

CLIENT HANDBOOK



Getting lives back on track

Welcome to Linwood House Residential Detox and Rehabilitation Centre

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Providing support and treatment for drug and alcohol addiction

We hope this handbook will give you the information you need to settle in and help you make the most of your stay with us. The first few days in a new environment are always daunting, so please read this handbook carefully and if you have any further questions, make sure you speak to a member of staff who are always on hand to help. Our aim is to support you to get your life back on track and alcohol and substance free.

About Linwood House

We are an established residential drug and alcohol detoxification and residential rehabilitation centre. Linwood House is for people aged 18 or over who wish to reach the goal of abstinence from drugs and / or alcohol.

All our members of staff are specifically trained for their work at Linwood House. The Manager, Nurses, therapists and Support Workers are all available to support your needs and all staff receive regular supervision, training and support.

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Our Commitment to You

- To provide a quality service to address your dependence on drugs or alcohol
- To give you the opportunity to work towards the goal of abstinence and attain substance free status
- To help you become healthier and happier individuals and lead a more purposeful and pro-social life
- To help your family members and significant others to understand drug and alcohol dependency and gain support for themselves through Family Workshops
- To assist you to access those agencies which will enable you to maintain positive health and social gains

Admissions

On admission you will be shown to a private room. You will have normally already completed an initial assessment but this may need to be expanded on. You will be offered the opportunity to spend some brief time with your family, loved one or referrer.

If detox is required a full medical assessment will be conducted by a doctor and a suitable detox regime will be agreed with you. We will make sure everyone involved understands the aspect of the detox procedure and an agreement will be signed between you and Linwood House.

- 4 All medication you bring in with you will need to be checked by our doctor, we may need to contact your GP (with your permission) for relevant information.

As part of the admissions procedure your belongings will be searched. Any mobile phones, laptops, tablets etc. will be held in a secure place. Any money or valuables will be held in our safe if you wish or in the locked drawers in your room.

Access to your room

We recognise that during your stay with us your room is your own personal space and staff will promote privacy and dignity. However, staff may gain access to your room if deemed necessary. Staff will knock before entering unless they have a good reason not to.

Other residents and visitors are not allowed to enter your room under any circumstances. Please inform staff immediately if you feel at risk or vulnerable in your own room.

Night checks

We have a duty of care to check you overnight and monitor you are safe and well. We try our best not to disturb you should you be asleep.

Visitors

Visits are allowed after 7 days of treatment. Please speak to a member of staff to explain this to you if your stay is more than 7 days in detox. No children are allowed in the building. No pets are allowed.

Mobile phones / telephone calls

Whilst in treatment you are only able to use your mobile phone between 5.30pm and 7.00pm.

Your phone will be handed out and collected by support workers. For private calls of a sensitive nature and outside of the above times, you should ask a member of staff for access to the family room to use the landline telephone. A member of staff will be present throughout the call.

Laptops and tablet devices

Laptops and tablet devices, such as iPads, are also only to be used between 5.30 p.m. and 7 p.m. whilst on detox.

These too will be handed out and collected by support workers. Free Wi-Fi is available throughout the facility.

Electrical items

You are welcome to bring hair dryers, hair straighteners / tongs and phone / laptop chargers to Linwood House. These will need to be checked before use. No other electrical items are permitted.

Shopping

Shopping may be carried out by a member of staff for any essentials that you require.

You will be asked if there's anything you would like. Chewing gum and energy drinks are not permitted.

Before leaving for the shop, the support worker will collect any money needed.

Vending machine

There is a vending machine located on the rehab unit. If you would like to purchase chocolate, crisps or drinks from it please ask a support worker to take you down.

Toiletries

All toiletries will be checked on admission, as some toiletries contain alcohol, these will be taken away but can be used when needed. Razors will also be kept safe but can be used when needed.

Medication

All medication brought to Linwood House needs to be in the correct boxes and with the patient's name label on. All medication will be kept in the medication room and dispensed as directed. Any medication which is not prescribed or is not labelled will not be given during your stay. This medication will be returned on discharge.

All medication will be taken in front of a member of the staff. Any client found to be sharing any medication with others will be discharged.

Private Prescriptions

If we supply medication to you normally prescribed by your own GP there may be a charge for this.

Drugs, alcohol and tobacco

Linwood House is an alcohol and drug free service. You and your visitors must not bring alcohol or non-prescribed and illicit drugs onto the premises. All use of prescribed drugs must be

notified to staff and agreed by our GP. On admission you are required to agree to random and planned drug testing procedures.

Linwood House must adhere to the national smoking legislation and therefore, patients, staff and visitors must not smoke inside the building.

