



Freedom Recovery Centre

Freedom Recovery Centre

Client Handbook

Residential Rehabilitation Facility



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WELCOME TO FREEDOM RECOVERY CENTRE

Allow us to support you on your journey to “freedom from addiction”

The purpose of this booklet is to explain what you can expect from Freedom Recovery during your stay, and what we expect from you in return.

Firstly, Freedom Recovery is an abstinence-based programme for individuals over the age of 18 years, who have a history of dependence on drugs and alcohol.

We know that recovery is a difficult journey, and in reaching this stage, you will have already made some difficult decisions and followed them through. Our role and our commitment to you, is to support and build on your hard work to date and establish a solid foundation from which you can maintain a life free of drugs or alcohol. To do this we try to 'walk you through your time at Freedom Recovery, from admission through to completion, and in some cases into aftercare (after completion). In your stay at Freedom, we bring together a number of processes, which educate, equip, and enable you to sustain your recovery beyond your stay with us. (A typical timetable has been included in this handbook)

Admission

After your pre-admission assessment, staff at Freedom, or your Care Manager will get in contact with you, giving you a date for starting your treatment at Freedom. Admission days at Freedom Recovery are Monday and Tuesday and you should arrive no later than 09:30am NB: unauthorised later arrivals could lead to a re-admission date.

It is very important that you arrive on time and that you are not under the influence of alcohol or drugs. If you are late, you may be refused admission. If you think you are going to be late, you should contact us. If you have used drugs or alcohol before your admission, you should contact your care manager.

What can you bring with you?

- Electrical devices - such as a walkman, radio, cassette, CD player, shaver, or electric hairdryer
- Money - we ask that people do not bring in more than £50. Please, bring only enough for your daily needs, plus a bit extra for unexpected purchases
- Toiletries- please do not bring any alcohol-based mouthwash
- Alarm Clock - often essential
- The Essentials - walk with what you can carry, i.e. Hand Luggage or Carry on Luggage

What you should not bring

- Alcohol, Drugs, Weapons, Goods to sell, Televisions, Cars, Motorbikes, Bicycles, Musical instruments, Expensive jewellery, Laptop computers, DVD players
- Alcohol, drugs and weapons will be confiscated on admission, and the discovery of any during your stay will be challenged and could result in immediate discharge

If you do bring in valuables, jewellery or more money, you will need to deposit them in the office safe. If you decide against this option then FRC cannot be held responsible for their loss or damage to personal property

NOTE: Any property left behind on the project when you leave will be kept for one week and then your care manager contacted, if not collected we will donate to charity without further notice

What if I am on prescription drugs from my GP?

You must let us know on admission if you are on prescribed medication, we can then arrange for our local GP to prescribe during your stay. This should not involve prescription drugs such as Diazepam or other sedative drugs

Drug Testing

On admission, you will be required to provide a drug test and or a breath test. During your stay you will be required to provide an oral swab, urine sample or breath test on a random basis. We are an abstinence-based project and require all individuals to respect and comply with this rule. It is there to protect the interests of all individuals. Please remember that if your swab or breath test indicates that you have used drugs or alcohol you will be asked to leave the project immediately. Similarly if you refuse a swab or breathe test you will be asked to leave immediately. All tests are supervised

Accommodation

Freedom Recovery has a mix of shared and single supported accommodation. Having a single room is dependent on availability. Many individual have said that they valued sharing a room in the early days as it offers extra support at a time when they are most vulnerable. However, we recognise that everyone is different and we endeavour to respond to an expressed preference for a single room where we are able to do so

How many people will I share a house with?

Freedom currently has two houses. Our main house accommodates five people and our stage two house, four people. At some point in your stay at Freedom Recovery, and as part of the process of growth and gaining life skills and independence for returning to the community, or as preparation for 3rd stage, you will be asked to move to the Stage Two house This is a measure of positive progress

Main Door and Bedroom Keys

Keys are loaned to residents on a £10.00 refundable deposit. If a key is lost, a duplicate will be provided using this deposit

Can I come and go as I please?

