Hi, I’m Austin the New Services Manager here at ResoLUTiONs. I started on the 21st March and have enjoyed getting to know the staff and meet some people who use our service.

CONTENTS

Crossword

May Day

Remembrance Tree

2

3

4

Mental Health Aware 5

PTSD Awareness 6

A day for everything 6

Crossword solution 7

Rough Sleepers Team 7

Meet the Team Get In Touch Contact/Useful

Numbers

8

9

10



***Change Grow Live*** May/June 2022

I’m really keen to find out everyone’s thoughts on the service, what’s going well, what’s not going well and how can we improve? Over the coming weeks I will be meeting and speaking with members of our team, partnership agencies and most importantly our service users to understand this.

I have worked in Drug and Alcohol treatment services since 2007, starting out in the Criminal justice setting. I have been with Change Grow Live for 8years, 7 of those in Northamptonshire. I am really passionate about believing everyone can change and is given the opportunity to do so.

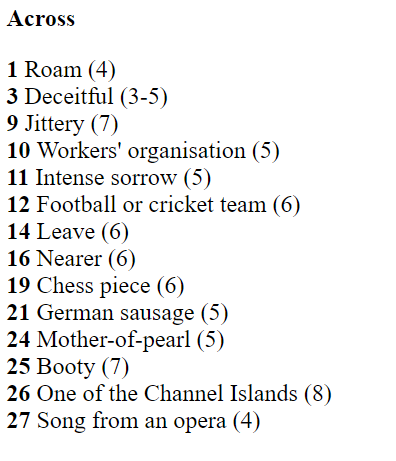
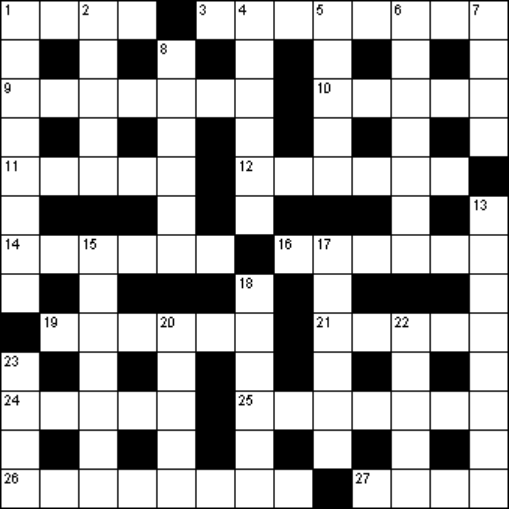
Outside of work I enjoy staying active, I love being outside and exercise. I have a love for food, eating and cooking*;* spending much of my time in the kitchen or around the table.



I look forward to meeting you all!!!

*1*

**Cross Word**



*2*

* The First of May is also known as May day; in the UK we celebrate with a public holiday on the First Monday in May. However mayday has been celebrated historically in many different ways.



**MAY DAY**

* The Celts in Britain celebrated the festival of Beltane on May 1st.

They believed that the 1st May split the year in half, dividing Light and dark. They celebrated by lighting fires and celebrated the return of of Life and fertility to the world.

* The Romans celebrated “Floralia” between April 20th and May 2nd; a celebration devoted to the goddess Flora, goddess of flowers. Eventually these 2 celebrations were combined.
  + The Celebration of May Day by dancing around the maypole can be dated back to medieval times although the exact origins of this are unknown it is believed that it was part of a fertility ritual.
* During the 19th and 20th Centuries May Basket day was celebrated by filling baskets with flowers and treats and leaving them at the doors of friends and neighbours.
* Today may day is recognised as a holiday in 66 countries around the world
* The Distress call “Mayday Mayday Mayday” has nothing to do with the 1st May. The term came from the French term M’aider \_meaning help me.

*3*



**ResoLUTiONs Remembrance Tree**

## Resolutions have been looking at ways that Staff, Service users and Families can remember loved ones after they pass away. It is important to us that everyone has a way of remembering and honouring those that we care about .

**We now have a Tree of Remembrance in our first floor reception area, this has been designed and hand painted specifically for this purpose and we will be providing leaves that you are able to add your own personl message to that will be attached to the tree.**



*4*

**Mental Health Awareness Week 9th - 15th May**



Mental health awareness week was started by the mental health foundation 21 years ago in a bid to raise awareness and encourage everyone to focus on finding ways to achieve good mental health.

