

PHOENIX NEW OAKWOOD LODGE



SERVICE GUIDE

A guide for Community Members joining
New Oakwood Lodge



WELCOME TO NEW OAKWOOD LODGE

Welcome to New Oakwood Lodge, a safe and nurturing residential treatment service designed to support you on your recovery journey, empowering you to address your substance use and improve your mental health and overall wellbeing.

Located in a large Georgian house in the leafy village of Oakwood, near Derby, the CQC-registered service offers you a drug and alcohol-free environment that promotes recovery and growth through a range of structured support, individualised care and wellbeing activities.

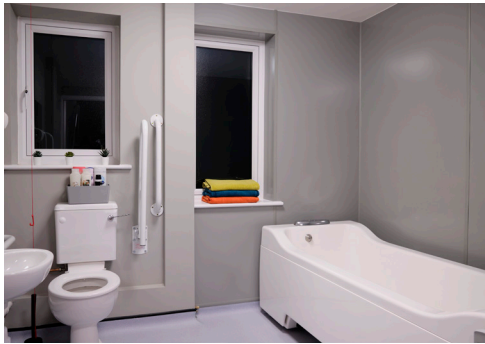
At New Oakwood Lodge, our program typically spans six months, though it is flexible based on individual needs. We work closely with you to develop a personalised approach that aligns with your goals.

The spacious service accommodates 38 Community Members, each supported through a holistic, evidence-based Therapeutic Community approach. This approach blends substance use, mental health and support for wider needs into a comprehensive program.

Every person supported at New Oakwood Lodge is referred to as a 'Community Member.' The Therapeutic Community creates a structured, supportive environment where each member is an important part of the community. You and your peers will actively participate in each other's recovery through peer support, group therapy, and various therapeutic activities, all designed to promote personal growth within a communal setting.



Our dedicated team of highly skilled and compassionate professionals is available 24/7 to support you throughout your journey.



NEW OAKWOOD LODGE FACILITIES

The service has been designed to offer a psychologically informed and trauma responsive environment, which means we always consider our Community Members' thoughts, emotional needs, personalities and past experiences.

NEW OAKWOOD LODGE OFFERS:

- Accommodation for up to 38 Community Members in single occupancy rooms with ensuite bathrooms, with separate male and female accommodation.
- Fully equipped on-site fitness suite.
- On and off-site activities may include: yoga, five-a-side-football, gardening, reduced cost fitness classes, art classes, and regular off-site activities.
- Accessible rooms with ensuite wet rooms
- Over 3 acres of mature garden space.
- On-site leisure activities including a pool table, board games and books. TV/DVD and stereo equipment are available in the Lounge Room.
- Senior move-on accommodation on-site.

A COMFORTABLE PLACE TO DETOX

Depending on your individual assessment you may be able to detox from substances such as opiates, benzodiazepines, and alcohol in our supportive and caring environment. Upon arrival, you will meet with our detox clinician and together discuss and start your detox.



WHAT TO EXPECT HERE

We understand that starting treatment can be a challenging time. During the early stages of the programme, you will receive additional support from staff and fellow Community Members as you settle in – we call this the 'welcome house' stage. During this time, you will familiarise yourself with your surroundings and learn about the programme at a steady pace within a smaller community of others who are also in the early stages of their programme, this is so that you have time and space to adjust.

When you move onto the main stage of the programme, days will become busier with group work, one to-ones, counselling and activities within the house. As you progress through the programme, from the Primary stages and onto the Senior stage, you will have more free time during evenings and weekends, but there will still be regular groups which all Community Members are expected to attend. This gradual transition is designed to help you prepare for life beyond the residential service.

We strive to be consciously inclusive of gender identity and expression, and whilst Community Members come together for most of the day, we also provide gender-specific groups to explore gendered life experiences.

MEETINGS, GROUPS AND SESSIONS:

1 Morning meeting

Held first thing after breakfast each day, everyone attends. It is designed to set Community Members up for the day ahead, with the opportunity to let each other know how you are feeling and if you need extra support.

