

**PHOENIX** **OPHELIA**  
**FUTURES** **HOUSE**



# **COMMUNITY MEMBERS GUIDE**

Information for women  
joining Ophelia House



## WELCOME TO OPHELIA HOUSE

Ophelia House is a CQC registered residential rehabilitation service offering you trauma responsive support in a female only, drug and alcohol-free environment.

Located in a quiet village just outside of Oxford, Ophelia house offers you a programme enhanced by individualised trauma responsive care, provided in a safe female only environment in a space designed to ensure your safety, comfort and wellbeing. Ophelia House is built on an approach of mutual support, respect and encouragement free from judgment and discrimination.

Ophelia House offers you flexibility of treatment duration between 3 and 12 months which will be based on your personal needs and goals. Our community members tend to stay with us for around 6 months but we will talk to you about what you want to achieve and recommend an approach that works for you.

At Ophelia House you will benefit from the core treatment and support offered by our residential 'Therapeutic Community' model enhanced by gender specific treatment options that are delivered by an all-female team. The team are highly skilled and experienced, with a passion for helping you create a brighter future for yourself, your family and community.

# THE THERAPEUTIC COMMUNITY



When you start your recovery journey at Ophelia House you will become a Community Member. Alongside the other women that are supported in the service you will make up the Therapeutic Community.

The community provides a safe, supportive and structured environment where you are able to explore the underlying reasons for your substance use and develop the skills necessary to move-on to live a drug and alcohol-free life.

The therapeutic community approach is a widely recognised and evidence-based model of treatment that is designed to support you to develop life and social skills through engagement in daily work, activity, routines and taking mutual responsibility for the smooth running of the house.

Additionally, you will benefit from the daily structured group work programme which embraces cognitive behavioural therapy, a talking therapy that can help you manage your problems by changing the way you think and behave. Community Members support and nurture each other as they move through the programme.



# TRAUMA RESPONSIVE CARE

We are conscious that you and many of the women that we support might have experienced trauma in your lives.

Our model is evidence based and developed around best practice in trauma-informed approaches to care, our staff are trained to recognise and respond sensitively to how trauma maybe affecting you. We will support you with the understanding that past traumatic experiences maybe contributing to your current difficulties and can sometimes cause lasting effects on mental, physical, social and emotional well-being. As such, every part of this service has been developed through consultation with women with lived experience ensuring the environment better serves women who have experienced trauma.

Our staff team are trained to understand the widespread impact of traumatic experiences and their impact on individuals and communities, and their ability to feel safe or develop trusting relationships.

Trauma Responsive Care aims to improve your experience of treatment by creating a sensitive and safe environment. Our staff team will work in partnership with you to empower you to make informed choices about your health, wellbeing and recovery. We have also carefully considered the structure of our group programme, the needs of the physical environment, our use of language and our values.

## We work to the five core values of Trauma Informed Care:

1

### Safety

Ensuring physical and emotional safety for you

2

### Choice

Making your choice and control a priority

3

### Trustworthiness

Maximising trust, ensuring clear expectations and consistent boundaries

4

### Collaboration

We are committed to working together with you

5

### Empowerment

Making your empowerment and skill building a priority



## DOMESTIC ABUSE SUPPORT

Research has found that women who experience domestic abuse are eight times more likely to have substance use needs compared to those who have not.

Many women coming into treatment may have experienced domestic violence and accessing support for these traumatic experiences can be an integral part of your recovery. You may wish to explore our specialist interventions including accredited programmes for women who experience domestic abuse which can support you to process these experiences.



## WHAT TO EXPECT IN OPHELIA HOUSE

Our bespoke programme of groups, activities and one to one support has been designed to support you in your recovery.

A typical day at Ophelia House may include meetings, groups, house department time, meals and internal / external activities such as art and crafts or the cinema. Additionally allocated time is scheduled to support community members to complete their self study and assignments.

The type of regular groups which all Community Members are expected to attend may include:

### Morning meeting:

This is held as the first thing after breakfast each day, everyone attends, and the group is designed to set you up for the day so that you can let each other know how you are feeling and if you need extra support.

### Community meeting:

Held once a week to discuss practical activities within the house.

### Peer groups:

These are run once a week and are led by a Community Member who has been trained to lead groups. The purpose of the group is to be responsive to the needs of its members and facilitate discussions on a range of topics as a means of supporting each other.

### Assignment groups:

You will complete several assignments throughout your time with us. During these groups, Community Members will present work to each other and receive feedback.

### Goals group:

Setting goals in recovery is very important as it keeps you focussed and gives you structure. These groups are an opportunity to discuss goals with peers and make plans for achieving them.

### Evening meeting:

Brings the community together for the final time of the day.

# RECOVERY THROUGH NATURE, ARTS AND SPORT

During your programme you can engage in a wide range of nature, sports and arts activities which have been selected to help you work with others, express themselves as individuals and provide the opportunity to experience something new.



