

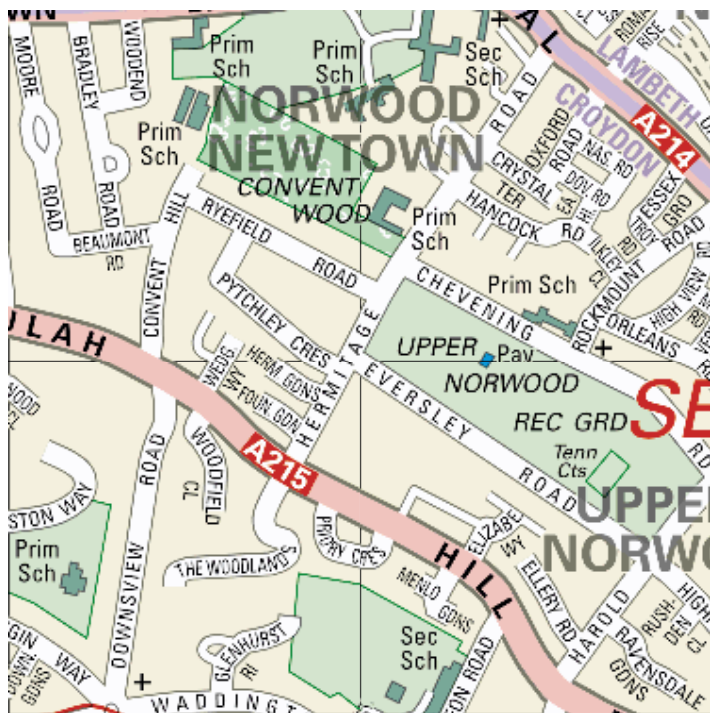


Location

By Car: There no restrictions on Pattenden Road

By Bus: Stanstead Road (Feversham Road Stop) buses 185 and 171, Catford Hill (Beechfield Road Stop) buses 75, 202 and 181.

By Rail: Catford and Catford Bridge.



Last Updated 01.03.08

Freedom Recovery Centre Structured Day Programme for Addiction with Supported Accommodation

**14 Pattenden Road,
Catford, London,
SE6 4NQ**



Terms and Conditions

Office phone: 02083140333/02086909811

Office fax: 02086909811

Email: enquiries@freedomrecoverycentre.co.uk



WELCOME TO FREEDOM RECOVERY CENTRE

Allow us to support you
on your journey to
"freedom from
addiction"

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

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.

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.

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 writing this booklet we have worked closely with our service users, who have helped us in understanding what information is most important for a person coming through the doors to 'Freedom Recovery'.

Of course it would be difficult to put everything you need to know in one small booklet, so you should always feel free to ask a member of staff if there is any question that we have not answered in this booklet.

We hope that you find your stay here a positive experience in every way. It is important to us that you feel safe and supported, and through your work with key workers and counsellors that you can measure your progress and a growing capacity for change.

Supported Accommodation

Some service users will attend Freedom Recovery on a day only basis; a large percentage will access our supported accommodation, there are a number of questions service users will ask, the most common being:

Will I have to share a room?

Freedom Recovery has a mix of shared and single supported accommodation. Having a single room is dependent on availability. Many of our service users 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?

Priory house accommodates four people and is considered as a bridge to independent living. The emphasis on personal responsibility services users seen to demonstrate difficulties in maintaining the terms and conditions will be challenged and their circumstances reviewed.

Do I have to clean and cook?

Yes. During your stay the house will be your temporary home. These activities are important in building a positive bond with your housemates and peers.

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 in the first 2-3 weeks unescorted, during this period we invite service users to make short trips accompanied by a 'buddy', (a service user who is more senior and able to assist new arrivals in their recovery). 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)

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.

Admission

After your pre-admission assessment we will write to 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 09:30.

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 before presenting. 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.

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. The same applies if alcohol or drugs are consumed on or off the FRC premises.

- 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: Please note that 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.