This years theme is Loneliness.

Loneliness impacts more and more people in the UK, and has a huge impact on both our physical and mental health, COVID and the continual lock-downs of the past 2 years have only added to the number of people struggling with loneliness in the UK.

* Loneliness is not about how many friends we have or spending time on our own. **Loneliness is a feeling experienced due to a mis match between the social connections we have and those that we would like to have.** This could be different for everyone.

Loneliness is often hidden, many people do not want to admit to feeling lonely, whether due to the stigma that surrounds admitting to struggling with mental health or because, often when you are feeling isolated, it is difficult to know who would listen or support you. There are things we can all do to help ourselves and others:

* + get in touch with friends and neighbors, particularly those that you haven't spoken to for some time.
  + Check in on family and friends regularly, a quick text message can make all the difference.
  + Keep an eye out for anyone that you are worried about, even if they say they are ok.
  + Share your story, you don't have to do this publicly, it can be telling those around you or someone else that is feeling the same.

**By Talking about Loneliness we will bring it to everyones attention, reduce the stigma attached and help find ways to overcome it.**

Keep and eye out for social media posts during that week, there will be lots of advice around.

Look for advice and support on [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk/)

If you are concerned about yourself or someone else contact The Samaritans - call free on 116 123.

there is someone there to speak to 24/7

5

**June Is National PTSD Awareness Month**

Post Traumatic Stress Awareness month is a time to recognise and raise awareness of PTSD.

PTSD has been recognised as a mental health condition that is triggered by experiencing or witnessing a traumatic event. Sufferers of PTSD often live with symptoms such as flash backs; nightmares and severe anxiety caused by the event and memories of the event.

Sometimes the symptoms of PTSD present quite soon after the traumatic event, but it can sometimes take years before something triggers the PTSD response.

Anyone who experiences disturbing thoughts after a traumatic event, or is struggling to get control of their life, should see their doctor for support and advice. It may not be PTSD, but whatever support you need, getting a proper diagnosis from your doctor will allow you to access the right support for you.

JUNE - A Day For Everything.



There are plenty of excuses to eat in June!:

* June 2nd - National Rotisserie Chicken day!
* June 3rd - National Donut day!
* June 7th - National Chocolate

Ice cream day!

* June 9th - National Jerky day!
* June 16th - World Tapas Day
* June 16th - Fresh Veggies day!
* June 20th - National Ice cream soda day!
* June 22nd - National Onion Ring day!
  + June 27th - International Pineapple day!

6

## We really want to know how you want know how the service will best work for you going forward

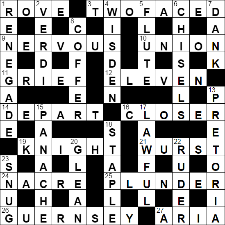
Contact :

* Emma your Service user rep 07979 343983
* Your key worker
* Speak to a receptionist at Victoria Street - They are able to support you with queries, complaints or to sign post you to another member of staff who will be able to support you

## YOUR FEEDBACK!

**Rough Sleeping support in Luton.**

Cross word Solution



We have been speaking to people as they come into receptions for their appointment to find out what they want from their service and to see if they have any questions that they would like us to answer.

A number of of people have asked how we support the homeless and rough sleepers in Luton.

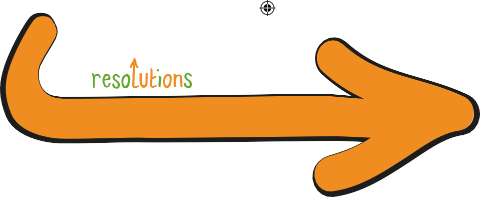
Mark heads up our outreach team and working with him we have a team of 5 Rough Sleeping navigators and a dedicated substance - use outreach Nurse. Their role is to support individuals that have been identified as high priority within Luton. These navigators have the flexibility to support individuals that are homeless and rough sleeping in Luton to engage not only with ourselves; but also to encourage and support engagement with other services such as mental health, healthcare and housing.

The team also has a BAME recovery worker who is able to understand and support with ethnic minorities in Luton. He is able to support from satellite locations should people feel unable to attend service and can support with language and cultural difficulties in accessing the support you need.

