Welcome to Birchwood!

This is yours to keep.
A handbook to guide and inform you through this experience.
Welcome to Birchwood 3
Our Purpose, Aims and How We Do It 4
Our Team 5 & 6
Treatment Model & Programme 7 & 8
Timetable 9
Facilities 10
Admission 12
Should You Arrive Under The Influence & Drug Testing 13
What Can I Expect To Achieve 14
What Can You Expect From Us 15
Catering 18
Family & Carers 19
Visits & Appointments 20
Sanctions 21 & 22
Confidentiality 23
COVID19 Guidance 24

Contents

Here we cover most of the important stuff. But if you have any unanswered questions, just ask the team!
We hope this handbook will give you the information you need to settle in and make the most of your stay with us. It has been designed to help you, so do take the time to read it carefully.

During your stay at Birchwood you may feel overwhelmed at times, on these occasions it is very important for you to talk to your peers and the Birchwood team. We understand that it will be hard work, both challenging and scary, but remember this is the start of a new life for yourself and your families.

Birchwood is a 20 bed facility operated jointly by charity Kaleidoscope. The unit is registered with the Care Quality Commission and provides medically managed interventions.

If you have any questions please ask the staff, or if you have any suggestions we would be delighted to hear them.

As a social enterprise we offer one free detox space each month to someone in need. Someone who cannot afford in-patient treatment elsewhere.

Welcome, we're glad you're here.
Our Purpose
We support people struggling with drugs, alcohol and poor mental health, so they can have a brighter future in their communities.

What we do
We seek to tackle the stigma that people having these challenges face. We campaign for better government policies that support, not punish, our service users and advocate for individuals.

We create a place where people feel valued and inspired to reach their personal goals.
More than 20 passionate people make up the Birchwood team. From Detox Nurses that care for our residents 24/7, to recovery workers, support workers and cooks. The team’s mission is to make your stay as comfortable and transformative as possible.

Meet the Team

Clinical Lead
Mohan De Silva

Manager
Jo Moore

Assistant Manager
Kelly Power

Nurse
Stephanie Broddele

Detox Practitioner
Katy Goodwin

Detox Practitioner
Sam Hanson

Counsellor
Carl Henry

Assistant Manager
Kelly Power

Detox Nurse
Fiona Bell
Treatment Model & Programme

Improve your physical and emotional health and wellbeing, via a range of clinical and therapeutic interventions.

We offer a number of interventions to guide change in our residents. Initially we combine psycho-social and pharmacological interventions with talking therapies, to support you in your recovery journey.

We Offer:

- Cognitive Behavioural Therapy
- Relapse Prevention
- Acupuncture
- Relaxation
- Mutual Aid

Since leaving Birchwood I've become so much more resilient. My kids are back in my life after 8 long years.
The Therapeutic Programme

- Delivered 7 days a week
- Participation in group and one-to-one sessions is a must *(unless there is a medical reason that prevents you)*
- Participation in groups is great for community bonding *(but if you have a valid reason for preferring 1-2-1 sessions, this can be arranged)*

Mutual Aid groups

- Delivered 3 evenings a week
- Help you build support mechanisms
- Help achieve sustainable recovery when you leave Birchwood

During your stay at Birchwood you will experience a medically managed detoxification or stabilization programme. Alongside this you will access a range of sessions, groups and talks which will help you make the most of your stay and provide you with the tools to live better.

During the various sessions and workshops, we will use recognised tools such as ITEP (International Treatment Effectiveness Project) and CBT (Cognitive Behavioural Therapy).

We are flexible on the content and format of our therapeutic elements - we know that one size does not fit all.
Here is an example of a typical day at the unit.

