



TELEHEALTH SUPPORT INFORMATION SHEET

Scottish Families is aware of the lack of availability and the inconsistency of services throughout Scotland to families affected by alcohol and drugs. Families living in rural and remote areas are particularly challenged by stigma and access to support.

With a clear focus on supporting family members of a loved one with problem substance use, we have expanded direct support to families in rural and remote areas by offering a Telehealth Programme. Families living in rural and remote locations now have access to free, confidential, evidence-based interventions using telephone, email and web chat.

This ground breaking programme not only offers 1 to 1 and family support groups but also provides multiple channels of support when and where families need it most. We offer Community Reinforcement Approach and Family Training (CRAFT). CRAFT research has shown that almost 7 out of 10 people who participate in the programme positively influence their loved one to attend treatment. Support is available through the following channels via pre-booked appointments.

What is CRAFT?

CRAFT (Community Reinforcement and Family Training) is an evidenced based, non-judgemental programme for family members and carers affected by someone else's substance misuse. Developed by Robert J Meyers in 1976, CRAFT is now used in 31 states in the USA and in 14 countries around the world. The service is free and sessions will be arranged at a time that is convenient for you. CRAFT will help you to:

- Communicate positively with your loved one
- Reduce your feelings of stress
- Improve your feelings of self-worth
- Encourage your loved one to enter into treatment

HELPLINE – 08080 10 10 11
Monday to Friday 0900-2300 hours
Saturday/Sunday 1700-2300 hours

What are sessions like?

Sessions are usually one-to-one and run for 6-8 weeks. Sessions can take place either over the phone, by video chat or instant messaging chat - whatever you feel most comfortable with. Sessions can be weekly or fortnightly and it's important you have the privacy to speak openly during the sessions so best make sure you have a quiet space where you won't be disturbed. You may also find it helpful to have a pen and paper to hand to take notes of things you find useful. From time to time, we may email you information in between sessions if it will help the flow of the work.

What if I don't like it?

That's ok – together we can figure out what it is that you find isn't helpful about the sessions and try and find more appropriate support that better meets your needs. Who will I be speaking to? All of our CRAFT interventionists are fully trained, and receive regular supervision to ensure they are working effectively with their clients. We come from a variety of different backgrounds and bring our experience of working with people in similar situations to the sessions.

What will we talk about?

Each week, we look at a different topic such as communication skills, positive reinforcement, understanding behaviours and keeping safe. These sessions are designed to help you improve the quality of your own life, and to help you encourage your loved one into treatment. The sessions are confidential unless we have concerns about your safety or the safety of a third party. If you would like to know more about this please do ask and we will discuss this thoroughly with you before proceeding. How will this help my loved one? CRAFT encourages family members to recognise the influence that they do have, and to develop strategies to change your own attitudes and behaviours in such a way that often leads to wider changes within the family, such as better communication and reduced conflict. For more information on CRAFT see www.robertjmeyersphd.com/index.html

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What support options are available?

	<p>Virtual Family Support Groups</p> <ul style="list-style-type: none">• Fortnightly 2 hour sessions available• Log in at an arranged time to chat with other family members
	<p>1 to 1 Video Conference Support Sessions</p> <ul style="list-style-type: none">• CRAFT sessions available weekly or fortnightly
	<p>1 to 1 Text Based Support</p> <ul style="list-style-type: none">• CRAFT sessions available weekly or fortnightly• Instant messaging online between client and interventionist
	<p>ELearning Modules Covering a variety of wellbeing topics including:</p> <ul style="list-style-type: none">• Sleep hygiene (promoting better sleep)• Healthy eating• Anxiety• Stress• Depression <p>These modules are accessible any time and self-led.</p>
	<p>1 to 1 Telephone Support</p> <ul style="list-style-type: none">• CRAFT sessions available weekly or fortnightly

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