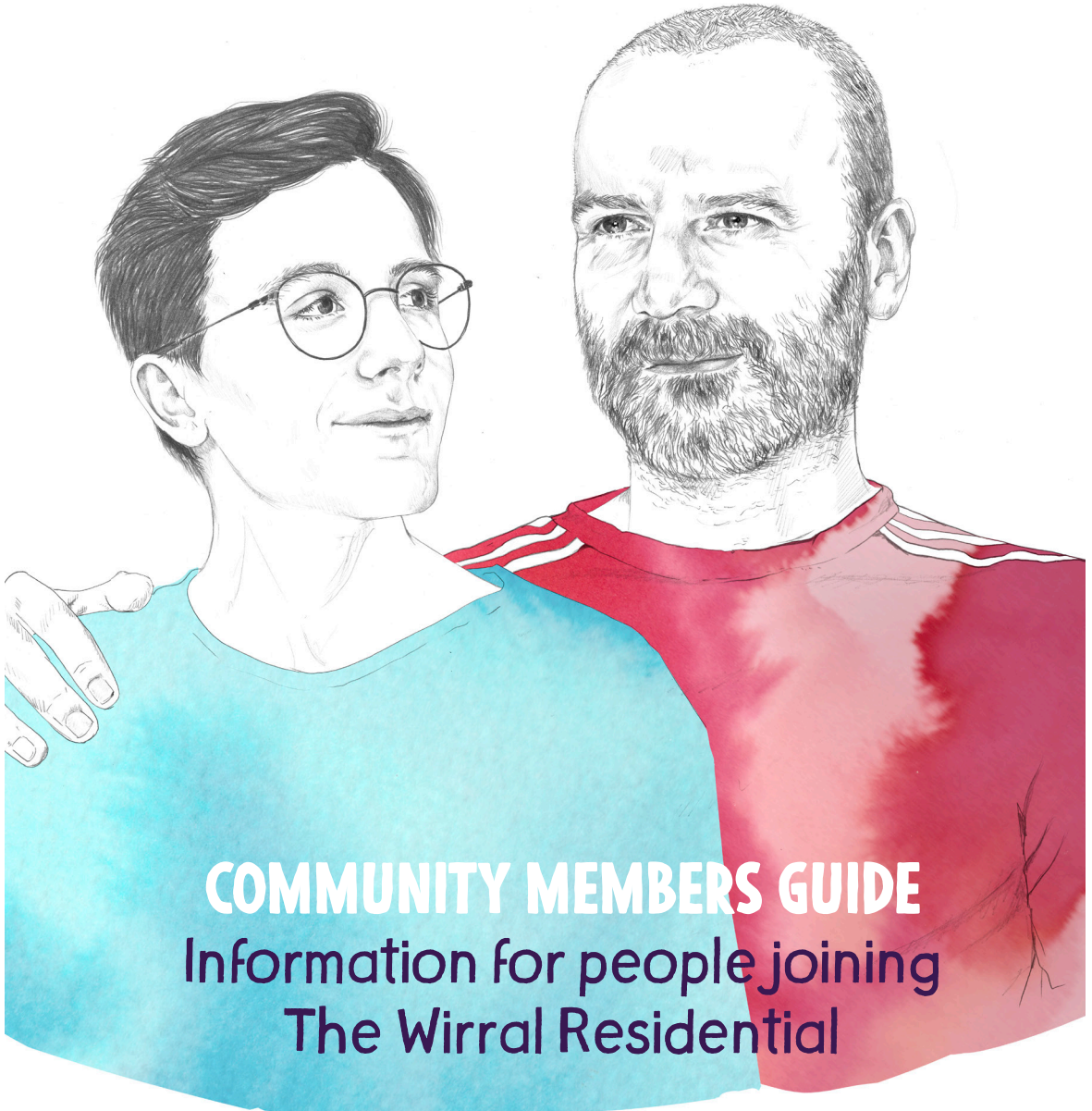


PHOENIX **WIRRAL**
FUTURES **RESIDENTIAL**
SERVICE



COMMUNITY MEMBERS GUIDE

Information for people joining
The Wirral Residential



WELCOME TO THE WIRRAL RESIDENTIAL

The Wirral Residential Service offers a drug and alcohol-free environment with structured support for people 18 years of age or over who are looking to address their problematic drug and/or alcohol use and improve their mental health. Your needs will be assessed on a one to one basis to ensure a full programme of support.

