

Resident 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 residents; a huge, beautiful, green garden, offering tranquillity and peace, an environment where our residents 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 residents **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 can have access to these items at all times, we just ask that you do not bring them into groupwork or 1-2-1 sessions. We also request that you respect other residents by not making calls after 10pm, as other residents 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 residents. 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 residents 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.

A typical day in treatment

On a typical day, most residents wake between 7:15-8:30am. We provide breakfast from 7:30-8:30 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 residents have the opportunity to attend evening self-help groups in the local area or online.

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.

Visitor Policy at TLC Rehab

At TLC Rehab, we understand the importance of family and friends in the recovery process. Visits can be made during **weekends** between **1:00 PM - 5:00 PM**. You are expected to fill in the **visit form** and hand it to a member of staff a few days prior the visit. To ensure a peaceful and focused environment for everyone, please keep the following visitor guidelines in mind:

-Visit with Love and Support: We welcome visitors as they are a key part of the recovery journey. Your support is valuable to us!

-Step Outside for the Visit: Visitors are asked to wait outside the facility to maintain a peaceful environment for all residents. Residents have the freedom to step outside to meet their loved ones, helping ensure that the inside of the facility remains calm and focused for everyone's recovery. This also prevents any disruptions that could affect the healing process for others.

-Special Circumstances: If there are any special situations that require exceptions, please let us know, and we will do our best to accommodate your needs.

-Respect for the Environment: Following this policy helps maintain a peaceful and therapeutic space for all residents to focus on their recovery.

Visitor Restrictions

Visits can be made on **Weekends** between **1:00 PM - 5:00 PM**. A **visit form** needs to be filled a few days before and handed to a member of staff.

To help new residents settle into their recovery, we have a few visitor guidelines for those admitted on **Thursdays or Fridays**.

-No Visitors During the First Weekend: For residents admitted on Thursday or Friday, we ask that no visitors be scheduled during their first weekend. The first few days are crucial as residents may experience withdrawal symptoms and need time to adjust to the recovery process. Visitors during this time can disrupt treatment and hinder the adjustment process.

-Visitors Welcome After the Weekend: After the first weekend, visitors are welcome to visit their loved ones to offer support and encouragement as they continue their recovery journey. This helps maintain a positive and motivating environment for residents as they progress in their treatment.

Thank you for your understanding and cooperation.

KEY POINTS

WAKE UP If you haven't already woken by 7:30am, we will wake you up so that you can have breakfast and be ready for the first group of the day at 9:00am

JOURNALS We ask all residents to complete a daily journal. Blank copies are available in the group room. Please hand these into a member of the team, daily.

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 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 Residents are not allowed access to the Kitchen. If you require food outside of set mealtimes (7:30am, 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.

PUNCTUALITY: Residents are asked to attend breakfast within this time frame to ensure everyone gets the nourishment needed to start their day. Being on time and respectful of meal times creates a positive atmosphere and supports everyone in the facility.

TLC Rehab - **Treatment Agreement**

In order to protect the welfare of you and everyone else connected with TLC, it is important that you stick to the following code of conduct. **We believe that EVERYONE has the right to enjoy treatment free from harm.** If you 'break' this agreement, TLC may take disciplinary action which in turn could mean you are discharged from treatment.

1/ I will not take alcohol, drugs or any psycho-active substance that has not been prescribed to me. If I need medication (including herbal remedies, OTC medication and CBD related products), I will ask the Nurse if it is suitable BEFORE taking it. Gambling (including lottery) and alcohol-free drinks are also forbidden.

The consequences of breaking this clause may result in me being discharged from treatment. This also applies to anyone under SUSPICION of using substances or showing signs of any behavioral addiction. Please be aware that eating foods containing poppy seeds *may* produce a positive opiate test, which may result in me being discharged.

2/ I will take part in random urine/breath tests. A positive test may result in me being discharged from treatment. Refusal to provide a sample may also lead to discharge. Failure to provide a sample within a 4-hour window will be viewed as a refusal to provide a sample.

3/ I agree to treat everybody with kindness, tolerance and respect. TLC has a zero-tolerance policy on discrimination of any description. I will not use any form of violence, threatening, intimidating or discriminatory behaviour to other residents, staff, visitors, property or members of the community. Such behaviour may result in me being discharged.

4/ All TLC indoor premises are vaping / smoke free zones. Smoking or vaping in my room or any part of a TLC property may result in me being discharged.

4/ I will take part in all timetabled activities and complete all written assignments on time. This includes turning up to group sessions on time, following group rules and engaging in the treatment process. This includes engaging in medical treatment requested and recommended by TLC staff - If I choose to go against the medical advice given to me by TLC, for example to attend a medical appointment / hospital, this may result in me being discharged from treatment, if failure to follow such guidance could put you at risk of avoidable harm.