It is important that you accept that the first few weeks of your stay can be a difficult time. It is in this period that service users are often most vulnerable. For this reason we do not encourage residents to leave the house unescorted until your life story is completed, during this period we invite you to make short trips accompanied by a 'buddy', (an individual who is more senior and able to assist new arrivals in their recovery)

This will be reviewed in Community Group, once your life story has been read. Once the buddying has been lifted, you will receive your mobile phone back also. This policy is not designed to restrict you, but to protect you and increase your potential for sustaining your recovery

Can I have visitors during my stay?

Visitors are allowed between 5pm-10pm Mon-Fri and Weekends 10.00am to 10.00pm (THIS INCLUDES EX-SERVICE USERS WITH STAFF DISCRETION)

Groups

Groups are a big part of the Freedom Recovery Program. Attendance at all groups is a condition of your stay. The group process is about peer support, trust and learning. They are designed to help you work through many areas and related issues, within a setting of shared experiences

To be effective the group setting relies on a mutual commitment to trust and respect. You must arrive on time and should not leave until the group has ended. These rules provide a safe and non-judgemental learning environment for all. Groups are confidential

Individual Counselling

All service users receive a minimum of one individual counselling session with an allocated counsellor each week. Like groups this is a 'safe space' for you to work through difficult emotions, not just your relationship with alcohol and drugs but many of the issues that have contributed to your dependence. Counselling is treated as confidential within the team and is part of the treatment package

Care Plan

During your time at Freedom Recovery all of our staff team are committed to working to support you in achieving your goals. You will however have a key-worker. This person will be responsible for working with you to develop and support your personal care plan, setting out your needs and those areas that need to be addressed for sustained recovery

Your care plan, which will be agreed by you and your key-worker will identify your short/long term goals and will then help you to focus and break them down into a smaller more achievable goals over a set time. This process is designed to reinforce a constant sense of progress during your time at Freedom Recovery

How often do I see my key-worker?

Your key-worker will meet with you formally to review your care plan at least once a month. It is important to remember that if your key-worker is not available you can approach any other member of staff

Staff Support

Freedom Recovery staff are available on site Monday to Friday between the hours of 9am-5pm. Off site between 5pm and 9am, 24hrs, 7 days a week, 52 weeks of the year. Each weekend (Saturday and Sunday - known as check in) individuals will be contacted by phone by a member of staff

CLIENTS AGREEMENT - Your responsibilities

Freedom Recovery is committed to providing a safe and therapeutic environment for all those using its services. Our service and its delivery is designed to reflect our overriding duty of care to all individuals and staff. To this end, the following rules are set out to cover some of the most important aspects about your co-operation in spirit with FREEDOM RECOVERY CENTRE intention. It is most important you keep up on your agreement and goals to maintain on-going recovery.

- You must abstain from alcohol and drugs (except those drugs prescribed by your doctor)
- Random breathalysing/drug testing will be carried out at the discretion of the Freedom Recovery Centre management in charge of the facility
- No violent or abusive behaviour, either physical or verbal, towards a person's gender, race, sex or religion will be tolerated
- You will be given a weekly task in order to keep the facility clean and tidy. A weekly task rota is produced and pinned on the clients notice board and may change weekly
- You are expected to respect other client members and keep general areas clean and tidy. Please wash, dry-up and put things away after use. It is not the duty of the person on kitchen duty' to wash and clean up after other people

