



Supporting Recovery in Eastbourne & Hastings

April 2020

Living life in lockdown



In the first month of lockdown, ESRA made well over 300 support calls to 135 individual clients in Hastings and Eastbourne, and delivered 45 activity packs to alleviate the challenges of living in isolation.

From day 1 of the lockdown, we have been calling our clients to see how they are, to offer support, and to find out what they need. Sadly, we have also invoked safeguarding procedures in some cases where living in total isolation has been too much to bear. We will make daily support calls for the duration of the lockdown and we will adapt our support as needed.

Once we had contacted all our active clients at least once, we started sourcing and delivering activity packs. These have included knitting kits, art packages, mindfulness colouring books, puzzle books and collage boxes. We have had excellent feedback and will continue doing this.

The next step in our strategy to stay connected, is to host virtual Zoom coffee mornings with our clients. If that works well, then we will resume our recovery groups online.

ESRA responds to Covid-19

Staying connected has always been one of the most important things that our clients can do to build and sustain a robust recovery. We quickly adapted all support services with the idea being that if they can't come to us, then we will try and go to them.

Daily team meetings

ESRA staff have been meeting 'face to face' every day to prioritise support tasks and activities in response to our clients' changing needs. ESRA managers continue to check in with staff every day and to make sure everyone is well supported during this unique and uncertain period.

Pickups and drop-offs

ESRA staff and volunteers have been helping clients by picking up and delivering medication, doing shopping and dropping off activity packs. Staff have also been assisting clients with 'life admin' tasks, especially relating to housing.

ESRA website

The website is the public face of ESRA. It lets our supports and partners know what we do and how we do it. In recent weeks, it has become a place for the recovery community to find out which local support services are still available, and how they can reconnect with a larger support infrastructure.

Facebook

Facebook is where we talk to our clients, and they talk to us. It allows everyone to maintain social contact and to share what they have been doing. It also provides an opportunity for clients to support one another. We have had 200 followers in the first month and are seeing some good engagement.

Referrals and inductions

We are still accepting referrals and we are doing the assessments and inductions on the phone. Anyone in recovery from drugs and alcohol can self-refer.

What next?

We are looking to introduce some of our groups and activities online. In the meantime, we are updating our policies to make sure that everyone will continue to be safe and well-supported as we respond to the challenges of working online.

We expect that the needs of our clients will evolve over time. We will keep listening to them and adapting our service to meet those needs.

Message from ESRA CEO Jacqui Skilton

"The staff have been working very hard to support all of our active ESRA clients.

I would like to thank them all for all the hard work they have been doing in the last 4 weeks since lockdown.

To all our clients, please stay safe and if you need extra support let us know. We are here to help".

Contact us

Call us on 01424 435318, especially if you haven't yet heard from us. We may not have your current contact number.

The number above is to be used by clients from both Hastings and Eastbourne.

We are available to talk on weekdays between 9:30am and 3:30pm as usual.

Website
www.esrauk.org

Facebook
ESRA Recovery Hubs