Staff Support

Freedom Recovery staff are available on site Monday to Friday between the hours of 9am -5pm. **Off site** between 5pm and 9.00am 24hrs, 7 days a week 52 weeks of the year. Each weekend, service users will be contacted by phone by a member of staff between the hours of 3-5pm (Saturday and Sunday known as check in).

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 service users to respect and comply with this rule. It is there to protect the interests of all service users.

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 breath test you will be asked to leave immediately.

What if I'm 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. In most cases you will be responsible for keeping your medication safe and secure and self dispensing.

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 named counsellor/ 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 counsellor/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 counsellor/keyworker?

Your counsellor/key worker is available if you need to discuss any issues or concerns that you have. Your counsellor/key worker will meet with you 'formally' to review your care plan at least once a month. It is important remember that if your project worker is not available you can approach any other member of staff.

How does Freedom Work?

In your stay at Freedom Recovery we bring together a number of processes which educate, equip, and enable you to sustain your recovery beyond your stay with us.

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.

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.

Complimentary Therapies

We can offer some alternative therapies on site dependant on your needs. This would be identified as part of your care plan at admission.

In addition we organise a number of off site activities such as access to the gym, group outings (noodle bar, fun days, and community activities).

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 service users and room availability. The Open Hours for use of Internet are: 12.15 to 13.45 and 15.30 to 16.45.

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. Freedom Recovery Centre is providing the Internet for educational and research purposes only.

Practical help and advice

We recognise that service users present with many practical problems and needs, and that help in addressing these are as important as other forms of support. Freedom will work with you to identify these areas of support and identify them as goals in your care plan

Planned Discharge

Towards the end of your stay with Freedom Recovery your counsellor/key worker in discussion with you and your local authority 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.

Unplanned discharge

There will be incidents where an individual service user 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.

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 service users with respect and dignity.

FRC is committed to providing a safe environment in which service users 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 service user 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.

There are also laws, which govern your contact with any treatment service.

The most important of these are:

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 so 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
or
- supported a conviction where a crime had already been committed
or
in the interests of national security

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.

FREEDOM OF INFORMATION ACT 2000

Freedom Recovery Centre adheres to the current legislation your right to access notes must be submitted in writing.

Freedom's 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.

The Centre's complaints' procedure was introduced to make it easier for people to have their views and complaints heard, and easier for staff to deal with these complaints.

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 service manager. If you need help in making a complaint you could talk to your local authority manager.

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

What we expect of you during your time at Freedom Recovery

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 service users and staff.

To this end we have a set of clear requirements for all service users.

- You will be asked to hand in your mobile, which will be kept in the office until further notice.
- All phone contacts and home visits must be agreed and approved with project staff.
- Treat staff and others with respect and dignity, especially observing Equal Opportunities Policy.
- Not to leave the House before 6.30 am and must return by 11.00pm Sun- Fri and Sat 11.30pm unless otherwise agreed with staff in advance. All AA/NA/CA functions have to be agreed by staff min 7 days in advance in a written planner presented at community group.
- '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.
- You must participate in the therapeutic duties like: shopping, cooking, cleaning and gardening duties 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.
- To pay your service charge weekly. First payment begins on day of admission; continued arrears may lead to eviction.
- Visitors are allowed between 5pm-10pm Mon- Fri and Weekends 10.00am to 10.00pm.
- No visitors are allowed to stay overnight or enter the bedrooms. Service users are discouraged from inviting other house or day clients to bedrooms this includes family members.
- You are responsible for the behaviour of your visitors, who must not be under the influence of drugs or alcohol; children must be supervised while on FRC premises.
- 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.
- 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.

Contact us:



In Writing:

Freedom Recovery Centre
14 Pattenden Road
Catford, London
SE6 4NQ



In Person:

Address as above, Mon – Fri 9am – 5pm



By Phone:

Main Administrator – 0208 314 0333 or 0208 690 9811



By Fax:

0208 690 9811



By Email:

Enquiries@freedomrecoverycentre.co.uk



Freedom Recovery Centre

Structured Programme for Addiction

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“Share with Us”

