

## Who we are

Better Lives Family Service provide therapeutic support to children and families where a parent or carer uses alcohol or other drugs. We also provide support to families, partners and friends in Islington who are **affected by someone else's substance misuse**.

We know that no one sets out to have a problem with drugs or alcohol but that sometimes things can escalate out of control. When this happens it can have a long lasting impact on **family life and relationships** for everyone in the family, especially for children.

We offer **non-judgemental support from committed staff** and treat each family and individual as unique, with their own strengths and needs.

We believe that people can build upon their strengths to achieve lasting positive change.

For **further information** regarding **group times or to make a referral** please contact the service or visit: [www.candi.nhs.uk/BetterLives](http://www.candi.nhs.uk/BetterLives)

## Opening times

Monday to Friday, 10am - 6pm

**All assessments are by appointment.**

Late opening on Thursday until 7.30pm

## Contact details:

☎ 020 3317 7437

✉ [BetterLivesFamily@Candi.nhs.uk](mailto:BetterLivesFamily@Candi.nhs.uk)



# Better Lives

ISLINGTON'S DRUG & ALCOHOL SERVICE

## Family Service



# How to access our service

Better Lives Family Service is easy to access and can be done by:

**Self-referral:** Email or ring us anytime during our opening hours to make a self-referral.

We will ask you for some information to see whether our service is right for you. We will then offer you an appointment.

**Professional referral:** Referrals are welcome from any professional who works with Islington families. Ring our service anytime during opening hours.

We can also refer families and their individual members to a [wide range of Islington services](#) if they need additional advice and support.



# We support

- Families who live in, or have a connection to, Islington with children under 18.
- Parents, children and young people who are concerned about these issues and would like to talk to someone.
- Any adult affected by someone else's drug or alcohol use in Islington.
- Professionals working with families affected by parental alcohol or drug use.

# We will

- Work with the whole family, partners and friends to help reduce the difficulties caused by alcohol or drug use including helping to strengthen parent-child relationships.
- Provide regular space and time with experienced workers who have helped many families, children, partners and friends to make lasting positive change in their lives.
- Provide sessions to help develop and strengthen parenting skills.

# Confidentiality

At Better Lives Family Service we understand that [confidentiality is important](#) in building a relationship of trust. We will explain all aspects of confidentiality when we meet with you. [Anything you discuss with us will normally remain confidential](#) to the team unless there are concerns that a child or adult is at risk of significant harm. Wherever possible we would discuss this with you before [sharing information with another agency](#).

# Where we are

The Better Lives Family Service runs from:



**28b King Henry's Walk, London, N1 4PB**

We are based a short walk from Dalston Kingsland and Dalston Junction stations.