- Please also be respectful of other members by keeping noise levels to a minimum (TVs, radios etc)
- Service Charge is payable by the clients who reside on the premises. The service charge payable is a contribution towards services provided. The amount payable must be paid no later than on the appointed day of each week. If you have a predicament with this arrangement, please speak to the FRC administrator
- Doors and windows must be kept locked and someone should be appointed to lock up and put out the lights etc., every night. Last person to bed please ensure all lights are switched off
- All electrical appliances that have been in use (TVs, radios etc.), are to be switched off or unplugged
- If it is your intention to be away from FRC for any length of time, you are to keep members of staff informed. If you give notice that, you will be away from FRC you will be required to pay half of the weekly contribution in advance
- Each person is responsible for the cleanliness and general good upkeep of his or her room. The appointed staffs has the right to make periodic visits to your room to check that everything conforms with Health & Safety and Fire Regulations and to see if repairs or decorations are needed to be done
- Each client is expected to attend regular meetings as required by the FRC program
- No visitors, including children, may stay overnight
- Children and minors visiting FRC are the responsibility of the host adult and must be under his/her constant care and supervision at all times
- All visitors to FRC must be alcohol and drug free

- Your room should be locked for safety and security purposes, however, the manager reserve the rights to a duplicate key for your room. He/she will only enter your room when you are present except in cases of emergency
- If you are intending to leave FRC permanently, please give notice of your intention. Your belongings must be removed at the time of your departure. FRC cannot be responsible for belongings left behind
- Any major infringement of these rules and regulations may result in your being asked to leave FRC, perhaps even immediate
- You will be asked to hand in your mobile, which will be kept in the office until further notice
- Treat staff and others with respect and dignity, especially observing Equal Opportunities Policy
- 'FIRE' instructions are located in every room and hallways please familiarise yourself with exits and fire drills and all health and safety aspects
- Time away will only be allowed in EXCEPTIONAL circumstances and at staff discretion. Any time out must be agreed in advance of admission and as part of your Care Plan
- You must participate in the therapeutic duties like: shopping, cooking, and cleaning, unless prior agreement with Staff. This includes submitting a menu, shopping list, maintaining household therapeutic duties
- For health and safety reasons entry and exit of FRC house must be recorded in the signing in book located in the entrance hallway

- All assignments are to be handed in on time, daily diaries are compulsory and are considered an important part of the treatment process your cooperation is essential. You will be expected to do step work and assignments in group. Alternatives are given for those with learning difficulties
- Travel expenses are paid with the agreement of your funding and care manager and only given with a valid receipt. Please see administrator for further details
- Meal times are an important part of developing social skills; all service users are expected to participate in cooking and shopping rota and remain at the table for the community meal
- No leaving the building during programme times without consent from staff
- Wednesdays are non-clinical days, no formal groups, however this is a treatment day and you are expected to be up and downstairs by 9:00am. All appointments, i.e. Doctors, Dentists, legal and family need to be arranged on this day, this may also be a day you see your counsellor, have a care review, key work or do your assignments (step work). It is vital that you are available for arranged sessions

Internet Access

Freedom Recovery Centre provides a computer and Internet access. You need to book in advance a session and sign in at the Office for the Wireless adapter. The Internet sessions are limited to 15 minutes per person due to the number of individuals and the room availability. The Open Hours for use of Internet are: 12:00 to 13:00 and 16.00 to 17.00 depending on room availability. It is strictly forbidden to use the Internet to visit or access chat rooms, gambling, adult X-rated sites, downloading of games, music, and ring tones.

CLIENTS'S FORUM

There are regular Community Meetings where clients have the right to make their needs and preferences known. Through these meetings FRC aims to run the facility as democratically as possible - offering a voice and choice to all concerned and thereby building a philosophy of trust, responsibility and equality in the facility.

FIRE SAFTY PROCEDURES

FRC will ensure that all clients are properly inducted so they understand the fire evacuation procedures and the action to be taken in the event of a fire. Evacuation notices are displayed on the walls with instructions of what to do in the event of fire. There is a list of emergency phone numbers on the notice board

Fire Induction will consist of the following:

- Location of all escape routes and Assembly points
- Location of fire fighting equipment
- Location of all fire alarms
- Instruction on how to use the fire alarm
- Instructions on what to do in event of fire

Action to be taken in the event of a fire

- Immediately activate the nearest fire alarm call point

Action to be taken on hearing the fire alarm:

