

# Phoenix Futures

Ending dependency, transforming lives



f<sup>o</sup>mework  
*opening doors to homeless and vulnerable people*

## Portland House Women's Service

*Supported accommodation for women with substance misuse issues*



# Transforming Lives



Portland House provides nine units of temporary supported accommodation in eight self-contained flats for women aged 18+ with moderate to severe drug misuse problems in Newark, Nottinghamshire. The Service is run in partnership by Phoenix Futures and Framework and provides 24 hour support, seven days a week.

## Supporting you

We will ensure you receive a comprehensive therapeutic programme of support based upon an up-to-date evaluation of your needs and preferences. We work with other agencies to ensure your needs are met.

“Women attending Portland House benefit from having two aspects to their treatment.”

## How long is the programme and what should I expect?

Portland House's programme applies principles of a therapeutic community delivering structured Cognitive Behavioural Therapy (CBT) group sessions, with particular emphasis given to independent living.

The programme is 9 months, delivered through three phases:

- Induction (1-8 weeks)
- Mid phase (2-6 months)
- Resettlement (6-9 months)

The induction and mid-phase guide the individual through reflection of their past behaviour and experiences, understanding thoughts and feelings and encouraging pro-social coping strategies. Between mid-phase and resettlement, you will be encouraged to explore voluntary work and gain a placement. You will also be encouraged to take a more active role in developing pro-social networks and constructive activities, in preparation for returning to the wider community.

Women attending Portland House benefit from having two aspects to their treatment. A therapeutic Treatment Plan is followed with a Phoenix Futures Key Worker, and an Independent Support Plan with a Framework Supported Housing Worker. This ensures that while in treatment, you learn the skills required to modify your lifestyle and change behaviour in preparation for resettling into the wider community.



Portland House supports advocacy and the involvement of advocacy services are included in the programme. You can also access a support worker from NHS Women's Service that provides one to one support specifically addressing domestic violence issues and/or a dedicated ISAS (Incest and Sexual Abuse Service) Counsellor to address experiences of sexual abuse.

On completion of the programme, we will assist you to resettle into the community with support networks in place. Referrals are made to tenancy sustainment services and women specific support services prior to resettlement.

“All clients at Portland House live in their own flats comprising of living space, bathroom and kitchen.”



#### What will structured groups involve?

These sessions focus on aspects of behaviour change and lifestyle modification and resettlement. The programme includes modules that address:

- relapse prevention
- cognitive skills
- motivation to change
- anxiety and anger management
- managing emotions
- domestic violence
- assertiveness
- confidence and self-esteem
- problem solving
- communication skills
- family and relationships
- future plans
- money and budgeting
- dealing with boredom
- making links with pro-social groups
- life paths
- cookery skills
- healthy living
- nutrition and diet

#### Will I have my own accommodation?

All clients at Portland House live in their own accommodation (flats) comprising of kitchen, living space, bathroom and kitchen. The accommodation is provided on-site and there are 4 flats which are 'courtyard' flats entered only through the main building. Courtyards flat are generally assigned to women in the first phase of their programme. As you progress through the programme, you will be moved to a flat on the outside of the building. All residents cook for themselves and are not permitted to enter each others flats.

#### What is the daily structure?

Each person is expected to participate in all aspects of the programme while in treatment.

**Morning activities:** The day begins at 9am when the community meets with staff for a morning check-in and discussion on thoughts, feelings and the days events. After meeting, the daily chores commence and collection of mail and medication. Morning groups are from 10.30am – 12.00pm, and afternoon groups start at 1.00pm – 2.30pm. These groups consist of structured Portland House groups, visit to the Portland House allotment, college, cookery, voluntary work and groups delivered by Framework's Academy, which includes pottery, Tai Chi and flower arranging.

**Afternoon activities:** Between 12.00pm and 1.00pm all clients have free time for lunch. From 2.30pm onwards key sessions are booked and visits to the gymnasium (provided by Phoenix Futures) and the library may take place. Escort duties such as supporting you with your weekly shopping, dentist, doctor, is also conducted during this time. All new residents will be on full staff escort for the first four weeks. This is then reviewed on a weekly basis.

**Evening activities:** The curfew is at 6.30pm, with exceptions to those off full staff escort, who can attend the weekly NA meeting if they wish from 6pm – 7pm on a Saturday evening. Evening groups are from 6.45pm – 7.45pm, and include games, arts and crafts and relaxation. From 7.45pm, all clients have free time to spend in their flats or the community area.

#### What happens at weekends?

The weekend regime is less structured, with allocated time for visits every 4 weeks. However, an exception is made for women with young children requiring more frequent visits. There is also a weekend community meal and community activity that involves a walk into town, by the river or outing to a local attraction. Flat checks are conducted on a weekend and all clients are expected to keep their flats clean and tidy. Testing for alcohol and illicit drugs takes place on a frequent basis.





### Policy on Early Leavers

All clients are encouraged to remain in treatment, however if Portland House is no longer suitable for the client, a transfer to another Phoenix Futures Service is offered.

Should leaving treatment be the only option, (depending on circumstances), clients are given 28 days notice to quit treatment. In this time a throughcare plan is written with the client, so that support networks are in place and accommodation arranged. If you leave treatment without notice (you choose to leave treatment immediately or you are asked to leave), support networks and accommodation will be priority and referrals will be completed immediately. Harm reduction information is given to all clients leaving Portland House.

### How can I refer?

If you receive support from other agencies, they can apply on your behalf, or you can refer yourself by contacting the service. See details opposite.



### How to find Portland House



You can refer yourself to Portland House by calling **01636 650 657**

**Email:** portland.residential@phoenix-futures.org.uk

**Website:** www.phoenix-futures.org.uk

#### Or write to:

Service Manager  
Portland House  
Portland Street  
Newark  
Nottinghamshire  
NG24 4XF

#### Directions

**By Road:** Portland House (Number 41) is located approximately 200 yards on the left-hand side of Portland Street, adjacent to Clinton Street. Some road side parking is available.

#### By Rail and Bus:

From Northgate Station – No. 54 (20 mins to the hour) and No. 90 (5 mins past the hour)

From Castlegate Station – No. 90 (10 mins past the hour) and No. 39A (38 mins past the hour)

Phoenix Futures is the leading UK network of drug and alcohol treatment specialists. The charity provides a highly effective range of services in communities, prisons and residential centres that each year help thousands of people transform their lives.

Framework is a leading provider of housing, support, training, care and resettlement services to homeless and vulnerable people in Nottinghamshire. Framework provides a pathway from life on the street to life in the community, delivered through 32 services throughout Nottinghamshire.

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## Our Mission

Phoenix Futures exists to give substance misusers the opportunity to rebuild their lives in a way that ends their dependence on drugs and alcohol.

We will work with people who seek our services, assisting them to gain self worth, independence and integration into society.

We will provide services that, while they maintain a clear structure, are adaptable to individual need.

We will value our staff, who enable us in this mission.

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Website: [www.phoenix-futures.org.uk](http://www.phoenix-futures.org.uk)

Fax. 01636 659 138

Or write to:

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