

Western Counselling

Secondary Care

Service Users Guide



This Guide is intended to give individuals considering secondary care information regarding the programme of care at Western Counselling, in addition to the expectation of those participating and working through it.

Western Counselling provides residential second stage treatment for up to 24 male and female clients in two houses, situated in residential areas of Weston super Mare, close to recreational parks and the sea front. All are registered and regulated by CQC for clients aged 17 to 64yrs. Clarence Park Lodge accommodates fourteen male and female clients and Kintyre, nine male. The therapeutic treatment programme is structured and boundaried 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.

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. The programme of care is challenging and boundaried with emphasis placed on personal integrity and honesty. Clients are referred from a range of nationalities and backgrounds, cultural, educational and socio-economic. We do not differentiate between personal histories and addictions.

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.

For those clients accessing treatment from another primary treatment centre we ask you to arrive for admission at your allocated accommodation, either Kintyre or Clarence Park Lodge, where you will be formally admitted. You will be shown to your bedroom and introduced to your room mate. The majority of rooms are twin bedded. If you leave the premises you will be required to take another resident with you at all times unless your counsellor has given you permission. Group therapy sessions occur four times per week 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 twice weekly at 9.30am Tuesday and Thursday 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.

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.

All clients attend a minimum of three NA/AA meetings per week and arrangements for travel are the responsibility of the individual. All residents are required to be in the houses by 10.30pm and bed by 11.30pm, extensions are by consent of the counsellor.

A smoking room is available in Clarence Park Lodge. Televisions are situated in the lounges in the properties. Telephones are situated in each house for personal calls (coin boxes).

Personal money is allocated at £22.00 per week (as per DWP allowance) and weekly budgeting is the responsibility of the individual. If particular purchases are required that exceed this amount, then consent must be sought from the counsellor, for the additional monies to be made available. Borrowing of money between clients is not permitted. 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.

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. 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.

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. Relationships between clients is prohibited and relationships whilst in treatment are not condoned, however maintenance of pre-existing partnerships is an important factor in recovery and every effort will be made to ensure these are maintained providing they do not infringe on the therapeutic process or involve a "using" partner. Visitors to the house are not permitted after 9pm, and members of the opposite sex are not allowed above ground floor or in the bedrooms.

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.

All clients are encouraged to attend the local college where they can undertake educational or vocational courses in a variety of subjects including Information Technology, literacy, music, languages etc. Voluntary work is available through several agencies in the town and clients attend weekly, currently this includes working at a local charity shop, helping at the YMCA, charity work repairing of tools for shipment to Africa and conservation work.

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.

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 at 9am at the centre and Wednesday afternoon at 3.30pm at Clarence Park Lodge. Individuals attending from a distance can be accommodated overnight, 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. It is advisable that you book in for Aftercare and advise us of your intended attendance.



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