

**Phoenix Futures**  
Ending dependency, transforming lives



## Sheffield Family Service

*Specialist family service for parents addressing their substance misuse and related issues*



# Keeping Families Together



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.

Phoenix Futures runs two unique services in Sheffield and Brighton for families. Mothers and fathers can receive treatment for drug and alcohol misuse while continuing to care for their children aged up to 11 years old. Both services are Ofsted registered and offer a 6 month residential rehabilitation programme.



### **What is the Phoenix Futures Sheffield Family Service?**

The Sheffield Family Service was opened in 1996 and provides a residential drug and alcohol rehabilitation service for up to 27 parents and children (a total of 12 families).

The Sheffield Family Service is equipped to offer service users their own family room and shared amenities with 2/3 other families. The Service is situated in a pleasant residential part of Sheffield, close to local amenities, the City centre and the Peak District national park. The building comprises of 12 family bedrooms, 4 shared kitchen areas, 5 shared bathroom facilities and 2 shared communal lounges including on-site laundry. There is also an on-site Ofsted registered crèche for 0 – 8 year olds, access to a computer terminal with internet connection, a soft indoor play area for children and external garden areas.

### **What does the Sheffield Family Service aim to achieve?**

The Sheffield Family Service provides a 6 month rehabilitation programme for parents who wish to address their substance misuse issues whilst continuing to live with and care for their children. The service offers a stable and supportive environment that provides the opportunity for the facilitation of change in the following areas:

**Education and employment** helping parents return to education or undertake voluntary work.

**Families remaining together** with significant and sustained improvement in circumstances, a stable lifestyle, increased awareness of and provision of children's needs (significantly reducing risk for those children on an 'at risk' register).

“The service offers a stable and supportive environment that provides the opportunity for the facilitation of change”

**Routines and structure** enabling parents to undertake and organise daily tasks upon returning to the community.

**Suitable accommodation** so that the family can live together, feeling safe and secure.

**Improved behaviour and attitude** (including criminal behaviour) demonstrating the individual's ongoing commitment to change their lifestyle.

**Substance misuse** - becoming and remaining drug and/or alcohol free, introducing stability and changes in attitudes and beliefs about substance use.





**Financial issues** dealing with budgeting difficulties, debts and unpaid fines to reach a workable agreement between parties.

**Health** - improving both physical and mental health.

### **What kind of help and services can I expect?**

The Service offers a comprehensive health and social care package to meet the individual needs of parents and children within a semi-structured programme. A wide range of therapeutic approaches are practised including psychodynamic, Cognitive Behavioural Therapy (CBT) and Motivational Interviewing.

Services available include:

#### **Adult services/ activity**

- Individual care plan (reviewed at 10 and 20 weeks)
- Detoxification service
- Individual key work sessions
- Peer support and community groups
- Therapeutic groups focussing on specific issues e.g. substance use and associated behaviours, parenting, life skills and personal development
- Access to education
- Adults are encouraged to participate in voluntary work
- Practical advice e.g. housing and budgeting
- Regular review meetings, including the initial

planning meeting at the 4-week stage and 10 and 20 week reviews. Full written reports will also be provided and these incorporate all headings from the assessment of children in need framework

- Liaison with other external agencies to secure additional services
- Access to sporting/recreational activities
- Alternative and complementary therapies
- On going assessment
- Assistance in the development of resettlement plans
- Advice/guidance surrounding all aspects of parenting

#### **Children services/ activity**

- Individual care plan (reviewed at 10 and 20 weeks)
- Regular monitoring, observation and ongoing assessment across all areas
- Registered crèche for 0 – 8 year olds
- Access to local schools, nursery or mother and toddler groups
- Supervised parent and child play activities
- Encouragement of outside sporting activities
- After school activities held at the service or local amenities
- Increased parent/child activities in school holidays
- Individual nursery worker allocated
- Facilitation of Looked After Children and other statutory meetings where required

#### **How is the rehabilitation programme structured?**

The Family Service offers a stepped 3 stage programme. Progress through the placement is assessed and monitored on an ongoing basis. Parents are expected to progress through each

“A comprehensive health and social care package to meet the individual needs of parents and children.”



stage of the programme in sequential order from induction to primary through to the senior stage. Specific expectations apply to each programme stage and these cover all aspects of participation, attitude within the placement and acceptance of roles and responsibilities. Set written work will also need to be completed for each stage of the programme.

### **How do residents spend their time at the Service?**

#### **Individual key work sessions**

All parents are assigned their own individual key worker on admission. Individual care plans are discussed and devised on a one to one basis identifying goals and targets for the parent to work towards and achieve during their stay. These are regularly reviewed and revised in order to continually assess progress through the programme.

#### **Groupwork**

Our group work programme enables parents to develop their communication and social skills. Educational and skills based groups and seminars cover topics such as positive parenting, life-skills, substance misuse, coping strategies, self-development and health issues. Individual attitudes and behaviour patterns are challenged and emphasis is placed on the development of self-worth and personal responsibility.