5/ I am not allowed off-site without being accompanied by a member of staff, until granted by TLC staff.

6/ I will take responsibility for maintaining cleanliness and tidiness of my room and the building in general.

7/ Exclusive relationships are forbidden in treatment. If I have feelings for another resident, I will speak to a Counsellor about it. If I do enter an exclusive relationship, I understand that I may be discharged from treatment.

8/ I will make the counselling team aware if any other resident has breached this Treatment Agreement as soon as I know. Not informing someone could do serious damage to a resident's long-term recovery.

9/ I will respect the confidentiality of everyone involved at TLC. Anything I hear in TLC treatment I will keep to myself. I will not pass on the identities of any TLC member to anyone outside of TLC.

10/ I agree to be woken up at no later than 8am ready for the start of the treatment day.

Warning System

Should you breach any of these rules, you may be issued with a verbal warning. If we do not see any improvement in behaviour or willingness to participate in the programme, and if you break the rules again, you may be issued with a written warning. Further breaches may result in a final written warning, followed by discharge from the service. Throughout this warning process, we may inform the funder of your treatment, so they can help us to understand the behaviour and help you to address it. We reserve the right to advance any warning, e.g., to go straight to a final written warning, if we believe the behaviour warrants it.

TLC's priority is to treat people as individuals and therefore may vary individual agreements to meet individual circumstances.

If you are discharged from treatment you must take all your belongings with you. TLC does not take any responsibility for lost or damaged personal effects that you choose to bring into treatment with you. You may store any expensive items in a safe within the staff office, should you wish to.

If you feel aggrieved or concerned about any aspect of the TLC service, please speak to a member of staff to raise a concern or complaint.

LAUNDRY SCHEDULE:

All laundry will be done after 20:00 hrs. Night staff will do it for the resident according to the schedule.

DAY:	BEDROOM NUMBER/S:
Monday	Room 2, Room 3
Tuesday	Room 4, Room 5
Wednesday	Room 6, Room 8
Thursday	Room 7
Friday	Room 9

Please ask Support Staff for more information.

INFORMATION FOR PATIENTS WITHDRAWING FROM OPIOIDS

- Note that you would need to allow considerable time between finishing your last use of opioids and starting to take your detoxification medication.
- You may become dehydrated during detoxification so ensure adequate fluid intake. Your appetite may be poor during detoxification, but it is still worth trying to eat a little, as small frequent healthy meals will help minimise craving for alcohol.
- Make sure you take all medications prescribed for detoxification according to the instructions you have been given. It is also very important to continue taking your repeat prescription prescribed originally by your GP for any diagnosed physical illness except you were specifically told by the TLC doctor during your initial assessment not to take it.

- During detoxification you may suffer from watery eyes, runny nose, mood swings, sleeplessness, nausea/vomiting, diarrhoea, stomach cramps, muscle pains, agitation anxiety and irritability. The medication (Buprenorphine or Methadone) you have been prescribed should help to reduce these symptoms. For the first couple of days, the dosage is very high, then it gradually decreases until you are no longer taking any. The drug acts as a substitute for the opioid you have been taking, and the idea is to gradually wean your body off the drug, so that the withdrawal is gradual, controlled, and comfortable. You may also be prescribed other supportive medications to reduce your symptoms so please let TLC staff be aware of all your symptoms during detoxification.
 - Most people undergoing detoxification find that they need plenty of support from the people around them – especially when they are craving for a drink/drug. Do not hesitate to ask for help from TLC support staff members.
 - During the detoxification and in the early stages of recovery you will be quite vulnerable, so avoid situations where alcohol/drug is consumed or openly available so as to reduce the possibility of relapse.
 - After the detoxification you will remain vulnerable especially in the first few days and weeks, so make sure your after-detoxification plan is clear and definite. This is provided for here at TLC. However, you should consider additional support services such as your local drug recovery service if you are leaving TLC immediately following detoxification.
 - Be aware. There is a high risk of death from opioid overdose following detoxification so please avoid drug use and seek help if immediately feeling vulnerable to relapse.
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INFORMATION FOR PATIENTS WITHDRAWING FROM ALCOHOL

- Note that you would need to allow considerable time between finishing your last drink and starting to take your detoxification medication. This is to reduce the danger of the tranquillisers reacting with any alcohol that is still in your system.
- You may become dehydrated during detoxification so ensure adequate fluid intake.

