

# Guest Info Pack

## Welcome

Welcome to TLC Rehab. It takes great courage to take the first step in battling an addiction, which we greatly respect. Our aim is to shine a light on the path that you will need to take to successfully recover, and provide the stepping stones that you will need to get there.

Our mission is to provide treatment of the highest quality, delivered by staff who are passionate, dynamic and creative, in a comfortable, modern and tranquil environment.

We named the project TLC, initially because it stood for 'The London Clinic', alongside the more commonly known 'Tender, Loving Care. But we soon came up with the concept of what we are doing to be 'Truly Life Changing' - we hope that this is the case for you.

## About Us

TLC was founded by three friends, all with personal experiences of addiction, and many years of expertise working in addiction services. Our aim was to 'be better than the rest' and to offer a service that stands out from the crowd. Our goal was to create an organisation built around strong values that we all share. The people we employ matter a lot to us, and you matter a lot to them.

We chose this rehab centre in North London not only for its amazing location, but for what it allows us to offer our guests; a huge, beautiful, green garden, offering tranquillity and peace, an environment where our guests can truly relax.

We are immensely proud of what we have achieved and believe that through being part of our community, you are going to be immensely proud of yourself, and what you can achieve; both now, and long into the future. We really hope that you enjoy your time with us and that we can make a difference to your life. We want you to remember your time in rehab with us as a special, life changing experience.

## What to Expect

Whilst receiving treatment at our service, you can expect, at the very least:

- To be treated with kindness, compassion, dignity and respect.
- To receive care, treatment and support that will meet your needs, delivered by a team of experienced, skilled and knowledgeable staff.
- To be heard, and to be supported to express your thoughts, feelings and views.
- To have your personal information be kept 100% safe and secure.
- To see a significant improvement in your physical and emotional wellbeing.
- To leave the service with an action plan for **your** personal **recovery**, giving you the confidence that you **can** maintain long-term sobriety.

## What we ask of you

Most importantly, we ask that all guests **respect** our staff, and respect each other. This means respecting people's differences, respecting each other's opinion, challenging each other in a constructive and positive way. We have a zero-tolerance policy on discrimination, violence and abuse - these are all 'non-negotiables'.

The only other thing we ask of you, is to try to enjoy the experience. You have chosen to enter this programme for a reason, everything we do is to help you to achieve your goals. But we can only do that if you are willing to put the hard work in, by really surrendering yourself - giving us absolutely everything you have. We ask that you participate and engage in the process - **You only get out what you put in.**

We also really, really need you to ask for help when you need it. Ask questions. We employ some amazing staff, who have chosen this profession because they like to listen, they like to help - and they are really good at it! This programme is about, and for, YOU! Get the most out of it!

## What to Bring

Please bring basic personal toiletries such as toothpaste, soap, shampoo and deodorant - please don't bring any alcohol based mouthwash. We provide all bedding and towels.

Bring comfortable casual clothes, suitable for the time of year, including a pair of walking shoes for local excursions. We provide an in-house laundry service if you need to wash any of your clothes.

You can bring a mobile phone, laptop and/or Ipad. You won't be able to access these in the daytime, unless agreed in advance by a member of staff, but will have access to them every day from 5pm. We do ask that you respect other residents by not making calls after 10pm, as other guests are trying to sleep.

We provide all food, but you can bring snacks of your preference. Tea, coffee and fresh bottled water are provided throughout the day. Please do not bring in any products containing nuts. If you smoke, you may bring with you a small supply of cigarettes/ vaping equipment, to minimise your need to go out to get them whilst you are with us.

It is vitally important that you **bring any prescribed medication that you are currently receiving**. Bring enough supplies for the time you are with us. If you run out or do not have enough medication, we can obtain a further supply, but this will be on a private prescription and will be chargeable. Some prescribed medication can be extremely expensive, so it is always best to bring enough for your stay. We prescribe and pay for all detox medications.

## What happens when you get here?

In most instances, before you arrive you will have spent time speaking with our staff over the phone, who you will get to meet when you arrive, a friendly face which we hope will make you feel at ease. Firstly, we will spend a short period of time with you and your family, answering any questions that they may have. You will then spend some quality time with one of our Nurses, who will complete a

comprehensive assessment of your needs, including physical health checks. You will then meet the Doctor who will prescribe any detox medication that you require.