#### **Children and family work**

Each child is allocated their own named childcare worker who contributes to the monitoring and assessment process concentrating on the child(ren)'s emotional and physical development, along with their interaction with the parent(s). Our programme incorporates parenting groups

“Children can attend playgroups, nurseries and schools in the local community.”

and parent and child activity mornings. Children can attend playgroups, nurseries and schools in the local community depending on the age of the child, however the parents remain the primary providers of care for their children at all times with guidance and support from staff provided wherever appropriate. Our monitoring systems ensure that parents acquire the insight and nurturing skills required to care adequately for their children.

#### **Multi-agency work**

The Family Service utilises a multi-agency approach and ensures that all parents and children are registered with local health services, schools and other areas of need identified through the care planning process. These include access to agencies in relation to domestic violence, external counselling including bereavement and sexual abuse; older children support services, BME groups and services, Sure Start, alternative therapies and education services.





### **What does the detoxification programme involve?**

We provide an initial detoxification programme of up to 4 weeks (dependent on funding), otherwise we would expect parents to have withdrawn completely from all substances on admission. Parents undergoing a detoxification programme are asked to arrive on a Monday or Wednesday in order to ensure that individual needs can be met by the visiting detoxification GP. Any prescribed medication including methadone should be taken prior to entering the family service on your admission day. The GP will visit the service user the following day of their arrival. All service users will be registered with our local health services. The local GP cares for the general health of all service users and provides medical input.

### **What about contact with family and friends?**

Visitors are permitted after the first 6 weeks unless pre-agreed contact with your child/children has been arranged. All visitors will need to be drug/alcohol free and visits will only be permitted following consultation and agreement with social services. Visits are limited to a maximum of 4 visitors to the service at any one time. Service users are not allowed mobile phones, but will have access to a pay phone and can receive mail from family and friends.

### **Are there any rules?**

To maintain a safe and positive environment, the Service has three major rules:

- No illicit drug or alcohol use
- No violence or threats of violence
- No harassment of any kind (including racial or sexual harassment)

\*Further expectations and house rules are outlined in the licence agreement, signed by all parents on admission.

### **How is the service staffed?**

The service is staffed 24 hours a day, 7 days a week and includes night staff who patrol the building on a half-hourly basis. All childcare staff hold qualifications at NNEB level or equivalent. The service has a multiple discipline staff team with skills ranging from counselling, childcare, substance misuse, health and social care through to management.

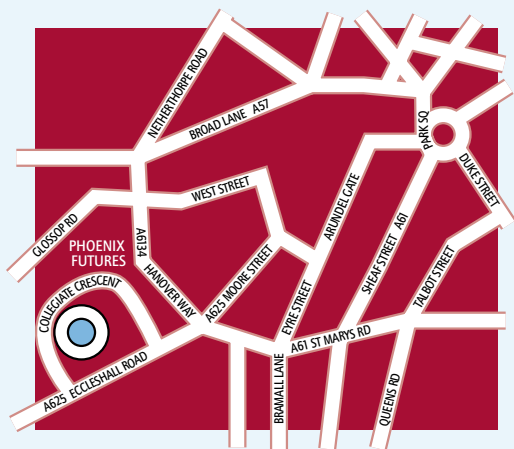
### **What are the admission criteria?**

- Parents must demonstrate motivation to address substance misuse issues and be committed to keeping their family together
- All parents must have a history of substance misuse
- Pregnant women will be considered for admission
- The children's welfare must not be adversely affected by placement at the service. The age range of children is from birth to 10 years at time of entry

### **How do you apply?**

Referrals are accepted from parents or by the referring agency. For more information contact us by telephone, e-mail or post. (Please see opposite for details).

## How to find the Sheffield Family Service



You can refer by calling:  
**0114 268 5131**

**E-mail:** [sheffield.family@phoenix-futures.org.uk](mailto:sheffield.family@phoenix-futures.org.uk)

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

### Or write to:

Assessment and Reception Officer  
Sheffield Family Service  
29-31 Collegiate Crescent  
Broomhall  
Sheffield  
S10 2BJ

### Directions:

**By Road:** From Junction 33 of the M1, follow signs for A630 Sheffield City Centre. Continue on the A630 until the dual carriageway ends at a roundabout with traffic signals (Park Square). Take the third exit from the roundabout signposted A61, pass Sheffield (Main Rail Stations) on your left hand side. Follow A61 (Sheaf Street) straight on, continue for 0.2 miles. Take first available exit off roundabout on to A61 (Suffolk Road), continue for 0.2 miles. Take first available right on to A61 where the road splits. Follow A61 (St Mary's Road) straight on where the road splits and continue for 0.3 miles. Take second available exit off roundabout on to A61 (St Mary's Gate), continue for 0.3 miles. Take first available exit off roundabout on to A625 (Moore Street), continue for 0.5 miles. Take



second available right on to Collegiate Crescent, continue for 0.3 miles. The Family Service is on the right-hand side, approximately 75m past the second road on the right (i.e. Broomhall Road).

**By Rail:** Terminate at Sheffield Station. The Family service is a 5 minute cab ride from the station.

# Phoenix Futures

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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.

Refer to the Sheffield Family Service

by calling: **0114 268 5131**

E-mail: [sheffield.family@phoenix-futures.org.uk](mailto:sheffield.family@phoenix-futures.org.uk)

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

Fax: 0114 268 5741

Or write to:

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