### Your Timetable

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.30 - 8.30</td>
<td>Medication / Breakfast</td>
</tr>
<tr>
<td>10.00 - 10.30</td>
<td>Community Meeting</td>
</tr>
<tr>
<td>9.00 - 12.00</td>
<td>Clinics &amp; Planned Admissions</td>
</tr>
<tr>
<td>9.30 - 10.30</td>
<td>One to one / Service User Contact</td>
</tr>
<tr>
<td>10.30 - 12.00</td>
<td>Core Group Work</td>
</tr>
<tr>
<td>12.15 - 13.15</td>
<td>Medication / Lunch</td>
</tr>
<tr>
<td>13.15 - 14.00</td>
<td>One to one / Service User Contact</td>
</tr>
<tr>
<td>14.30 - 16.00</td>
<td>Core Group Work</td>
</tr>
<tr>
<td>16.00 - 17.00</td>
<td>Free time / Alternative therapies</td>
</tr>
<tr>
<td>17.00 - 18.30</td>
<td>Medication / Dinner</td>
</tr>
<tr>
<td>18.30 - 21.00</td>
<td>In-house Activities</td>
</tr>
<tr>
<td>21.00 - 23.00</td>
<td>Medication / Supper &amp; House Tidy</td>
</tr>
</tbody>
</table>
Facilities

Birchwood is a specialist treatment centre registered to provide care for 20 adults undertaking drug and/or alcohol detoxification. The accommodation is comprised of two large adjoining three-storey terraced houses and is situated in a mainly residential area next to a main road, close to shops, leisure facilities and within walking distance of Birkenhead town centre.

We have three ground floor rooms with en-suite facilities to ensure that we provide safe and adequate care to any acute admissions, that may need close clinical observation for a short period of time.

The remaining bedrooms are all single occupancy with shared bathroom facilities. All rooms are furnished with single beds, a bedside table, chest of drawers, wardrobe and an easy chair. There is a lift available between floors for those who may have mobility issues. Communal space comprises of a dining room; lounge with television, and a treatment and medication room. There are also two 1-2-1 interview rooms and laundry facilities are available, including dryer and iron.

At the rear of the property there is a large garden, a terrace with outdoor tables and chairs, a quiet seating section, and a grassed area with small scale sporting facilities including table tennis, a basketball net, badminton and five-a-side football.

We appreciate that you may wish to smoke whilst at Birchwood – and this is only permitted within the outside garden area. Smoking is not permitted inside the building.
1. On admission day you will be picked up, or arrive independently, at Birchwood at an arranged time and meet us at our reception. One of our team will greet you and offer you a cup of tea or coffee.

2. We will work through the induction process, informing you and family members of what you can expect from your time with us. You will be able to spend a brief period with your family, or referrer, before starting the admission process.

3. Prior to admission, you will have completed an initial assessment. This will need to be expanded on, and a full medical assessment will be undertaken by nursing staff, who will agree a suitable detox regime with you.

4. We will make sure that everyone involved understands all aspects of the programme, and a treatment contract will be signed between yourself and Birchwood. In order to keep the unit safe, your belongings will be searched.

Please ensure that you do not bring any of the following into the unit:
• Drugs (other than those prescribed to you) • Alcohol • Mobiles phones • Valuables

Please ensure that you bring with you ALL of your prescribed medication.
Should you be admitted under the influence you may be:

- Restricted to your bedroom
- Unable to engage in the programme
- Unable to mix with the community, or be put under priority observation
- Unable to receive any detoxification medication, until it is deemed safe to do so

We carry out urine testing and will sometimes send samples away for further analysis. All tests will be supervised by a member of staff; we will always conduct the tests in a respectful manner and uphold your dignity at all times.

Drug and Alcohol Testing:

You will be tested at the following times:

- On your day of admission
- When you return from off-site appointments
- Where we suspect the use of drugs and/or alcohol
- Randomly, at a manager’s discretion
- As part of a requirement/order from Probation, the Courts or Social Services
What can you expect to achieve?

- Re-build/strengthen relationships with family members
- Improve relationships with your children
- Increase the quality of your life and wellbeing
- Develop a new self-identity, with increased confidence and motivation
- Develop new friendship networks
- Strengthen emotional health
- Improve mental health

What you can expect from us.

- To be provided with full information about treatment options.
- To be meaningfully involved in making decisions about your treatment.
- To have an individual care plan and take part in the writing and reviewing of it.
- To have your privacy and dignity respected.
- To receive a copy of the Birchwood’s complaints procedure.
- To access information held about you by the organisation.
- To have a safe and secure environment, and to be free from harassment.
- To be treated fairly and have your emotional, religious and cultural differences respected.
What we expect from you.

- No illegal drugs are permitted on the premises.
- All drugs for medical purposes must be handed to staff on admission.
- No alcohol is permitted on the premises.
- No violence, aggressive or abusive behaviour to others or to property will be tolerated.
- No-one may leave the premises unless escorted. Anyone leaving will be considered to have their contract terminated.