We also work with a prescribing service at NOAH once a week where a prescriber is available to see and assess Resolutions service users.

**7**



**Meet the Team**

## Meet Karen - Cluster Lead Nurse

I’m Karen Baudouin, the Cluster Lead Nurse at ResoLUTiONs, and have been in post since September 2021. I have been a qualified Mental Health Nurse since 1997 and am also a Nurse Prescriber. To enhance my specialist nursing skills I completed the Introduction to Counselling and Psychodynamic Counselling course and the RCGP Certificate in The Management of Drug Misuse Part 1 and Part 2.

For the first year in my nursing career, I worked as a Community Psychiatric Nurse, and then “opportunistically” side stepped into the field of Substance Misuse, which originally was intended to be a temporary move to cover a colleague – however I have remained in the field for 23 years ever since, having discovered this to be my passion, where I have remained committed and focused upon. I have worked in various settings, such as a category A prison, hospital, GP surgery, residential rehabilitation unit and Community Substance Misuse teams/Community alcohol teams.

I manage an amazing nursing team in Luton, who are a highly skilled group of nurses with a wealth of experience. The nursing provision includes a range of health interventions and treatments to our service users, such as Alcohol Assessments, Community Alcohol Detoxifications, Comprehensive Health screening, ECGs, Opiate Substitution Therapy titrations, vaccinations for Hepatitis C and influenza, blood borne virus testing, phlebotomy, wound care and providing treatment for those diagnosed with hepatitis C.



*8*



**GET IN TOUCH**

Why not follow us on Facebook.

**Change Grow Live, Resolutions, Luton.**

**We want to connect with you so:**

Let us know what you would like to see on our social media.

Emma is your Service user Rep.

She is here to support you and to get your feedback on the service and how we can improve things! You can catch Emma in Victoria Street, or you can call or text her on: **07979 343983**

# Useful Support Numbers

**Alcoholics Anonymous**

**0845 769 7555**

National 24 hour helpline **Luton & Dunstable Hospital 01582 49116**

**Noah Enterprise 01582 728416**

For someone experiencing homelessness, extreme hardship or exclusion.

141 Park Street, Luton LU1 3HG. Open 365 days a year from 8.15am

**Citizen’s Advice Bureau**

**0344 245 1285**

**DrinkLine 0800 8766778**

**LUTON FOOD BANK 01582 725838**

**MIND 01582 380002**

9

**LUTON ALL WOMEN CENTRE**

**01582 416 783**

A safe and accessible women-only resource centre

**TOTAL WELLBEING LUTON**

**03005554152**

**Cocaine Anonymous**

**020 8007 1130** Available 8am to midnight every day

**SHOUT** 24/7 Text messaging support for anyone who is struggling **(Text Shout to 85258)**

**SANELine. 0300 304 7000**

Out of hours Mental health

support line. 6pm- 11pm.

**AANCHEL 0845 4512547**

Crisis line for Asian women experiencing domestic violence.

9



## 2 - 12 Victoria Street Luton

**LU1 2UA**

## 0800 0546 603

email: [resolutions.info@cgl.org.uk](mailto:resolutions.info@cgl.org.uk)

**Telephone:** 08000 054 6603 / 01582 645 951

website: [www.resolutions4luton.org](http://www.resolutions4luton.org/) twitter: ResolutionsLTN

**In**stagram**:** resolutionsluton/

# Emergency Contacts

**Emergency Services**

Call 999 if you are in need of urgent help.

999 will direct you until the service you require has arrived. Ambulance/ Police/Fire Engine

If you are unable to talk, call 999, listen to the questions, respond by coughing or tapping the device. If prompted, press 55.

**NHS 111**

If you have an urgent medical problem and you are not sure what to do, call 111. Available 24 hours a day, 7 days a week.

**The Samaritans**

Open 24 hours a day, 365 days of the year.

If you need an immediate response please call free on 116 123.

**The Crisis Team**

Call 111

**Luton and South Beds Mental Health Assessment Hub** Calnwood Court, Calnwood Road, Luton, LU4 0LX Tele: 01582 538631

A trained mental health professional will be able to offer assessment and support 24/7

**Luton & South Bedfordshire Crisis Team (ELFT)**

01582 556971

*11*

10