Our residential services have been successfully supporting people across the UK to achieve long-term recovery for more than 50 years. We accept placements which are funded by a variety of means including those funded by the Local Authority and self-funded residential placements.

We offer programmes of both 3 and 6 months in length based on the need of the individual.

The Wirral Residential Service is located in a large Edwardian house in the Wirral suburbs. The spacious service provides for 35 residents. They are

supported through the evidence-based Therapeutic Community approach to recovery. All of the people who use our residential services are part of the Therapeutic Community and we call them Community Members.

Our staff team are highly skilled and experienced with a passion for helping people create brighter futures for themselves, their families and communities.



A COMFORTABLE PLACE FOR YOUR DETOX

Community Members can detox from several substances including opiates, benzodiazepines and alcohol. All Community Members are registered at a GP surgery as soon as they arrive where a GP will assess which medication to prescribe and the appropriate dose.

Detox can be a difficult time, therefore during the initial stages of the programme whilst settling in, you will receive additional support from staff and peers. During this time, you will get used to your new home and learn about the programme at a steady pace, and in a smaller community.





125

Community Members chose to join us at our Wirral Residential Service during 2021-22



THE THERAPEUTIC COMMUNITY

The service offers a comprehensive treatment programme within a therapeutic community setting, providing a range of health and social care services to suit the individual needs of each Community Member.

The programme promotes change by developing self-worth and personal responsibility and challenging individual attitudes and behaviours.

The therapeutic community is designed to encourage the development of life and social skills through engagement in daily work and activity routines. Additionally, structured group work embraces cognitive behavioural therapy methods as well as behavioural role play therapy.

At the heart of the therapeutic community is peer support. Community Members help and nurture each other as they move through the programme. Working together and taking responsibility for the smooth running of the house provides a safe,

supportive and structured environment where Community Members are able to look at the underlying reasons for their substance use and develop the skills necessary to move-on to live drug and alcohol-free lives.

We call people who have completed their treatment programme graduates. After completing their programme, many of our graduates will return to support Community Members, and take part in facilitating groups.

90%

Improvement in social networks and relationship skills from Community Members in 2021-22

WHAT TO EXPECT IN THE WIRRAL RESIDENTIAL SERVICE

When Community Members move into the main stage of the programme, days will become busier with group work, one-to-ones and activities within the house.

As you move through the programme, you will have more spare time during evenings and weekends, in preparation for leaving the residential service. However, there will still be regular groups which all Community Members are expected to attend.

We recognise the importance of gender specific support needs and whilst Community Members come together

for most of the day, we also provide separate gender-specific groups in order to meet a particular need or gap within our treatment service provision. Non-binary people who see themselves as partially or occasionally identifying with either of these genders, and feel they would benefit from accessing a women-centred or men-centred space, are welcome to join these groups.



Setting goals in recovery is very important as it keeps Community Members focussed



Morning meeting:

This is held as the first thing after breakfast each day, everyone attends, and the group is designed to set Community Members up for the day so that they can let each other know how they are feeling and if they need extra support.

Community meeting:

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

Peer groups:

These are run once a week and are led by another resident who has been trained to lead groups. The purpose of the group is to be responsive to the needs of its members and facilitate discussions on a range of topics as a means of supporting each other.

Gender groups:

We run separate groups for men and

women, so that Community Members can explore topics that they may not be comfortable discussing with members of the opposite sex.

Assignment groups:

Community Members will complete several written assignments throughout their time with us. During these groups, Community Members will present work to the rest of the group and receive feedback.

Goals group:

Setting goals in recovery is very important as it keeps Community Members focussed and gives structure. These groups are an opportunity to discuss goals with peers and make plans for achieving them.

Evening meeting:

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

IMPROVING MENTAL HEALTH AND WELLBEING

92% of people in residential treatment with Phoenix Futures have an emotional or mental health need and almost 70% had a diagnosed mental health condition.

