



RhEST is part of a newly commissioned Pan-London Substance Use Pathway for people rough sleeping.

Our team will remove barriers to accessing treatment, helping our clients to access and navigate substance use services from scripting to inpatient treatment.

PHOENIX FUTURES

Call us today and we can make a start on helping you.

TEL 020 3745 0363

EMAIL london.rhest@phoenixfutures.org.uk

Our website has information about the effects of alcohol and how treatment works

WWW.PHOENIX-FUTURES.ORG.UK



Phoenix Futures brings positive change in the lives of individuals, families and communities affected by substance use. We reduce the impact of drug and alcohol related harm and support the people who use our services to rebuild their lives. Our purpose is achieved through the skills and dedication of our staff and volunteers.

Phoenix Futures is a registered charity in England and Wales (No 284880) and in Scotland (No SCO39008). Company Limited by Guarantee Number 1626869; Registered Tenant Services Authority Number H3795.

RhEST

AN INTRODUCTION TO THE LONDON REGIONAL ENGAGEMENT AND SUPPORT TEAM



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BRIEF INTRO TO THE SERVICE

London Regional Engagement and Support Team (RhEST) is a newly commissioned service operating as part of a Pan-London Pathway aimed at improving access to drug and alcohol treatment, and in particular, inpatient treatment, for people who sleep rough.

SERVICES OFFERED

The team will work across the London boroughs with individuals who are or have been sleeping rough and who require support to access drug and alcohol treatment. We will:

- Assertively engage with individuals through outreach and in-reach;
- Assess barriers to drug and alcohol treatment for each individual;
- Deliver focused, time-limited interventions that improve access to services;
- Collaborate with a range of agencies to improve outcomes.

WHO WE HELP?

We'll be working with people who are or who have been sleeping rough in London and will be operating as part of a unique pathway with access to treatment beds specifically geared towards this population.

Our only referral criteria is:

- Sleeping rough or housed in a hostel or other temporary accommodation in London
- Over 18
- Willing to engage with us

We'll be taking referrals from all London boroughs, then completing a short, focused assessment to identify the individual's goals and current barriers to accessing support and treatment. The team will be focused on coordinating services engaged with the person and bringing in additional services as needed, moving people rapidly into treatment.

WORKING WITH PARTNERS ACROSS ESSEX

Our work will take place in hostels, hotels, hospitals, day centres and occasionally on the street. Interventions will be time-limited, focused, and underpinned by motivational techniques. We'll provide practical help to get to appointments, access food or clothing, or register with primary care services if that's what's holding somebody back. Our collaborative approach will ensure wrap-around support that is adapted to the needs of each person.

We accept referrals from everybody whether it is a self-referral, professional, family or friends. Please complete the referral form on our website, email london.rhest@phoenixfutures.org.uk or scan the QR code on the back of this document for more information.

The team will include peer volunteers and we're aiming for a strong service user voice. We consulted some of the people we work with when we were developing the service model and have consulted again when deciding on its name. We'll continue to gather feedback throughout the duration of the project and use it to shape and continuously improve.