5 Assignment groups

Community Members complete several written assignments as part of their journey. During these groups, you will present your work to the rest of the group and receive feedback.

2 Peer groups

Run once a week, led by a fellow Community Member who has been trained to lead groups. Peer groups are responsive to the needs of their members, facilitating discussions on a range of topics as a means of supporting each other.

6 Goals group

Setting goals in recovery is vital, as it helps you maintain focus and provides a sense of structure. These groups are an opportunity to discuss goals with peers and make plans to achieve them.

THE THERAPEUTIC COMMUNITY

The service offers a comprehensive treatment programme within a holistic Therapeutic Community setting, providing a wide range of health and social care services tailored to your individual needs.

The programme promotes positive change by supporting you to develop self-worth and personal responsibility while challenging individual attitudes and behaviours.

“As part of the safe, open and caring Therapeutic Community, you are encouraged to develop essential life and social skills through engagement in daily work and activity routines.”

Structured group support incorporates cognitive behavioural therapy (CBT) influenced techniques and behavioural role-play therapy. The programme may also include interventions focused on personal and behavioural development, relapse prevention, harm reduction, peer-led groups and meetings, gender-specific support, social and community activities, mutual aid, and employability.

At the heart of the Therapeutic Community is peer support. Community Members help and nurture one another on their journeys through the programme. By working together and taking shared responsibility for the smooth running of the house, members create a safe, supportive, and structured environment. This enables you to explore the underlying reasons for your substance use and develop the skills required to lead drug- and alcohol-free lives.

We refer to people who have completed their treatment programme as Graduates. Many of our Graduates choose to return to support Community Members on their recovery journeys and assist in facilitating groups.

3 Community meeting

Held once a week to discuss practical activities within the house.

7 One-to-one sessions

You will have a dedicated Therapeutic Worker who will provide regular one-to-one sessions.

8 Counselling sessions

Community Members have access to counselling in a supportive environment that fosters mental health and overall wellbeing.

4 Gender groups

We provide gender-specific groups to explore gendered life experiences.

9 Evening meeting

Brings the community together for the final time of the day.



IMPROVING MENTAL HEALTH AND WELLBEING

Many people in residential treatment with Phoenix Futures have an emotional or mental health needs, and a significant number have a diagnosed mental health condition.

Our programme and interventions focus on improving mental health and wellbeing through specialist support and therapeutic activities. By integrating research and the lived experiences of Community Members, we have developed an evidence-based approach to ensure all your needs are met throughout your stay.

To provide personalised care, we begin by assessing your individual needs and goals. Our multi-disciplinary team – which includes counsellors, a mental health nurse, and therapeutic workers will all work with you to support you through an individualised care plan. Your holistic treatment will focus on areas that matter most to you and may include cognitive behavioural therapy (CBT) and behavioural role-play therapy to address anxiety, depression, and challenges with emotional regulation. With the close support of our entire team, your recovery will take place in a safe and comfortable environment.

Your psychological support will be continuously monitored, reviewed, and tailored to meet your changing needs. This ensures that your experience at New Oakwood Lodge provides the best possible opportunity to improve your wellbeing.

Phoenix Futures' residential services have successfully supported thousands of people to achieve long-term recovery. Those who have completed placements with us have reported significant improvements in their mental health and overall wellbeing.

TRAUMA INFORMED CARE

At Phoenix Futures, we understand that many people accessing our services have experienced trauma in their lives.

All staff are trained in trauma-informed care to recognise the widespread impact of trauma, identify its signs, and provide tailored treatment to address the varied needs of people on their recovery journey. Our interventions, policies, and procedures are thoughtfully designed to ensure a safe and supportive environment for everyone.

