

Western Counselling

Primary Care

Service User Guide

(under 18's)



Primary Care

This is intended to be a Guide for prospective clients under 18 years of age, to help you decide whether Western Counselling is the most appropriate treatment service to help you in the forthcoming months recover from your addiction and work towards exploring your related issues. We aim to answer many of those questions you may have, and even some you may not have thought of. If, however, you need further clarity on any matter, please do not hesitate to contact the Admissions Dept. who will be happy to help or speak with you, your parent, Care Manager or worker from the Young Persons Team.

The treatment programme is challenging and very strict, with emphasis placed on honesty and integrity, taking you back to basics in terms of your needs, thereby giving you an opportunity to explore your life choices, childhood and background, behaviours and attitudes, in a place of safety. Clients are referred from all over the world and come from a range of cultural, educational and socio-economic backgrounds. No distinction is made however between addictions, histories and background.

Situated in Weston super Mare town, Western Counselling is registered with CQC for clients aged 17 to 64yrs for primary and secondary care, providing abstinence based residential treatment for addiction and related issues. Accommodation is within two houses for primary care - you will be assigned and advised of your house on admission and all contact details will be given then. Most bedrooms are shared with one other – with some having en-suite facilities, on admission you will be sharing with another peer.

There are coin operated telephones in every house and calls are time restricted to 10 minutes, four times per week; we do not permit new residents to use the telephone for a period of one week, to allow yourselves time to settle in properly. Contact with Care Managers, Solicitors, Probation Officers etc. can be arranged through your Counsellor at the Counselling Offices who will arrange you access to a telephone.

The therapeutic programme is abstinence based, 12 Step Model, **use of non-prescribed medications, illicit substances or alcohol is strictly forbidden and will result in your discharge.**

Any medicinal requirements are made through the doctor who will ensure you are prescribed medication appropriate to your condition.

The Medication Liaison Worker is trained in smoking cessation and will assist any individual who is keen to stop smoking, attendance at a weekly smoking cessation group assists the process.

During your stay you will be entitled to £22.00 per week pocket money for the purchase of sweets, magazines and cigarettes, any further requirements will require consultation with your counsellor and an escort for shopping.

At all times you will be escorted when not on Western Counselling's premises.

If funded by a statutory agency there will be a requirement that you pay your DWP Benefit payment towards the weekly rates, this is your contribution towards your treatment costs and is an agreement you have with your funders; it is therefore necessary to either change the payment to Western Counselling's Bank Account, alternatively commit to withdrawing the necessary monies every fortnight from your account to ensure you don't end up in debt.

If you require dental treatment, this can be arranged during your therapeutic programme. Cosmetic work will however not be undertaken. Optician appointments and other out-patient appointments will be arranged as necessary.

You are not permitted to bring mobile phones, stereo systems or personal televisions. Personal Audio Personal audio systems, Walkman's/ MP3 Players, iPods are permitted and televisions are available in each house, although viewing is restricted to the evenings. DVD players are available for use at the weekend, and we have a library of films for choice although you will not be permitted to watch any films that are classified for over 18's viewing.

In Primary treatment, you will travel daily from your assigned accommodation to the Counselling Offices. This is a short walk which is undertaken together at 8.45am. On arrival at the Offices you will attend a "Meditation Group" and the Counsellors will ascertain any concerns or issues arising during the previous evening and night. During the day you will be required to attend Group therapy sessions, educational videos and lectures/workshops in addition to one to one counselling. Lunch is provided here and consists of freshly prepared sandwiches – made to your order and fruit of choice. You leave to return to your house at 4.45-5pm where dinner will be freshly prepared for you by the in-house cooks. Any particular allergies and dislikes can be discussed with them and they will endeavour to meet all your dietary requirements. Tea, coffee, hot chocolate, fruit and biscuits/cakes are freely available throughout your stay.

During Primary Care you are not permitted to leave your accommodation or the offices without the permission of a member of staff, and at all times you will need to be accompanied. These restrictions on your movements are part of relapse prevention during the most vulnerable element of your recovery, helping you to feel safe.

Visitors are permitted during your stay and this can be discussed and arranged with your Counsellor, usually after 4-5weeks of treatment. Your Care Manager, youth worker etc. will visit to assess your progress and review your treatment plan. Family members may visit providing they are not using mood altering substances and providing your Care Manager agrees to their contact.

Physical exercise is restricted during Primary Care and there is no gym facility. Clients are able to go for a walk in the local parks on Saturday and Sunday afternoons and partake in group sports for example: Rounders, Football, and Frisbee. These restrictions are to ensure that whilst you are so physically compromised by your drug and/or alcohol use you don't injure yourself as serious injury and muscle strain can occur when the body is not able to handle physical exertion. Clients in

secondary care have access to gym facilities locally, however limitations are made on access to prevent excessive use etc.

During your period of primary treatment you will not be required to perform household duties, other than general tidying and bed making. A housekeeper is employed within each house, they are responsible for maintaining the cleanliness of the properties to a high standard. In second stage you will be encouraged to undertake household duties and some cooking to increase your awareness and understanding, however housekeepers and cooks are employed daily.

