



Newsflash

September 2020

ESRA steps up after lockdown



Emma, Stacy, Jason and Ally

The ESRA team is now ever stronger following some new appointments thanks to some very welcome funding from the National Lottery and from MIND. It is especially important for us to have the right people in place as we meet up with our established clients and also welcome new people who have had a rough time during lockdown.

Emma joins the ESRA team as a cross-county support worker. She will be working with clients remotely and will be offering some out of hours service. Emma previously worked for ESFACT and is already a familiar face here at ESRA. She will soon be running support groups for carers in Hastings and Eastbourne.

Stacy joins us as the receptionist in Hastings. We are especially pleased to have her on board following a year of excellent service as a Hastings Hub volunteer. Jason also joins the team after having done an outstanding job as a volunteer at Café North. Like Emma, Jason is a support worker working across both hubs.

Ally moves from her admin position and is now the senior support worker in Hastings. She will also provide Care Around Treatment (CAT) services, and will actively support and assist people who are getting ready for detox or rehab. Ally is an experienced and empathic member of our team, and her new position will enable us to provide effective support to even more people.

Hastings is open

The Hastings Hub opened to clients last week, and first in were Marina and John. It felt good to be checking in with clients after almost 6 months in lockdown, and we are looking forward to doing the same at Café North soon.



Regular ESRA clients Marina and John

New schedule

Our Hastings schedule has changed. In response to client feedback, we will now be running one session a day instead of two.

We are now open between 10am and 2pm on Mondays, Wednesdays and Fridays. Clients will be able to have something to eat in the café, and they can attend a group.

We will also soon be offering support groups for carers. This will be in Hastings on Thursdays from 10:30 am till 12 noon, starting on 15th October.

The group will be run at Café North on Mondays from 10:30 am till 12 noon, starting on 19th October.

ESRA staff ensure that the premises are properly cleaned and sanitised every day in line with government guidance.

Referrals to ESRA

Our online referral system has been working well, and we have had a steady stream of new clients during lockdown. There has been a spike recently, with 20 new referrals in the last two weeks.

We accept referrals from partner organisations, and also directly from individuals who are in recovery. We are now able to receive Care Around Treatment (CAT) referrals.

Our management team meets every Thursday to review all referrals, and to allocate a support worker to each of them.

Our online referral form can be found on our website <https://www.esrauk.org/referrals>

ESRA Updates

New CCTV in Hastings

A new CCTV system has been installed in Hastings and there are now cameras in the café, the den, in reception and in the corridor. We will also soon be installing a camera in the one-to-one room. This has been done with safeguarding in mind.

Do you have symptoms?

Please do not come to ESRA if you have any of the following symptoms: a high temperature, a new and continuous cough or a loss or change to your sense of smell or taste.

Instead contact the NHS Helpline on 111 and follow their advice. In the meantime, please isolate yourself to protect others.

What to expect

You will be expected to sanitise their hands-on arrival and to provide a phone number for track and trace purposes.

Everyone will be expected to maintain social distancing at all times. Masks can be worn, but they are not mandatory. Clients will be expected to do what is asked of them while they are at ESRA, and to understand that things may feel very different to normal.

What to expect

Individual support sessions have resumed in Hastings Our support workers will schedule appointments directly with the people concerned.