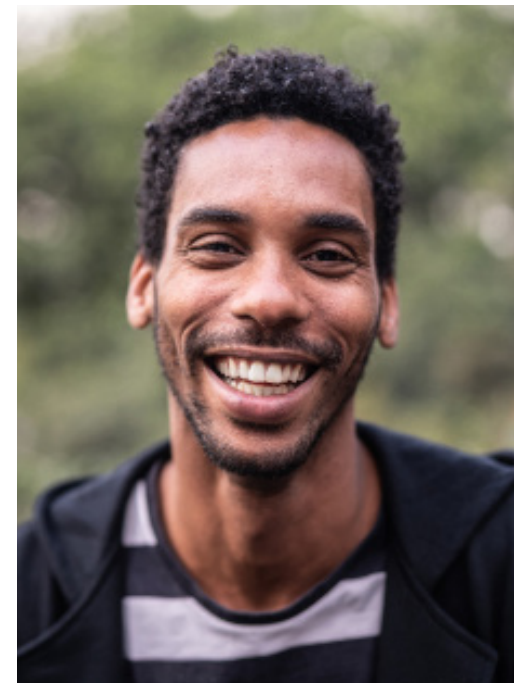
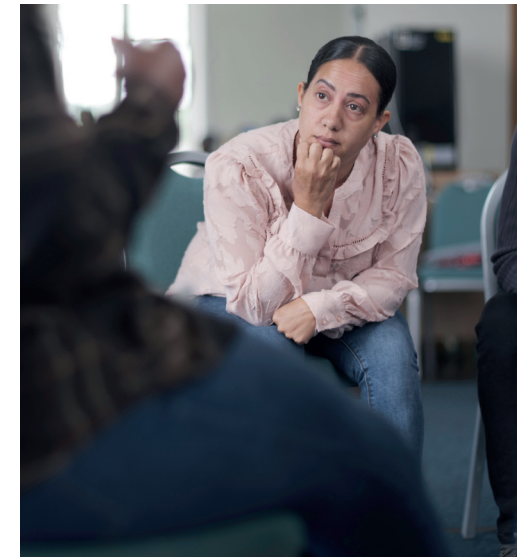
We also prioritise the wellbeing of our staff, recognising the importance of supporting them in delivering trauma-informed care. This enables our team to provide the highest standards of care for Community Members

AN INCLUSIVE ENVIRONMENT

At Phoenix Futures we pride ourselves on providing inclusive services and are committed to ensuring equality of access to treatment, meaning everyone has the same right to our care, treatment and support opportunities. We warmly welcome everyone to join our supportive Therapeutic Community, where our staff are culturally aware and sensitive to diverse needs.

People from all walks of life are affected by drug and alcohol use. We welcome adults of all ages, ethnicities, gender identities or expressions and sexual orientations, and we seek to be as inclusive as possible to people with disabilities. Please contact us to discuss any adaptations you may require.

Should you require support to access a place of worship, we have established links with local faith-based groups. Community Members often attend a diverse range of venues including churches, mosques and temples.



Men and women have separate areas of the house where they are based, and we can provide separate bedrooms for transgender people and those who identify as non-binary if required.

RECOVERY THROUGH NATURE, ARTS AND SPORT

You can engage in a wide range of conservation, sports and arts activities thoughtfully chosen to help Community Members work with others, express themselves and experience something new.

Participation not only fosters personal growth, but has also been shown to increase retention rates in treatment whilst equipping Community Members with valuable new skills.

RECOVERY THROUGH NATURE

Recovery through nature connects Community Members with our shared natural environment, offering the opportunity to take part in practical conservation projects. It's a highly effective therapeutic programme and has been proven to aid Community Members in their recovery.

RECOVERY THROUGH SPORT

Many Community Members develop their confidence, physical health and mental wellbeing through sport. Activities may include running, swimming and use of our fully equipped in-house gym.

RECOVERY THROUGH ARTS

Exploring our creative sides can help unlock powers of self-reflection and communication. You may have the opportunity to take part in reading sessions, art, drama and singing groups.