- Your appetite may be poor during detoxification, but it is still worth trying to eat a little, as small frequent healthy meals will help minimise craving for alcohol.
- Make sure you take all medications prescribed for detoxification according to the instructions you have been given. It is also very important to continue taking your repeat prescription prescribed originally by your GP for any diagnosed physical illness except you were specifically told by the TLC doctor during your initial assessment not to take it.
- During detoxification you may suffer from mood swings, sleeplessness, forgetfulness, poor coordination and feel anxious and irritable. The medication (Chlordiazepoxide) you have been prescribed should help to reduce these symptoms. For the first couple of days, the dosage is very high, then it gradually decreases until you are no longer taking any. The drug acts as a substitute for the alcohol you have been taking, and the idea is to gradually wean your body off the drug, so that the withdrawal is gradual, controlled and comfortable. You have also been prescribed some Vitamin B1 (Thiamine) which is important to protect your brain and your memory functions from harm during the detoxification.
- Most people undergoing detoxification find that they need plenty of support from the people around them – especially when they are craving for a drink. Do not hesitate to ask for help from TLC support staff members.
- During the detoxification and in the early stages of recovery you will be quite vulnerable, so avoid situations where alcohol is consumed or openly available so as to reduce the possibility of relapse.
- After the detoxification you will remain vulnerable especially in the first few days and weeks, so make sure your after-detoxification plan is clear and definite. This is provided for here at TLC. However, you should consider additional support services such as the Alcoholics Anonymous if you are leaving TLC immediately following detoxification.
- Be aware. Coming off alcohol with the aid of the medication you have been prescribed is normally very safe. If you experience any symptoms such as hallucinations, fitting or confusion TLC staff will call for immediate medical help from the GP or ambulance. For minor symptoms please inform TLC staff who may contact local GP or NHS 111 for advice.

TLC DETOXIFICATION CARE AGREEMENT/CONTRACT

The following stipulations have been designed to help you, so that you have the best chance of abstinence.

- The detox requires that you be abstinent from alcohol, heroin, and illicit drugs so you must not consume or possess any of them. During detox you will be breathalysed / urine tested and if positive, you will not be able to continue with the detoxification.
- In order to get the maximum benefit from the detoxification, you will need to give it your full priority.
- You will be expected to attend daily assessment for the period of the detoxification and to take all medication as prescribed by the doctor.
- Aggressive, violent, abusive racist or sexist language or behaviour will not be tolerated. If you demonstrate any of these the detoxification will be stopped.

COMPLAINTS SUMMARY

If there is anything you are unhappy about, we want to know about it so that we can improve the quality of service for you and for the next person that comes into treatment. At the same time, we encourage you to provide positive feedback so that we can build on it.

If you register a **concern**, we will do our best to talk to you immediately, to discuss your concerns. The nature of your concern will depend on how soon we can find a solution or resolve the problem, but we will endeavour to resolve it in 3 working days at the most. If you are not happy with the outcome, please register a full complaint.

If you register a **complaint**, we promise to acknowledge the complaint in writing, within 2 working days. We will inform you of our full Complaints policy which outlines your rights, and the timelines that we will work too.

Making a complaint will not affect the treatment and service you receive, and will be kept in the strictest confidence.

Where else to go with my complaint....

If you do not feel comfortable in making your complaint directly to us, there are other ways to raise a complaint, but these depend on how you paid for your treatment:

Treatment funded by your local council

If you are not happy with the reply you receive from a care service when you complain, you can take your complaint to your local social services department. You will need to follow their complaints procedure – your social worker, care manager or the department itself will explain what to do.

Local Government & Social Care Ombudsman

If you are not satisfied with the final reply from the care service or your local social services department, you can complain to the Local Government Ombudsman at PO Box 4771, Coventry CV4 0EH. Phone: 0300 061 0614 or 0845 602 1983

The Local Government & Social Care Ombudsman can investigate individual complaints about councils, all adult social care providers (including care homes and home care agencies) and some other public service organisations. If we decide to investigate, we look at whether organisations have made decisions the right way.

<https://www.lgo.org.uk/contact-us>

Independent Healthcare Sector Complaints Adjudication Service (ISCAS)

The Independent Sector Complaints Adjudication Service (ISCAS) is one of the recognised independent adjudication services of complaints for the private healthcare sector. ISCAS is a not-for-profit limited company, independent from the trade body and owned by the Centre for Effective Dispute Resolution (CEDR). ISCAS provides the services of independent adjudication as the third stage of a three-stage process. As a new service provider, we are not currently registered with ISCAS, which will be reviewed in six months from service opening, or if we receive a complaint which after investigation, the complainant is still not satisfied with the response and wishes to escalate to such a body (whichever date is sooner) <https://iscas.cedr.com/>

Citizens Advice

Citizens Advice provides free, confidential and independent advice from over 3,000 locations, including in their bureaux, GP surgeries, hospitals, colleges, prisons and courts.