To maximise your recovery opportunity, you must...

- Attend all groups – unless there is a medical reason given by the clinical staff.
- Smoke only in the designated external smoking area. Under NO circumstances can you smoke in the bedrooms.
- Not wear sunglasses or hats within the house.
- Not put feet on the sofas, tables etc.
- The TV can be watched during free time, but must be off at all other times.
- Not enter other service users’ bedrooms
- Take drug or alcohol tests, and provide urine/oral samples, on request from staff.
- Adhere to the confidentiality policy and the equal opportunities policy at all times.
We ask you to bring the minimum amount of personal property with you, as we cannot accept responsibility for any personal property lost, mislaid, stolen or damaged. We do however advise residents to bring cash but will accept debit cards given they are locked safely in the staff office.

- The use of mobile phones, computers, game consoles is not allowed during your stay. If brought into the unit, these items will be stored in a safe place until your discharge.

- Any pornographic material found in the unit will be confiscated and if necessary, handed into the police.

As we have limited storage space within the unit, please ensure that you take ALL your belongings with you on discharge. We will also search all outgoing property to ensure that no property belonging to Birchwood or other service users is being taken from the building.

### Personal Mail

We suggest that our residents do not receive post for the short period of time they are with us. Should mail arrive, this will be opened in the presence of a staff member. Residents are not permitted to have items delivered to Birchwood, unless this has been organised with the staff team in advance.
**Telephones, Laptops, iPads, etc**

The use of mobile phones, laptops, iPads, etc in the unit is strictly prohibited. General telephone calls may be made between the following hours:

Monday - Friday 4.00 p.m. to 9.00 p.m  
Saturday - Sunday 2.00 p.m. to 10.00 p.m

Business calls can only be made between 12.30 p.m. and 2.00 p.m. All calls must be supervised by a staff member. Residents will not be allowed to have visits from, or make phone calls to, ex-residents.

**Dress Code**

To ensure the dignity of self and others, we request that the unit’s dress code be adhered to at all times. Please be respectful of other people’s cultures and be mindful of how you dress whilst in the community areas.

**Music**

Music can be played in the service user’s bedrooms at a low level, and played in communal areas at an appropriate level. Music is not permitted in community areas.
Catering

We provide three home-cooked meals a day including breakfast, lunch and dinner.

You are welcome to help yourself to tea and coffee throughout the day, as well as snacks from the basket in the dining room. Our senior chef will meet you to discuss whether you have any dietary requirements. Please see an example menu below:

**Breakfast**
- Choice of cereals — Rice Krispies, Weetabix, Cornflakes, porridge, Toast with assorted jams

**Lunch Menus**
- Homemade stilton & broccoli soup with freshly baked bread rolls. Chicken Fajitas with veg and green garden salad.
- Homemade veg soup with sandwiches. Homemade pizzas, wedges & salad
- **Saturday only** Full English
- **Evening meals**
- Homemade cottage pie with sweet potato mash topping & seasonal veg. Spag bol & pasta with garlic bread. Grilled chicken wrapped in bacon with saute potatoes and fresh veg
- **Sunday only** Roast dinner with a variety of meats, gammon, pork, beef with all the trimmings

**Suppers**
- Syrup sponge served with custard or toast with assorted jams. Fruit crumble with ice cream. Chocolate fudge cake with fresh cream or toast jam/ marmalade. Homemade trifle.
- **Available throughout the day** Tea, coffee, selection of herbal teas. Orange, lemon, blackcurrant cordial. Crisp, biscuits and fresh fruit.
Families & Carers

Birchwood understands the importance of involving families, carers and non-drug using friends in your recovery. This is encouraged to ensure the sustainability of the changes you make whilst in the programme.

Visits

- You will be allowed one visit per week, providing prior arrangements have been made with staff. Visits will commence on the second Sunday after admission for any resident completing detox for longer than seven days.
- Visits will take place between 2.00 p.m. and 5.00 p.m. only. These visits are always 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.
- Visitors must remain in community areas and cannot be taken into bedrooms.
- All property brought in for you during visits must first be handed to staff to be checked.
- All bags and mobile phones must be handed in to staff on arrival.

