

**Te Whatu Ora**  
Health New Zealand

# CADS Medically Managed Withdrawal Service



*Information for clients, family & friends*

Nau mai, Haere mai

Welcome everyone

CADS Medically Managed Withdrawal Service  
is open to a range of ages, cultures, sexual  
orientations, gender identities, political and religious  
beliefs, and we ask that respect is given to each  
other in all our diversity

Medically Managed Withdrawal Service is situated at  
Auckland City Mission  
HomeGround  
140 Hobson St Auckland city

Please be on time when arriving for your admission as the doctors are only available at certain times

If you think you are not going to make the scheduled time please phone us on 09 815 5830 ext 42144. If the delay is significant we may need to change your admission date (which could be up to several weeks later)

You are welcome to bring a support person or persons with you to your admission meeting. If you choose to do this, please let us know so we can arrange an appropriate space

If you would like to look around the unit before coming here please let us know so we can arrange a suitable time.

# An introduction to the Medically Managed Withdrawal Service (MMWS)

Entering the MMWS unit is a significant step and we realize this may be stressful for you and those close to you. If you need further information or have any other questions please phone us on 09 815 5830 ext. 42144 (or ext. 43713 after business hours).

People come to our unit to withdraw from alcohol and/or other drugs (AOD) or to stabilize on prescribed medications. This can be an uncomfortable process and you are likely to experience some discomfort from withdrawal symptoms. We will work with you to make you as comfortable as possible and to ensure your physical safety and emotional wellbeing.

We focus on the medical aspect of the withdrawal or stabilization process and will support you to access ongoing support from CADS and other treatment providers. While you are here you will be medicated so you are expected to stay onsite at all times.

People are generally mobile and active during their stay which is usually about 7 days though the time varies depending on individual needs.

Our unit has 10 bedrooms (each with its own en suite bathroom and air con/ heating). There can be up to 10 people here at any one time: people of different ages (over 18), cultures, gender identities, sexual orientation, religious beliefs, etc. We ask that people are respectful towards each other in all their interactions.

Our team includes doctors, nurses, health care assistants, peer support specialists, a consumer liaison, a physiotherapist, and a groups' coordinator. Sometimes there are also students on site.

## Our environment is smoke free

Our environment is smoke free in line with Health NZ's smoke free policy. This means there is no smoking or vaping allowed in the unit and you are not able to leave the unit to smoke/vape during your time with us.

You will be offered nicotine replacement therapy (NRT) to help you manage nicotine cravings and ongoing one on one support with your nurse.

If you are going to a smoke free residential service after you leave us we recommend you start NRT while you are here, to make the transition to a smoke free residential environment easier for you.

## Our environment is alcohol and drug free

It is important that all clients feel safe and supported while they are here and that we help people maintain their goal of becoming AOD-free or stabilizing their use of prescribed medications.

One of our team will check your belongings when you are admitted; any alcohol, drugs, and non-prescribed medications will be destroyed. Any sharp objects will be removed and placed in a secure place until you leave.

**When people access alcohol and other drugs (AOD) while with us, or there is a risk of this happening, urine drug screening and/the breathalyzer will be used and treatment reviewed if necessary.**

# Before your admission

Before coming to the unit it's a good idea to address any legal, financial or personal issues. We realise that this may be difficult and will do what we can to support you with such situations while you are here.



There is no access to the local shops while you are with us.  
Please bring what you need with you.

## Necessary items to bring

- Adequate clothing for several days and nights
- Soft shoes/sneakers (most of our floors are not carpeted)
- Toiletries: toothpaste and brush, deodorant, shampoo and conditioner, hair product, etc.
- Your reading glasses

## Optional items to bring

- Laptop/notebook/ tablet/ iPad and necessary charger/s
- Mobile phone and charger
- Own pillow and /or duvet optional (if preferred)
- Own personal music system (with ear phones please)
- Recreational items e.g. books, writing/drawing materials, games (though some things are available onsite)
- A notebook or journal
- Any food items of your choice

Although your room is lockable we suggest you leave valuable items at home; we cannot guarantee their safekeeping or accept any responsibility if they are lost or damaged. We recommend you only bring jewelry that you wear every day like your wedding ring or a watch.

## Contacting you

One of our team will call you the day before your admission to check in with you and provide you with any necessary information.

## Food/ kai/ dietary requirements

Before your admission please let us know if you have any dietary needs (e.g. diabetes, religious, cultural, allergies) so we can organise this for you. If for some reason this hasn't been done please tell us while you are here.

## Getting here: no parking available

Please organise someone to drive you to and from the unit as there is no long-term parking available.

## Support/ Tautoko

If you need to talk to us about your admission call us during business hours on 09 815 5830 ext. 42144 or ext. 43713 outside business hours. If the number is busy please leave a message and someone will phone you back.

You can access additional support by contacting your CADS counsellor/ clinician 0800 845 1818 Mon – Fri 8.30am – 4.30pm or by:

- talking with one of our peer support specialists on 09 815 5830 ext. 49784
- attending a walk-in clinic (no appointment necessary) at the CADS units 10am -1pm Mon – Fri
- talking to the person who referred you to CADS.

## Support for family whānau

Family, whānau may find it helpful to talk to someone about how they can best support you or how they can get support for themselves. Phone us on 09 815 5830 ext. 42144 or CADS Counselling Services on 0800 845 1818

## Other helpful services

- Alcohol Helpline 0800 787 797 (10am-10pm 7 days)
- Lifeline 09 522 2999 (24hrs 7 days)

For a medical emergency contact your local emergency department or call an ambulance or see your GP.