SUPPORTING FAMILY AND FRIENDS ON YOUR RECOVERY JOURNEY

Whether you have existing relationships with loved ones or wish to rebuild relationships, where appropriate, we will support this. In addition to inviting family members to attend care reviews, we offer family visits to give loved ones the opportunity to see the service and understand the programme.

All visits are subject to a thorough risk assessment, particularly where children are involved, and are pre-arranged to ensure that everyone can enjoy regular visits.

We recognise that those who stay with us may come from different regions across the country, making travel difficult for some. In these cases, we offer the option of virtual visits for loved ones who are unable to travel to the service, ensuring that connections are maintained regardless of distance.

Family members and loved ones can receive support at the residential service and share their experiences with others who can relate and provide encouragement. Additionally, we can connect family members and loved ones with partner organisations that offer the support they need.



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RECOVERY HOUSING

As you approach the end of your residential programme, you may have the option of moving into Phoenix recovery housing services, returning to your own home, or moving on to alternative accommodation provision. Our aftercare services are here to provide ongoing support during this important transition.

Here at New Oakwood Lodge, we have developed links with several different agencies to help provide you with housing and housing-related support both locally and within your Local Authority when you return home.

For anyone wishing to make a fresh start after completing treatment, there is an option to move into Phoenix Futures' recovery housing services, which provide a safe and supportive environment living with others who are also committed to leading abstinent, recovery-orientated lives.

If you decide to stay in our recovery housing, Phoenix Futures' dedicated housing workers will help you to develop life skills, find suitable education, volunteering or employment opportunities, and become part of the local community. When you feel ready to live more independently, our nurturing staff will guide you through the transition from supported housing to independent living, ensuring you feel empowered and prepared for this next step in your journey.



OUR PASSION FOR SUSTAINABILITY

Having achieved carbon-neutral status in 2020, we are committed to building on this achievement by extending our sustainability strategy into every aspect of our work. Our goal is to reduce carbon emissions, increase carbon capture and enhance our connection with the environment through our conservation initiative, Recovery through Nature.

Our new approach is guided by three key principles:

1

Growing our own produce 'from seed to table'. Food is grown and eaten by people who use our services. Surplus produce is supplied to local foodshare and foodbank projects.

2

Carbon reducing conservation work located at surrounding habitats within the grounds of, and local to, our own properties.

3

Conservation work for our Recovery through Nature partners.



PHOENIX FUTURES PROVIDES SEVEN RESIDENTIAL SERVICES ACROSS THE UK, EACH DELIVERING A COMPREHENSIVE, HIGH-QUALITY RECOVERY PROGRAMME ENHANCED BY THEIR INDIVIDUAL SPECIALISM.

OPHELIA HOUSE, OXFORDSHIRE



- Trauma responsive residential treatment for women with single en-suite rooms
- All female multi-disciplinary staff team
- Onsite counselling and psychologist led interventions

NATIONAL SPECIALIST FAMILY SERVICE, SHEFFIELD



- Residential support for families including single parents or couples and their children or pregnant women
- Evidenced-based parenting skills development
- Ofsted registered nursery - rated Outstanding with childcare and child development support provided by specialist childcare staff

NEW OAKWOOD LODGE, DERBY



- Enhanced individualised care for those with co-existing mental health alongside substance use
- Psychologically informed environment with single en-suite rooms
- Onsite counselling and psychologist led interventions

WIRRAL RESIDENTIAL



- A spacious, Edwardian building provides the setting for one of our longest established Therapeutic communities
- Specialist recovery move on supported accommodation
- Established graduate pathway from peer support to volunteering through to employment

SCOTTISH RESIDENTIAL, GLASGOW



- Psychologically informed environment with single en-suite rooms
- Specialist recovery move on supported accommodation
- Established graduate pathway from peer support to volunteering through to employment

NATIONAL SPECIALIST FAMILY SERVICE, SCOTLAND (HARPER HOUSE)



- Residential support for families including single parents or couples and their children or pregnant women
- Evidenced-based parenting skills development
- Regulated child daycare service with childcare and child development support provided by specialist childcare staff



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