

# Newcastle Treatment and Recovery (NTaR) Integrated Drug and Alcohol Services



## Children and Young Adult Service (CAYA) Do you need a helping hand?



Service provided by  
Cumbria, Northumberland, Tyne  
and Wear NHS Foundation Trust,  
Humankind and Changing Lives



## Who we are

We provide a confidential, non-judgemental service to children and young people up to the age of 24 in Newcastle who are experiencing problems with drugs and alcohol.

## We can help you if you

- Want more information around substances.
- Want to find out how to stay safe when using drugs or alcohol.
- Want some support to reduce or stop using drugs and alcohol.
- Are worried about the effects that drugs and alcohol are having on your mood, education, employment, health and relationships.

## We provide

- One to one support around drug and alcohol issues.
- Weekly appointments.
- Harm reduction and awareness to ensure your safety.
- Emotional support around your drug or alcohol use.
- Support to families and concerned others around young people's drug and alcohol use.

## How to refer

Contact us yourself or ask your GP or another professional to make a referral for you. To do this you need to ring the main NTaR contact number **0191 206 1117** or Email: [NTARreferrals@cntw.nhs.uk](mailto:NTARreferrals@cntw.nhs.uk)

Once we receive a referral we will make an appointment to see you at a place suitable for you. This could be at home, school or a community venue.

## Useful contacts

- **The NHS website** [www.nhs.uk](http://www.nhs.uk)
  - **Out of hours GP** - Tel: 0300 123 4343
  - **Talk to FRANK**  
Tel: 0300 123 6600 or text 82111  
Website: [www.talktofrank.com](http://www.talktofrank.com)
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- **Newcastle and Gateshead Crisis Team 24/7 365**  
Freephone 0800 652 2863
- **Samaritans 24/7 365** - Tel: 116 123

## What if I have a comment, suggestion, compliment, or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can:

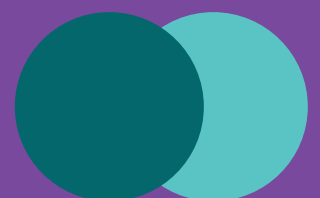
- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website [www.cntw.nhs.uk/contact/complaints/](http://www.cntw.nhs.uk/contact/complaints/)
- telephone the Complaints Department Tel: 0191 245 6672
- email [complaints@cntw.nhs.uk](mailto:complaints@cntw.nhs.uk) Please note that information sent to the Trust via email is sent at your own risk

We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention. You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at [www.cntw.nhs.uk/yourvoice](http://www.cntw.nhs.uk/yourvoice)
- complete a Your Voice survey, available on reception areas or from staff
- other options for sharing your feedback and experience  
[www.cntw.nhs.uk/yourfeedback](http://www.cntw.nhs.uk/yourfeedback)



You can also scan this QR code to access the Your Voice survey online. Please use the team code NTARCYP5



## Patient Advice and Liaison Service (PALS)

PALS provide confidential advice and support, helping you to sort out any concerns that you may have about any aspect of your or your loved ones care. We act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate prompt solutions. If necessary, we can also refer patients and families to specific local or national-based support agencies.

### North of Tyne

Tel: 0800 032 0202

Email: [pals@nhct.nhs.uk](mailto:pals@nhct.nhs.uk)

Post: FREEPOST PALS

### South of Tyne

Tel: 0800 328 4397

Text: 07825 061 035

Email: [pals@cntw.nhs.uk](mailto:pals@cntw.nhs.uk)

Post: Patient Advice and Liaison Service, Garden Lodge,  
Hopewood Park, Ryhope, Sunderland, SR2 0NB

9am – 4.30 pm, Monday to Friday

An answerphone is available at all times for you to leave a message. A member of the PALS team will aim to return your call as soon as possible.

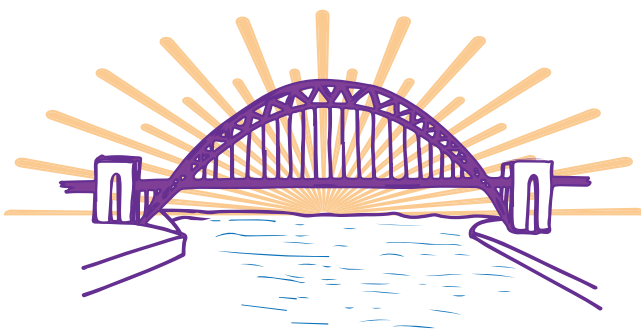
## Contact details

Newcastle Treatment and Recovery (NTaR)

Plummer Court, Carlol Square, Newcastle upon Tyne, NE1 6UR

Tel: 0191 206 1100 or to make a referral contact: 0191 206 1117

Opening hours: Monday to Friday, 9am-5pm



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