# Being admitted to the unit

## Arriving at HomeGround

If you are coming by car there is a Wilson car park next door where you can park to unload your gear.

Go to the main reception on the ground floor. The receptionist will call us and one of our team will come to meet you and accompany you to the unit. A peer support specialist will be available to support you throughout the admission if you would like them to.

## Laboratory tests

You will usually be asked to do blood and urine tests so it's a good idea to have 1-2 glasses of water or juice before you arrive. The results are used to ensure you receive the treatment that's right for you.

## Medication/ Rongoa

To keep you as safe as possible during your stay we ask that you give accurate information about the alcohol/ other substances and medications (prescribed and non-prescribed) that you have been taking.

If you are taking prescribed medications, please bring them with you and we will keep them safe for you.

Drugs which are not being prescribed and which can be misused (e.g. benzodiazepines, Tramadol, Zopiclone, opioids, etc.) will not be returned to you when you leave.

Herbal mixtures, vitamins, and over the counter medications may be discontinued while you are with us because of their effect on liver function and/or the medication we prescribe. If you want to keep taking these please discuss with the doctor during the admission process.



# While you are with us

## Taking part in your treatment

All clients are expected to attend the morning meeting each day. It's a good way to find out what is happening on the unit and what is available to you.

Withdrawal and stabilisation is the start of a recovery process. People benefit from learning more about alcohol and other drug dependence and the pathways to recovery and wellbeing.

Although doing a withdrawal is good for getting off drugs and alcohol it's not how people stay off. People who engage with ongoing recovery support in the three months after a withdrawal do better with their long term wellbeing.

We encourage you to be actively involved in your own treatment. This includes taking part in groups and other activities, and working with us to plan your treatment and what will happen when you leave here.

## Involving family/ whānau and significant others

We know that having supportive people involved can make a positive difference in your treatment and recovery journey.

It is your choice to involve family whānau and significant others or not. For example, you might want one of the nurses and/or doctor to help your family understand the withdrawal process.

Or you might want a session with your family whānau and significant others to discuss things like what will happen when you leave here, how to minimize the risk of relapse, and build additional supports. Our staff can facilitate a structured session with the people who matter to you. Clients who have taken part in one of these sessions during their time with us have found them to be beneficial. Talk with our team about what might work for you.

## Visitors/ Manuhiri

Supportive friends whānau and family may visit you during your stay.

All visits need to be pre-arranged and negotiated on an individual basis so think about who you would like to visit you while you are here and let the nurse know when you're first admitted and during your stay.

Safety is a high priority so visiting may be withdrawn if this is compromised e.g. if visitors appear to be under the influence of alcohol or other drugs.

Staff can use their discretion to limit the number of visitors and who visits. People who have been previous clients of our service are only able to visit at least two weeks **after** they have left unless there are exceptional circumstances. People awaiting admission are not able to visit current clients.

Any food and other parcels brought in may be examined for drugs or alcohol. All parcels are to be handed to staff.

Visiting hours are 10am – 2pm and 4pm – 7.30pm

## Respect for others

We ask that respect is shown to everyone while you are here. What you find inoffensive may offend others. Clients are asked to avoid:

- Remarks that may be experienced as racist, sexist, aggressive, sexually suggestive etc.
- Swearing
- Intimate or sexually inappropriate behaviour
- Going into each other's bedrooms
- Inappropriate dress/ revealing clothing

If you experience disrespect or find the behaviour of others challenging please speak with staff. If staff have concerns about your behavior your treatment may be reviewed.

## Phones and computers

Wifi is available. You are welcome to bring a mobile phone and/or computer with you. Please be respectful of others by making calls in your room rather than in public areas. To ensure the privacy of others we ask that you do not take photographs or use any social media to identify other clients while you are here.

## Client phone

A landline phone is available for clients to access support from family and friends and to make and confirm plans for when you leave here. You can call mobile or domestic numbers from this line. The number for the client phone is 09 815 5830 ext. 42643

## TV

To encourage healthy sleep patterns the TV is turned off between 11pm and 6am (midnight on Friday and Saturday nights). We recommend bedtime of no later than midnight.

## Linen and laundry

Linen is provided: towels, sheets, blankets, pyjamas, etc. are available from the linen room. A washing machine, laundry powder and dryer are available to do your own personal laundry.

## Support/ Tautoko

If you have questions or need someone to talk to there are always staff available.

We have peer support specialists as part of our team, people with their own experience of AOD challenges and recovery who are here to support you through your withdrawal or stabilization process.

Attending morning group will help you find out how to access staff like the doctors or physiotherapist.

## Providing feedback about the service

Your feedback is valuable to us. We use it to examine what we do and to make improvements wherever we can.

You can provide feedback by:

- completing the survey at the end of your stay. You can do this on paper or online by placing your phone over this QR code and clicking the link
- speaking to our Consumer Liaison on a one to one basis or at Coffee & Conversation sessions or ph/ txt 021 241 6859
- contacting the Consumer Advisor on 09 815 5830
- talking to staff
- raising any issues in the morning group
- placing your feedback in the feedback box.



All feedback goes to the consumer team who ensure your (anonymous) comments, ideas and questions are communicated to the staff and to MMWS and CADS leadership.

pRogReSsioN, the consumer team newsletter, is available to you on the consumer board and online at [www.cads.org.nz](http://www.cads.org.nz)

We hope this information is helpful in making your time  
with us a positive experience



Classification number: #058.004.02.027

August 2024