On admission to Western Counselling primary programme, you will be asked to arrive no later than 12noon. If travelling by public transport you will be met and taken to the Centre, if you are travelling by car you will be sent the necessary directions to the Counselling Offices. On arrival you will be met by a counsellor or support worker who will take you through the process of induction into the therapeutic programme. You and your belongings will be searched and your photograph taken, for internal identification purposes only. An appointment will have been made for you with the doctor, **failure to arrive at the appointed time could result in you missing this appointment and the service not being able to admit you on that day.** The doctor will examine you physically, any concerns regarding your health etc. should be made to him.

Secondary Care

In order to be eligible for second stage treatment you are required to be abstinent from all mood altering substances for a minimum period of four weeks, have completed a programme of primary care conducive with the 12Step philosophy and have a good understanding of abstinence. Assessments are undertaken after an appropriate referral and are usually overnight. This enables you to see how the programme works and have a better understanding of the daily routine and meet with fellow residents.

Many individuals access secondary care directly from Western Counselling's primary programme, however, we are also available for referrals from other primary care services, providing that abstinence is the chosen recovery route.

Secondary treatment is undertaken within two individual houses. Clarence Park Lodge accommodates fourteen male and female clients and Kintyre, nine male. A smoking room is available in Clarence Park Lodge. The therapeutic treatment programme is structured and boundaried with emphasis placed on personal integrity and honesty. We aim to give the individual maximum support whilst starting the process of reintegration into the community. The team of counselling and administrative staff are available to aid the process, and ease the pressures of resettlement.

You will attend four Group therapy sessions per week in addition to at least two one to one counselling sessions. Group sessions are held in each individual house on a Monday, Wednesday, Friday and Saturday at 9.30am, however additional Groups are convened as necessary and clients are expected to attend relevant Groups held at the Centre, which are usually mixed sex. All Groups are facilitated and all clients are required to attend. Weekend visits home are permitted monthly providing residents are complying with the therapeutic programme, these must be discussed in Group sessions as must any social activities you are planning or would like to arrange.

Workshops/lectures on subjects including Relapse Prevention, Budgeting/Money Management, Parenting and Goal Setting are delivered weekly and are an essential component of the programme. There is an expectation that you will attend educational/vocational training courses at the local college and voluntary work in the community. If you require help with housing or resettlement you will be given the necessary assistance required by the counselling/support team. Attendance at external support meetings are an important element to the programme and will increase your support network for relapse prevention, you will be required to attend a minimum of four per week.

Clients are required to undertake basic household chores including vacuuming, dusting etc. as part of the therapeutic programme, however the cook is also responsible for ensuring the house is maintained to a high standard of cleanliness. Making beds and keeping bedrooms tidy is the responsibility of each resident. Washing machines, irons etc. are all available in each house for personal laundry purposes. Bed linen, towels etc. are washed by the staff.

A garden or terrace area is available at each house for sitting and recreation. Garden tables and chairs are provided. Clients are encouraged to take responsibility for the upkeep of these areas. Breakfast is served by the residents between 8-8.15am. Lunch is prepared by the cook at 12.30pm and dinner is served at 5.30pm.

Clients are required to be present for all meals unless alternative arrangements have been made and agreed. Although the majority of the food is prepared for you by the cook, there is ample opportunity for learning basic cooking skills and they will introduce you to the basics as part of your resettlement. At weekends the menu allows for the cooks to prepare some meals, but it is the responsibility of clients to ensure it is cooked and presented appropriately.

Clients wishing to see the doctor are required to contact the surgery and see the doctor there, rather like in the community. Accessing dentists, opticians and other outpatient appointments are all made via the Centre. Clients are not permitted to self-prescribe and only medication prescribed via the doctor is permissible.

Any client found to be consuming non authorised medication or illicit substances or alcohol will be discharged immediately.

All clients are considered to be fully responsible for their behaviour and its consequences, any client found to be colluding with another and enabling non-compliance will be subject to discharge.

An allotment is tended by the clients which provide vegetables for all the properties. Work on the allotment is voluntary, however it is encouraged and clients gain a great deal of satisfaction and self-esteem from the work undertaken and the produce they have a hand in growing.

Help with housing or applications for third stage treatment is given by the counsellors who will actively seek to find the most appropriate placement for when you complete treatment. If you are funded by a statutory agency you will be required to make a contribution towards your funding from your DWP Benefits, this will have been assessed and the amount agreed prior to admission. It is your responsibility to pay this money, if necessary arrangements can be made for the remittance to be paid direct into Western Counselling's Bank account, alternatively you commit to collecting paying the monies every fortnight, to prevent getting into debt.

Aftercare:

Aftercare is available, free of charge, to all clients who complete treatment for as long as is required. This occurs weekly every Saturday morning and individuals attending from a distance can be accommodated, providing there is availability. Help will be given when accommodation is not available to find suitable B and B locally. Attendance is usually initially weekly, then fortnightly and monthly and after 6-12months, whenever required. We seek to be available to provide support and guidance for any ex-resident requesting assistance and are therefore available on the telephone.

At all times we aim to give the highest possible standard of care and treatment provision, whilst maintaining the necessary structure and stability required for long term recovery.



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