With this in mind our programme and its interventions have a key focus on improving mental health through

specialist support and therapeutic activities.

This has meant that those who come to Phoenix Futures have significant improvements in their mental health, reporting on average an improvement of 82%.

Our support is continuously monitored and tailored to meet individual needs. This helps us to ensure a placement with Phoenix Futures enables people to improve their well-being and get the support they need.

84%

of those who chose to join us in our Residential Services reported an improvement in their overall quality of life upon completion



AN INCLUSIVE ENVIRONMENT

At Phoenix Futures we pride ourselves on being an inclusive service committed to ensuring an equality of access to treatment. Everyone is welcome to join our supportive Therapeutic Community and 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, ethnicity, gender identity or expression and sexual orientation and we seek to be as inclusive as possible to people with disabilities.

We have substantial experience of working with women who require additional support for their mental health or who have experienced physical and sexual violence and abuse. We know many women use drugs and alcohol to self-medicate as a means to relieve symptoms of an existing mental health condition or deal with trauma they have experienced in the past. We know women try and cope in these situations for a long time to protect themselves and their children.

We support women to recover from these experiences by providing a nurturing, psychologically informed environment that



- Fosters a sense of home and safety
- Provides practical support to manage high levels of destitution and low self-care
- Offers highly skilled and empathetic staff
- Supports women through Specialist Trauma Informed Care approaches
- Provides support and structure from the therapeutic community, developing a sense of confidence and control

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.

We can accommodate Community Members with additional mobility requirements. We can also make adaptations for Community Members with visual and hearing impairments. Every Community Member we welcome into our residential service will have their needs assessed on an individual basis so that we ensure a full programme of support.

Should you require support to access a place of worship, Phoenix Futures have established links with local faith-based groups and Community Members often attend a diverse range of venues including Churches, Mosques and Temples.

TRAUMA INFORMED CARE

At Phoenix Futures we are conscious that both men and women have had an experience with trauma in their lives.

All staff are trained in trauma-informed care to understand the widespread impact of these experiences, to recognise the signs of trauma and provide treatment which addresses the multi-faceted needs of people working towards recovery. Interventions, policies and procedures are specifically designed to provide a safe, supportive environment for people accessing our services.

Focus is also placed upon supporting staff wellbeing when delivering trauma-informed care to help them provide the highest standards of care for people entering treatment.



“I really enjoy the women only groups and my key worker is a woman so this has helped me a lot to discuss certain issues.”

Amber - Community Member, Phoenix Residential Services

RECOVERY THROUGH NATURE, ARTS AND SPORT

During your programme you can engage in a wide range of conservation, sports and arts activities which have been selected to help our Community Members work with others, express

themselves as individuals and provide the opportunity to experience something new. These activities have been proven to increase retention rates in treatment and help Community Members learn new skills.



RECOVERY THROUGH NATURE

Recovery through Nature connects our 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 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 and drama groups and sing in our in-house choir Phoenix Voices.

RECOVERY THROUGH SPORT

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



OUR PASSION FOR SUSTAINABILITY

Having achieved carbon-neutral status in 2020, our goal is to build upon this achievement and extend our sustainability strategy into all facets of the work we deliver. We aim to do this by reducing carbon emissions, increasing carbon capture and enhancing our connection with the environment through our conservation initiative, Recovery through Nature.

There are three guiding principles to our new approach;

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 food-share 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.

The opportunity to take part in Recovery through Nature will be available to everyone throughout their programme with Phoenix Futures. Community Members are actively encouraged to engage with the beneficial aspects of our sustainability initiatives to help educate us all on the benefits of environmental responsibility, improve our diets and enhance our physical and mental health.



PROMOTING A SUSTAINABLE RECOVERY CULTURE IN OUR LOCAL COMMUNITY

Recovery means passion, strength and courage, a community which will always welcome you, and a way of life that helps build a brighter future. Together we break down stigma and form new connections across our communities.

Delivering services in the North West since 1987 has enabled us to foster strong partnerships within the communities where we work, and offer Community Members opportunities that will benefit them far beyond the time they spend in treatment with us.

