

Scottish Families Affected by Alcohol and Drugs is a national charity that supports anyone concerned about someone else's alcohol or drug use in Scotland. We give listening support and advice to many people and help them with confidence, communication, general wellbeing, and we link them into local support. We also help people recognise and understand the importance of looking after themselves.

When we say family, we mean who you see as your family. It could be your spouse, your parent, your sibling, your partner, your friends, your friend's family, your colleagues, your neighbours, and anyone we may have missed.

We have a number of local and national Family Support Services. Our four national Family Support Services are our Helpline, Bereavement Support, one to one Telehealth Support, and Holding On. This leaflet is about our one to one Telehealth Support and Holding On services. You can find out more about our other local and national services at [www.sfad.org.uk](http://www.sfad.org.uk) or by contacting our Helpline.

**08080 10 10 11**  
**[helpline@sfad.org.uk](mailto:helpline@sfad.org.uk)**  
**[www.sfad.org.uk](http://www.sfad.org.uk)**

**Contact our helpline:**  
**08080 10 10 11**  
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**Scottish Families Affected by Alcohol and Drugs**

**Main Office:** Edward House, 199 Sauchiehall Street, Glasgow, G2 3EX

**Helpline:** 08080 10 10 11  
[helpline@sfad.org.uk](mailto:helpline@sfad.org.uk)  
webchat available at: [www.sfad.org.uk](http://www.sfad.org.uk)

**Twitter:** @ScotFamADrugs  
**Facebook:** @ScottishFamiliesAffectedByDrugs  
**Instagram:** @scottishfamilies

**General Enquiries:** 0141 465 7523  
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**Website:** [www.sfad.org.uk](http://www.sfad.org.uk)



Registered Scottish charity: SC034737



**One to One  
Support**



## What are our Telehealth and Holding On services?

Our Telehealth service offers one to one support for anyone concerned about a loved one's alcohol or drug use. Our Holding On service is for people who are living with extreme levels of anxiety, stress, exhaustion, chaos, and trauma daily, due to the high risk of drug/alcohol-related harm and death in their family.

## How can I get in touch?

If you are seeking support, please contact our Helpline 08080 10 10 11, use the webchat on our website [www.sfad.org.uk](http://www.sfad.org.uk), or email [helpline@sfad.org.uk](mailto:helpline@sfad.org.uk). Our helpline advisers will listen to you and then, if appropriate, they will refer you to our family support team. The helpline adviser will take your name and phone number and the family support team will be the only people in our organisation who have your contact details.

## What happens next?

Once our helpline advisor has referred you, a practitioner from our family support team will contact you to find out how we can best support you, as every family is different. In the first session, they will ask for some information about your situation and talk through the different ways they can offer support.

Our services generally offer weekly sessions, although this depends on your situation. We focus on the CRAFT (Community Reinforcement and Family Training) approach to family support. Our trained practitioners will explain and go through different topics each week such as boundaries, communication skills and self-care. If you feel CRAFT is not for you, we can look at other ways of supporting you.

The Telehealth service usually offers six to eight sessions and each session lasts an hour. Once you have completed your block of support, you are then encouraged to join our Telehealth virtual family support group to connect with other families. This group is facilitated by one of our team. If you feel you need one to one support again, no matter how many months or years after, you can get back in touch with us at any time. We offer support over the phone, video calls and the opportunity to connect with other families through our online family support group.

Our Holding On service offers a bespoke package of intensive support for the family, depending on their specific situation. Sessions are generally weekly and last around an hour per session.

Sessions might include naloxone training, CRAFT, and specific training that suits the needs of the family. You will also have the opportunity to connect with other families through our Holding On virtual family support group.

## Who are the practitioners?

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

## What is CRAFT?

Community Reinforcement and Family Training (CRAFT) is an evidence-based approach which is used around the world to support families who are affected by a loved one's alcohol or drug use. CRAFT teaches 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, and to focus on their own self-care.