We also expect that visitors uphold the rules of the house, and what is particularly important is that:
- They do not consume, possess or supply drugs or alcohol on Birchwood premises
- They do not behave inappropriately, including turning up intoxicated
- They do not arrive outside of pre-arranged times
- They do not wander around the service unless for a specific purpose. It will be your responsibility to ensure your visitors are looked after when they are in the unit.
Appointments

All appointments must be organised with the staff and need to be entered into the diary.

Appointments may not be made during group times. If this proves impossible to arrange then a special dispensation must be obtained from the Registered Manager or Operational Manager before any appointment is made.

Sanctions

The aim of Birchwood is to provide a safe environment, where individuals can stabilise or become drug and/or alcohol free, and where they can develop the skills needed to maintain these changes after discharge. In order for this to be achieved it is necessary to have clear boundaries, rules and procedures, so you can:

- Ensure the smooth running of the programme
- Develop your own boundaries
- Feel more empowered
- Create a safe environment for you to explore your own issues
- Develop your self-discipline
Sanctions will be imposed by staff for unacceptable behaviour

Examples of unacceptable behaviour:

- Illegal activities
- Unexplained absences from group activities
- Verbal abuse
- Physical abuse or violence
- Constant disruptive activity
- Collusive, exclusive or sexual relationships
- Inappropriate use of, or damage to, Birchwood property
- Refusal to comply with any reasonable request from a staff member
- Any behaviour that may undermine your progress, or the progress of other residents.

Informal Verbal Warning:

You will be told why the behaviour is unacceptable. You may be asked to complete a piece of written work, to explore the particular issue for which you received the warning. This will be recorded on your progress file by the staff on duty.

Verbal Warning:

You will be issued with a verbal warning, alongside the same information in written form, with a clear explanation of the consequence of any further incident. This will be recorded on your progress file by the staff member issuing the warning.
Written Warning:

You will receive a warning in writing, giving details of the reason for the warning and a clear explanation of the consequences of any further incident. This will be recorded and a copy of the warning placed on your file by the staff member issuing the warning.

Final Written Warning:

Following a written warning, you will be informed that any further incident will result in your discharge from the programme. Also, your funder will be informed.

You will be discharged immediately if the breach of rules is seen to be serious enough.

ANY ILLICIT DRUG OR ALCOHOL USE WILL RESULT IN IMMEDIATE DISCHARGE
Confidentiality

We will work to ensure that your information is kept safely. We collect your personal information so that we can provide you with the best possible care and treatment. Your information is confidential to Birchwood.

Information sharing is an important part of your treatment. We are committed to ensuring that, as far as possible, you decide who your information is shared with - this could include family and other agencies, to assist your care and treatment further. This may also prevent you being asked to repeat the same information over again, when you are referred to other health or social care professionals.

There are times when your confidential information must, by law, be passed onto a third party. These circumstances are as follows:

- Suspicion that a serious crime has been committed
- When disclosures of abuse are made
- When allegations are made of a gross breach of trust or misconduct of a professional worker
- In circumstances where withholding information might result in serious harm to another
COVID Guidelines

- Residents may be asked to complete a 7 day isolation period on arrival (if you are double vaccinated you do not have to isolate on arrival).
- Access to a designated outdoor space for smoking, fresh air, and exercise is available. All meals and medications will be brought to you in your bedroom.
- Group sessions during the isolation period will be facilitated either via Zoom, or socially distanced in the garden, weather permitting. Birchwood can provide a tablet for Zoom calls, or you can bring your own device.
- All mobile phones and devices will be placed in your designated locker once the isolation period is complete.
- You must agree to be tested for COVID19 in accordance with our policy. We would also ask for a negative PCR test to be completed before admission.
- During the isolation process, you will be assisted by staff to ensure safe smoking breaks. Nicotine replacement therapy will be on offer if required.
- We advise you to wear a mask when moving around the unit or in close contact with staff, unless medically exempt.
- You must not enter another service user’s bedroom, if this happens, it could prolong the isolation process or result in discharge.
- You will be called prior to your visit to go through a quick COVID questionnaire before admission.
Your feedback is valuable. We want to hear about your experience at Birchwood, and improve our offering for future residents.

Before you leave you will be asked to fill out a short form on what we could have done better...

You're welcome to leave feedback on our social media pages.

Birchwood Treatment Centre

@Birchwood _kal