programme: These informal drop-in sessions provide a safe space for Polish and other Eastern European individuals to seek support and connect with peers. • One-to-One Support: Trained Polish-speaking staff and volunteers offer personalised support using evidence-based skills to help clients make positive changes. 	<ul style="list-style-type: none"> • When: Every Tuesday, 2 – 4 pm • Where: 32a Wardour Street, Soho, W1D 6QT • More Info: Visit www.turning-point.co.uk/polish-london
Dual diagnosis team – Westminster	<p>The Westminster Dual Diagnosis Team has 5 members of staff: 1 team leader; 3 dual diagnosis workers, and 1 peer support worker. They are based in the CMHTs at 190 Vauxhall Bridge Rd and 7a Woodfield Rd, and they work across Westminster.</p> <p>When a service user is accepted for support within the Dual Diagnosis Team they will first do an assessment.</p> <p>Support from the dual diagnosis may include:</p> <ul style="list-style-type: none"> · 1:1 keyworker sessions (flexible on the amount) · Harm reduction and relapse prevention work · Dual Diagnosis support groups · Referral to CGL/ Turning Point/ Detox/ Rehab 	<p>Potential service users will need to meet the following criteria:</p> <ul style="list-style-type: none"> - The service user agrees to the referral - Resident of Westminster - Open in secondary mental health services. If not already accessing secondary dual diagnosis support, they would need to be referred to the Single Point of Access (SPA) before they would be considered. - Under Care Plan Approach (CPA) or Lead Professional Care (LPC) and has an allocated care coordinator or lead professional. - Not taking benzos (the service cannot work with clients who are). <p>You can refer a client to the service via this online form.</p> <p>If you would like some advice about a client who you are concerned about, please contact their care co-ordinator or SPA in the first instance. If you would like advice from the Dual Diagnosis Team then email: KCWDualDiagnosis@rbkc.gov.uk</p>
Dual diagnosis Anonymous meetings	<p>This is a new peer support group that has been set up for people who experience the effects of Drug/Alcohol Problems as well as mental health issues. Groups follow a 12 step & 5 step programme which addresses</p>	<p>Sessions are online Tuesday and Friday 7pm and Sunday 7.30pm. More details on how to join at: https://www.ddauk.org/</p>



Service	Details	Contact details/referral details
	substance use and mental health at the same time. Professionals and family members are also welcome to attend to support attendee.	Contact tel:+447860739379 for support or questions. Website: http://www.ddauk.org/ Email: info@ddauk.org
Narcotics anonymous	Narcotics anonymous runs groups throughout the UK that anyone can attend if they have the desire to stop using recreational drugs.	No referral needed. Find a local meeting at: https://meetings.ukna.org/

Useful websites/reading:

- E-learning guides from Turning Point on drugs <https://www.turning-point.co.uk/discover?SearchFlows%5BrefinementList%5D%5Brs.category%5D%5B0%5D=Drugs>
- Fentanyl: safety recommendations for first responders: <https://www.gov.uk/guidance/fentanyl-safety-recommendations-for-first-responders>
- Talk to Frank <https://www.talktofrank.com/>
- Neptune e-learning: <https://elearninghub.rcpsych.ac.uk/catalog?pagename=neptune>
- Guidance of the clinical management of acute and chronic harms of club drugs and novel psychoactive substance: <https://www.drugsandalcohol.ie/24292/>
- Groundswell Update on Illegal Highs: <http://groundswell.org.uk/wp-content/uploads/2017/10/Action-Update-Illegal-Highs.pdf>
- Rethink's Drug, Alcohol and Mental health factsheet <https://www.rethink.org/advice-and-information/about-mental-illness/learn-more-about-conditions/drugs-alcohol-and-mental-health/>
- Useful info graphic of new psychoactive highs: http://sandpit.bmj.com/site_images/2017/legal-highs-v38.png
- Blue Light Project's guidance on how to work with resistant drinkers: <https://s3.eu-west-2.amazonaws.com/files.alcoholchange.org.uk/documents/The-Blue-Light-Manual.pdf?mtime=20181118115002>