We will then introduce you to other members of staff, before showing you around the building and to your room. Your first day will be very relaxed as you get to know the environment and meet our other guests. After having a nice evening meal, you can relax in the living room or in your bedroom. Our priority in the first few days is to keep you SAFE and comfortable. We will call your family later in the evening or first thing the following morning to inform them as to your wellbeing.

## **The Services we offer**

The core services that we offer to our guests are 'inpatient detoxification' and 'residential rehabilitation'. If you are dependent on a substance like alcohol, you will be prescribed and administered medication for the first 7-10 days and spend a lot of time with our Nurses, whilst undergoing regular blood pressure checks and observations to ensure your safety.

As soon as you are physically and emotionally well enough, we encourage you to participate in our group work programme. We are a 'non-12 step' rehab facility, so everything we do with you is not centred around the 12 step model, however we want to provide choice, so if you wish to follow this path, we will do this with you - do employ staff who have recovered using this method. Most of the rehab work we do is in groups with a strong foundation in group therapy and utilising a CBT approach. We offer daily group 'workshops' where we discuss a range of topics relating to addiction, recovery and mental wellbeing, such as:

- Managing Anxiety
- Anger Management
- Coping with Stress
- Managing Grief
- Negative Automatic Thoughts
- Trauma
- Positive Relationships
- Triggers and Cravings
- The Cycle of Change
- Strengths
- Assertive Communication
- Healthy Boundaries
- Core Beliefs and Values
- Habit Breaking & Building
- Self Esteem & Self Care
- Gratitude

## **A typical day in treatment**

On a typical day, most guests wake between 7-8am. We provide breakfast from 8:30-8:30 am, lunch from 12:30-2pm and dinner from 6-7pm. Throughout the day, you will engage in our group work programme, with regular breaks for tea and coffee. You can go back to your room at any time in the day, so you can use your own private bathroom facilities. **Medication times are 8am, 1pm, 5pm and 11pm.**

We like to go for a daily 'wellbeing walk' (weather permitting) and guests have the opportunity to attend evening self-help groups in the local area or online. From 4:30pm onwards you will be allowed to access your phone and laptops, so that you can carry out any business activities you may need to, as well as connect with family and friends.

## **Your Feedback**

Throughout the treatment process, we will ask for your feedback about the services we provide, so that we can consistently improve and build upon the things that you tell us work well. If you have any concerns or would like to complain about the service, we will aim to resolve it swiftly and satisfactorily. More details about the complaints process are found in this welcome pack.

## **Finally**

If you have any more questions about what we do, please do let us know. We hope you enjoy your stay with us.

## KEY POINTS

**WAKE UP** If you haven't already woken by 8am, we will wake you up at 8am so that you can have breakfast and be ready for the first group of the day at 9:30am

**JOURNALS** We ask all clients to complete a daily journal. Blank copies are available in the group room in a folder, in the draws. **Please** hand this form in to the Group Leader, who will take them to the counselling team every morning before the first group.

**REQUESTS** If you need or want to do anything, such as buy cigarettes/ vape, make a phone call, buy other items (toiletries, clothes etc) please complete a '**Request Form**'.

These forms also live in a folder in the group room, hand them in with your daily journal. Staff will act on your request and come back to you.

**LAUNDRY** We can get your clothes cleaned at the launderette, where you can pay our local launderette directly. Alternatively, if you wish to use our in-house washing machine, use the request form to let our team know. A member of staff will facilitate this at night, after 7pm. If you wish for us to use the tumble dryer, let us know, or you can dry your clothes in your room.

**BEDDING / TOWELS** We wash towels every Monday and Thursday, bedding every Thursday. We will come into your room and replace it with fresh linen.

**ACCESS TO KITCHEN** Clients are not allowed access to the Kitchen. If you require food outside of set mealtimes (730am, 1pm, 6pm) then let a member of the team know.

**PHONES OFF** Please refrain from using your mobile phone after 10pm, to allow people to rest and sleep in peace.