Advice is available face-to-face and by phone. Most of their bureaux offer home visits and some also provide email advice. To find out more, visit www.citizensadvice.org.uk

Care Quality Commission (CQC)

If at any stage you are still not satisfied with any aspect of service provision at TLC Rehab, we encourage you to contact the CQC to inform them of your dissatisfaction. They will advise you as to the appropriate steps to take and of what action they may take.

Care Quality Commission, Gallowgate, Newcastle upon Tyne, NE1 4PA **03000 616161**.
Email: enquiries@cqc.org.uk <https://www.cqc.org.uk/give-feedback-on-care>

Advocacy Services

If you would like to speak to an independent and impartial person about the treatment you have received, there are 'Advocacy' Services, usually run by professionals or people who have used services in the past, who can help you to express any concerns you may have about your treatment (leaflets available in starter pack)

[POhWER](#) is a charity that helps people to be involved in decisions being made about their care. Call POhWER's support centre on 0300 456 2370 for advice.

[The Advocacy People](#) gives advocacy support. Call 0330 440 9000 for advice or text PEOPLE to 80800 and someone will get back to you.

[VoiceAbility](#) gives advocacy support. Call their helpline on 0300 303 1660 for advice or use [VoiceAbility's online referral form](#).

You can also contact [Connected Voice](#) on 0191 232 7445 or visit the [MIND](#) website for further information on advocacy service

Journalling

In your starter pack you will find some 'daily journals'. Please complete one of these every day, at the end of each day, and hand them into the basket in the group room. Use these journals to say WHATEVER YOU WANT. Angry, sad, happy.....it's just about being open, and maybe a way to say something that you don't necessarily want to say out loud. The counselling team reads these journals so it is a good way for you to communicate your thoughts and feelings to the team, as well as being a valuable process which we hope that you will continue to do when you leave treatment.

My Life Story

(The events that led me to this place, at this time)

Writing a life story is an important part of your treatment journey. The aim is to increase self-awareness, and an opportunity for staff and the rest of the group to get to know you. We hope that by writing your life story, you may begin to recognise some of the key factors that you may want to address in treatment.

You may wish to write your life story chronologically, and you might also want to include some of the following, if this helps. **Wherever possible record your feelings about people, places and events in your life.**

- Details about your upbringing - your parents, siblings
- Childhood memories.
- Relationship with family, in the past and now.
- Friendships.
- How did you feel as a child – what specific incidents stand out in your mind? (Good & bad)
- How did you feel at school?
- What were your hopes and dreams?
- Relationships
- Work, career goals, progression
- Adult friendships
- First drink/drug
- Your drinking/ drug using history
- Previous attempts to stop drinking? Detox and Rehab history.
- What led you to seek help now?
- How do you feel now?

Once you have finished writing your life story, let a member of staff know. If you need help at any point, please let us know.

VISIT FORM

Visits are on weekends (Saturday Sunday) between 13:00-17:00 hrs only.

Please fill this form prior and hand it to a member of staff when you have family/friends visiting you.

YOUR NAME:

VISITOR NAME:

DATE OF VISIT:

RELATIONSHIP TO YOU:

VISITOR TELEPHONE NUMBER:

VISITOR EMAIL:

VISITOR DATE OF BIRTH:

TIME:

**Please inform your visitors to confirm their visit via email to
counselling@tlcrehab.co.uk**

Name:

Date:

Request Form

Please use this form to let the team know of anything that you need, or need for us to assist you with.

Hand the form in with your daily journal in the morning. Staff will action the request and inform you of the outcome asap.

What would you like:

☐ To request a visit

☐ To buy something

☐ To make a call

☐ Something else

Details of the Request:

Actioned: Yes ☐ No ☐

Internal Staff Use

Details:

Daily Journal

Name..... Date.....

What thoughts did I have today? How did I feel?

What did I learn about myself?

What am I grateful for today?

Mental Wealth Score: **I feel very low** 1 2 3 4 5 6 7 8 9 10 **I feel great**
Physical Health Score: **I feel very unwell** 1 2 3 4 5 6 7 8 9 10 **I feel great**

Aftercare

Every Monday 3:30-4:30pm

TLC facilitates a weekly group aftercare session for all clients who have completed treatment with the service. We will routinely invite everyone via email, to join our weekly Zoom call. If you do not wish to participate, please let a member of the team know.

Family Meeting

On the last Wednesday of each month,

TLC facilitates a 'Family Meeting', for family members and close friends of our residents. The purpose of this meeting is SOLELY to hold a safe and confidential space for family members to discuss how they have been impacted by addiction.

At no point do we ever discuss confidential, personal information about our residents.

We will contact you shortly before each meeting, to ask you if there are any family members who may be interested or may benefit from attending.

Wed 26 March
Wed 30 April
Wed 28 May

Wed 25 June
Wed 30 July
Wed 27 August