Meals

Our catering staff are an important part of our team, providing a varied and nutritious diet for all which is specially tailored to the needs of those experiencing detoxification. All religious, ethnic and cultural food needs are catered for as well as special diets and allergies.

In the dining room you will find bread, cereals, fruit, yoghurts and drink making facilities which you are free to help yourself to. Menus are given out to be completed on a daily basis. If you have any special requirements, please make the staff aware.

Breakfast (prepared by client) 7am - 9.30am

Lunch at 12.30pm (changes to this time will be communicated)

Dinner 5pm

All meals are to be eaten in the dining room.

Dress code

Please dress appropriately at all times and respect others around you.

No nightwear to be worn in public areas.

Smoking

Strictly NO smoking in bedrooms. This is also valid for vaping and e-cigs.

Take away food

You are not permitted to arrange for food to be brought onto the premises.

Therapy

Linwood House uses a 12-Step programme, rehabilitation and also offers Auricular Acupuncture sessions (subject to availability).

Group therapy is the primary method of treatment engagement used by our therapists/counsellors.

The process consists of a therapeutic group, where peer members share similar difficulties and identify with one another. Group therapy helps counter the feeling of isolation experienced by many with problems of addiction.

Time will be spent with you prior to entering group sessions, in order to discuss any concerns you may have regarding group involvement.

Leaving the premises

Clients must obtain agreement from a member of staff before leaving the premises.

Aftercare and family weekends

Linwood House run aftercare and family workshops for patients and their families.

You can have free aftercare for one year following completion of a detox and rehab period of 3 weeks or more.

Post

It is suggested that you do not receive post for the short period of time you are at Linwood House. Any that is received will be opened with you in the presence of a member of staff.

Intimate relationships

Peer support and camaraderie are essential aspects to a successful detoxification programme. However, we ask that you do not form intimate relationships whilst at Linwood House as this is deemed to be detrimental to your treatment. Other clients are not allowed in your bedroom under any circumstances.

Health and Safety

Fire, safety and evacuation procedures will be explained to you on admission. Please read the Fire procedure carefully. The Fire procedure is located in your bedroom, in bathrooms, in the lounge and near the family room. The fire alarm will be tested once a week and you will be notified before the test is carried out. If you have not been notified by a staff member that a test is taking place, please treat the fire alarm as genuine and follow the evacuation procedure.

You must not knowingly carry out any action which would harm the health and safety of yourself, or any other person within the service. Each individual has a responsibility to monitor and report any potential hazards which may cause harm or be a risk to yourself or others.

Damage to property and charges

The cost of repairing any damage to the property or fixtures and fittings that has been caused by you may be charged to you. Any resident who persistently causes damage to the property may be asked to leave. We treat persistent damage as a serious breach of contract.



Reporting repairs

If you need a repair to be carried out, please contact a member of staff. In order to keep the property in good repair it is important that you tell us about any repairs as soon as you can for health and safety reasons.

Protecting vulnerable adults

It is our responsibility to protect people from abuse whilst at Linwood House. This includes all types of abuse such as physical, sexual, psychological and financial abuse. You can talk to a member of staff about this and a copy of our policy on protection of Vulnerable Adults can be provided on request. If you suspect that another client is being abused, please let a member of staff know as soon as

you can. If you do not want to tell a member of staff, tell the manager.

Lending/borrowing

No money, personal possessions or items of value must be lent to, or borrowed from any other client.

Violence Aggression & Bullying

Linwood House does not tolerate any forms of intimidation, violent acts or bullying towards staff or other clients.

Theft

Any person found to be stealing from Linwood House or clients will be discharged immediately.

What you can expect from us

Linwood House offers a safe and secure environment. You can expect to be free from harassment, treated fairly and equally and for all social, emotional, religious and cultural differences to be respected. The building is disability friendly.

Discharge from Linwood House

We encourage people to stay for the full period of treatment in order to achieve the best outcomes but if you are considering leaving us before the agreed time, please discuss it with the Therapist in charge before you make any final decisions.

Your treatment programme is agreed with you on admission and relies on commitment from you to work towards the goals you set in your treatment plan. If we feel this is not happening we may treat this as non-compliance and it could result in discharge before the planned end of your treatment programme. All decisions will be made in line with Linwood House policy and procedures.

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Feedback

You will receive a feedback form at the end of your stay with us. Please take time to complete this as they are reviewed to continually improve our service.

Linwood House aims to provide its services efficiently and to a high standard, where we are doing so we would like to hear about it, similarly, if you feel we have not provided you with the level of service you expected, you can comment or make a complaint.

Refund Policy

Please request information from the staff.



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Linwood House

Detoxification and Residential Rehabilitation Centre

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www.linwoodhouse.co.uk