- Call the fire brigade by dialling 999
- Give the operator your number and ask for fire
- When the fire brigade answers give your address
- Do not replace the receiver until the address has been repeated back to you
- Location of assembly point

Clients are expected to make sure that:

- Exit routes, stairways and corridors are kept clear of obstructions
- All fire doors to be kept closed at all times
- The fire alarm and fire equipment must not be tampered with
- Stoves, heaters or lamps using paraffin or liquid gas are not to be used

Fire Fighting Equipment

- Fire fighting equipments will be provided at strategic locations around the facility in order to reduce the risk to client, staff, and property in the event of fire
- Fire extinguishers will be provided on exit routes where they can easily be reached and near the hazards they protect

Testing of Fire Detection Systems

- Fire systems will be checked regularly and maintained in a good working condition
- All fire detection systems will be checked by qualified engineers

Your right to confidentiality and consent

The law states that when you share information about yourself with an agency such as Freedom Recovery you should do so in the knowledge that it is done in confidence and it will not be without your written consent to any other person or agency. The law does allow information about you to be disclosed without your consent under certain circumstances. These would most commonly be if sharing the information either

- prevented a crime
- supported a conviction where a crime had already been committed
- in the interests of national security
- Child Protection Acts

As part of your admission process at Freedom Recovery you will be asked to sign a consent form to share information. This allows you to choose which agencies can access information about you and your treatment

Planned Discharge

Towards the end of your stay with Freedom Recovery your counsellor/key worker in discussion with you and your local care manager will begin to identify what support you will need when you leave Freedom to give you the best opportunity to sustain your recovery and positive life style.

This is known as an aftercare plan and can address practical issues such as housing, education or employment or the need for continued counselling and relapse prevention. Your deposit is returned on exit when all keys have been accounted for

Unplanned Discharge

There will be incidents where an individual at Freedom Recovery may be asked to leave due to a serious breach of the terms and conditions of stay, this is considered an unplanned discharge. Where this happens we will work with you and your care manager to assist you in accessing services in your local area. Being asked to leave does not mean that at some point in the future you cannot re-apply to return to Freedom Recovery. This is at the discretion of the staff team and Care Manager

Your rights during your stay at Freedom Recovery

At Freedom we do not forget that as a provider we are here to meet your needs and to provide you with safe environment and a service that reflects your needs and aspirations

During your stay you have a right to be treated by staff and other individuals with respect and dignity. FRC is committed to providing a safe environment in which individuals are able to realise their full potential and to create conditions in which this goal can be realised. FRC is committed to identifying and eliminating discriminatory practices, procedures, and attitudes throughout the treatment process

FRC aims to ensure that no individual is discriminated against, either directly or indirectly, on the grounds of gender, race, colour, nationality, ethnic or racial origins, marital status, sexual orientation, religion or offending background.



Complaints Procedure

Freedom Recovery Centre aims to maintain the highest possible standard of service and support to its service users, referrers and all those who come into contact with us

If you feel unhappy with any aspect of your treatment and care during your stay at Freedom you have a right to make a formal complaint. In the first instance this could be a verbal complaint to a member of staff, most complaints can be resolved at this level. For more serious issues such as a complaint about a member of staff you should put this in writing to the manager. If you need help in making a complaint you could talk to FRC manager.

If you have need to complain please ask a member of staff for the copy of Freedom Recovery's complaints process.

“I arrived at FRC 4/8/09 from detox. The reasons I chose to come to FRC was that during my assessment I felt part of the program straight away. Peers and staff made me feel wanted and I felt inside this was a place I could get the help I needed. I was scared but I'm very glad I overcame my fears. FRC was a good start for me taking personal responsibility for my recovery.

The regime helped me grow in confidence giving me a safe home base, whilst building a support network in the community. I made some very good friends there, who are still close to me. I am always made to feel welcome when I return. I had never been able before to remain abstinent in the community for any period of time. I am now 9 months clean and sober. FRC has helped me a lot.”