Due to their past experiences, we have found many of our Community Members were not given the opportunity to gain formal qualifications or employment experience which can be a barrier to moving forwards in their recovery. In response to this, we have established strong connections with local colleges, training providers and employment organisations for Community Members who wish to continue to develop their prospects.

We have many partners in the North West who provide communities of recovery.

We work closely with all other substance misuse services, residential, housing and recovery services, and groups such as SMART recovery, recovery cafés and Fellowships. This helps us to ensure each person receives a wide range of recovery support.

COMMUNITY LINKS

Our excellent links with the local community provide a wide range of volunteering and educational opportunities which can be accessed during and after treatment.

Our busy schedule of community engagement activities helps to widen social support networks and improve health and well-being.

Whilst recovery isn't easy, there is no reason why it can't be a lot of fun at the same time! Past Community Members have had the opportunity to engage in drama, music, sport, creative writing, conservation work, IT sessions, college courses and recovery groups. The choice will be based on the individual and supported at the appropriate stage of treatment.

RECOVERY HOUSING

Once you come to 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. Through our after-care services we continue to support you with this transition.

Here at the Wirral Residential Service, we have developed links with several different agencies to help provide you with housing and housing-related support both locally and within your own local authority when you return home.

For those who wish to make a fresh start in the North West after they finish treatment, there is an option to move into Phoenix Futures' recovery housing services which provide a safe environment living with others who are also leading abstinent, recovery-orientated lives.

If you decide to stay in our recovery housing, Phoenix Futures' dedicated housing workers will help with developing life skills, finding suitable education, volunteering or employment opportunities and becoming part of the local community. When you are ready to live more independently our staff team will support with the transition from supported housing to independent living.



“My perspective is totally changed as my family is back in my life and the structure and support is amazing. My future is bright and the structure will now put me in a good place to plan ahead.”

Safia - Community Member, Wirral Residential Service



SUPPORTING FAMILY AND FRIENDS ON YOUR RECOVERY JOURNEY

We recognise substance use not only affects the individual, but also their families and loved ones around them. All of our residential services will help facilitate families and loved ones to access mutual and emotional support.

Whether Community Members already have relationships with loved ones or wish to rebuild relationships, where appropriate we will support this. In addition to family members attending care reviews, we offer family visits so that they have the opportunity to see the service and understand the programme.

These visits are subject to a thorough risk assessment, especially where children will be present, and visits are pre-arranged so that everybody has the opportunity to receive regular visits.

We realise that those who stay with us can come from a variety of areas across the country, some which would make travel difficult. In these circumstances we can offer the opportunity for virtual visits for loved-ones who cannot travel to the service.

There are opportunities for family and loved ones to get support at the Wirral residential and share their experiences with others who can relate and support. We can also put any family members and loved ones in touch with partner organisations offering support across Merseyside.



PHOENIX FUTURES RESIDENTIAL SERVICES

The Wirral Residential is one of four rehabilitation services Phoenix Futures provides across the country, each delivering a comprehensive, high-quality recovery programme enhanced by their individual specialism.

National Specialist Family Service

A unique service providing a safe, nurturing environment for parents to remain with their children throughout their recovery. The family service includes an onsite childcare unit, rated Outstanding by OFSTED.

Scottish Residential

An accessible property located in Glasgow. Service users will have an individual en-suite room, with a lift providing accessibility throughout the building to those with additional mobility needs.

New Oakwood Lodge

An enhanced Therapeutic Community offering CQC-registered drug and alcohol residential care to people with substance use problems. Residents stay in a large Georgian house, which has been recently redeveloped and refurbished, in the leafy village of Oakwood, close to Derby.



To find out more, make a referral or discuss how to fund your treatment get in touch by phone 0151 652 2667 or email on wirral.residential@phoenixfutures.org.uk

YOUR SUPPORT ENABLES US TO CREATE HOPE FOR A BRIGHTER FUTURE

Support us to make safer, healthier, happier communities across the UK

As a registered charity we've been helping make a positive change for individuals, families and communities across the UK for more than 50 years

If you'd like to support us we'd love to speak to you

Contact us at - marketing@phoenixfutures.org.uk

**PHOENIX FUTURES
WIRRAL RESIDENTIAL**

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