

Scottish Families Affected by Alcohol and Drugs supports anyone who is concerned about someone's alcohol or drug use. By family we mean family members, carers, friends, neighbours, work colleagues, or any other concerned significant other.

Telehealth is a free one-to-one support service. It is designed to support families across Scotland, no matter where you live. Telehealth can help you if you live in rural or remote locations, can't travel far, cannot get childcare, or do not live near a support group or service. We also offer Telehealth sessions if you are uncomfortable attending a support group. With Telehealth, you can be supported by one of our practitioners over the phone, with face-to-face video calls or through web chat.

08080 10 10 11
helpline@sfad.org.uk
www.sfad.org.uk

Contact our helpline:
08080 10 10 11
helpline@sfad.org.uk

Follow us on social media

 @ScotFamADrugs

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General enquiries: 0141 465 7523 | info@sfad.org.uk
Edward House, 199 Sauchiehall Street Glasgow G2 3EX
Recognised Scottish Charity (SC034737)



Scottish Families
Affected by Alcohol & Drugs



Telehealth Support Service

How can I contact the service?

We can refer you to the service if you contact our helpline 08080 10 10 11, use the web chat on our website, or email helpline@sfad.org.uk. Our helpline advisers will listen to you and then if appropriate, may ask if you would be interested in Telehealth. If you would like to use the service, the adviser will take your name and phone number to pass your information to one of our practitioners. The practitioner will be the only person who has your contact details.

What happens?

The practitioner will contact you within five working days. In the first session, the practitioner will ask a bit about your situation and talk through the different ways they can support you. They will then arrange with you a suitable time to call each week. If something comes up and you need to change the time or day of a session, contact the practitioner and let them know. Telehealth sessions will last up to an hour.

Our practitioners are trained in CRAFT (Community Reinforcement and Family Training) techniques and will explain and go through different topics each week such as boundaries and communication skills.

We offer six to eight sessions which should give enough time to cover all of the CRAFT techniques. If you feel CRAFT isn't for you, we can look at other ways of supporting you.

If you feel the sessions were not enough, we can offer you more sessions and support. If you feel you need support again, no matter how many months or years after, you can get back in touch with us at any time.

Who are the practitioners?

The practitioners are experienced in family support and are all trained in CRAFT techniques. They all come from different backgrounds and will bring their own experiences of working with people in similar situations to the sessions.

What is CRAFT?

Community Reinforcement and Family Training can teach family members strategies for helping their loved one to change and to feel better themselves. It encourages family members to change the way they interact with their loved one in order to positively influence them to change.

Topics covered in CRAFT include positive communication; boundary setting; rewarding positive behaviour and looking after yourself.

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‘This service has been a lifeline to me through a very challenging time in my life. It has helped me to focus and make positive decisions for me which can only help no matter what the future brings. I’ve learned to trust myself again which has been a huge step.’

‘This has been a lifesaver. It’s like someone held their hand out to save me from the water.’