Sonny

Freedom Recovery Centre

Freedom Recovery Centre offers a residential service which includes Day Service and Aftercare to people with substance misuse related problems. We provide a unique, affordable, and effective treatment for alcoholism and substance misuse available in the UK.

Objectives

- Aim to provide a safe, clean and total abstinence environment
- To facilitate a living environment which fosters mutual respect, co-operation, co-responsibility and accountability
- To improve the general health status of each client as defined by him/her and through identified supporting evidence
- To explore and introduce clients to coping strategies, and relapse prevention strategies

What makes FRC stand out from the rest

- Flexible Admissions
- Our high success rates – 96% January 2010-06-06
- Treatment periods from 12 to 24 weeks
- Varied and engaging treatment



- Group workshops
- One to One therapies
- Key-work support tailored to your individual needs
- Free Aftercare
- Family Counselling and Support Meetings
- 12-Step Model with over 80 years of international success



ELIGIBILITY CRITERIA

FRC accepts applications from individuals who satisfy the criteria listed below.

- Gender: Male/Female
- Substance misuse related problems
- Undergone completed detoxification programme
- Willing to engage in an appropriate and agreed plan of support
- Age: 18 and over

FRC does not discriminate regardless of nationality, colour, religion, class, sex, sexual orientation, marital status.

ADMISSION PROCESS

- Telephone contact/referral
- Tour of Facility
- Explanation of how Facility operates
- Questions and clarification
- Disclaimer letter signed by the client giving permission to the support team to contact relevant professionals to request information, which will help in the drawing up of a comprehensive support plan for that client
- Time given for informed decision to be made by client on whether to come to Freedom Recovery Centre or not
- Admission date agreed

CONDITIONS OF ACCEPTANCE

- The applicant must have been detox and be committed to staying sober for the duration of their time in FRC (Detox is not offered)
- A completed an comprehensive assessment of each individual's needs
- All prospective clients must be agreeable to participating in their programme of support.

PROCESS OF PUTTING SUPPORT IN PLACE

- Admission and induction
- Contractual documents completed
- Information presented covering all aspects of FRC operational procedures
- Relevant professional agencies contacted
- Support plan drawn up and agreed with the client

Clients given advice/information and support in matters pertaining to the following:

- Benefits entitlement
- Health issues
- Legal issue
- Financial issues
- Ongoing treatment
- Leisure

AIMS OF THE POLICIES AND PROCEDURES

The Policies and Procedures are intended to set out and enhance the values and principles underpinning FREEDOM RECOVERY CENTRE approach to support, ensuring that client' rights and interests are safeguarded. This being the case, FRC believes that all policies and procedures have an important place in the life of each client

The goal of the Policies and Procedures is to provide: -

- A safe, healthy, secure, comfortable environment for staff, client and visitors
- Good support in facilitating and protecting client' privacy, dignity, independence, civil rights, choice, fulfilment and self-development
- A clear overview of the operational procedure of FRC from referral through assessment, admission, signing of the contract, support planning, and reviewing

CONFIDENTIALITY

Freedom Recovery Centre believes that it has a duty of confidentiality to all its clients. We regard this as being of the utmost importance and a key part in building a trusting, caring environment where clients can live safe in the knowledge that their confidences will be kept and where information about them will be protected safely. It is our policy that all information we receive about or from clients is confidential and that only those people who need to know information will have access to it. We seek always to ask permission before we share information about clients to anyone else

Record Keeping

- FRC keeps files on all our clients but only keep relevant information to ensure that the care we offer as an organisation is of the highest quality. The files are only available to staff who need to use them. All files are kept in a secure place. Clients will have access to their records and information about them, which will be held in the office

18.

19. ROOMS

All rooms are made as comfortable as possible for each client. All clients have a main front door key and a key for their room.

21. LEISURE

All Clients are encouraged to get involved in productive activities, hobbies and leisure interests, i.e., local facilities such as the library and gym. New ideas are encouraged and supported