These activities have been proven to increase retention rates in treatment and help Community Members learn new skills.

## Recovery through Nature

Recovery through Nature connects Community Members with our shared natural environment, offering you the opportunity to take part in practical conservation projects. It's a highly effective therapeutic programme and has been proven to aid Community Members in their recovery.

## Recovery Through Arts

Exploring your creative side can help unlock powers of self-reflection and communication. You may have the opportunity to take part in reading sessions, art and drama groups and other creative activities.

## Recovery Through Sport

Many Community Members develop their confidence, physical health and mental wellbeing through sport. Activities we may offer include exercise classes, yoga, swimming and use of our in-house gym.

# OUR PASSION FOR SUSTAINABILITY

Having achieved carbon-neutral status in 2020, our goal is to build upon this achievement and incorporate our sustainability strategy into all areas of treatment.

We aim to do this by reducing carbon emissions, increasing carbon capture and enhancing our connection with the environment through our Recovery through Nature programme.

The opportunity to take part in Recovery through Nature will be available to everyone throughout their programme. Community Members are actively encouraged to engage with the beneficial aspects of our sustainability initiatives to help educate us all on the benefits of environmental responsibility, improve our diets and enhance our physical and mental health.



## There are three guiding principles to our new approach;

1. Growing our own produce 'from seed to table'. Food is grown and eaten by people who use our services. Surplus produce is supplied to local foodshare and foodbank projects.
2. Carbon reducing conservation work located at surrounding habitats within the grounds of, and local to, our own properties.
3. Conservation work for our Recovery through Nature partners.

# RECOVERY HOUSING

Once you come to the end of your residential programme, you may have the option of moving into Phoenix recovery housing services (located across the UK), returning to your own home or moving on to alternative accommodation provision.

Through our aftercare services we continue to support you with this transition.

Here at Ophelia House, we have developed links with several different agencies to help provide you with housing and housing-related support both locally and within your own local authority if you return home.

For those who wish to make a fresh start after they finish treatment, there is an option to move into Phoenix Futures' recovery housing services which provide a safe environment living with others who are also leading abstinent, recovery orientated lives.

If you decide to stay in our recovery housing, a Phoenix Futures' dedicated housing worker will give you ongoing support with developing life skills, finding suitable education, volunteering or employment opportunities and becoming part of the local community. When you are ready to live more independently our staff team will support with the transition from supported housing to independent living.



# SUPPORTING FAMILY AND FRIENDS ON YOUR RECOVERY JOURNEY

We recognise substance use not only affects you, but also your families and loved ones and you may be concerned around visitation and support options available. All of our residential services will help facilitate families and loved ones to access mutual and emotional support.

Whether you already have relationships with loved ones or wish to rebuild relationships, where appropriate we will support this. In addition to family members attending care reviews, we offer family visits so that they have the opportunity to see the service and understand the programme.

The service provides a comfortable and welcoming environment for visits from family members, loved ones and children. All visits will be subject to a thorough risk assessment, especially where children will be present, and visits are pre-arranged so that everybody has the opportunity to receive regular visits.

We realise that those who stay with us can come from a variety of areas across the country, some which would make travel difficult. In these circumstances we can offer the opportunity for virtual visits for loved-ones who cannot travel to the service. There are opportunities for family and loved ones to get support at the residential and share their experiences with others who can relate and support. We can also put any family members and loved ones in touch with partner organisations offering support.



## FACILITIES

Ophelia House is inviting and comfortable and has been designed in a way that supports your recovery process. The interior decorations have been chosen to reflect a welcoming feel.

You will be provided with your own single occupancy room with an en-suite bathroom and access to kitchens and cosy social lounges. If you have any mobility needs there are also accessible bedrooms and wet rooms available on the ground floor and all our community spaces are wheelchair accessible.

There is a communal lounge with TVs, large spacious dining room, fully equipped kitchen and a purpose built space for groups and activities, The large grounds at Ophelia House features a dedicated area for our on-site Recovery through Nature activities as well as communal spaces and an outdoor shelter perfect for BBQ's, and other outdoor activities.



### ON SITE WE HAVE:

- 22 Single occupancy rooms with en-suite bathrooms
- On site move on accommodation for senior Community Members that supports your transition into independent living
- Modern and bright social, dining and lounge areas
- Additional bathrooms with adaptation equipment/aids to support mobility issues/disabilities
- Accessible garden areas
- On-site leisure activities

“A warm safe and caring environment in which I’m learning and growing every day. I have found my voice here and found ME. I am learning to like the woman I am becoming. Treatment has not only kept me clean and sober it’s changed one thing and that’s everything.”

Sophie, Ophelia House, Community Member

“I am very new at the moment but what I can say so far is that this is the first time in my whole life (and I’m approaching 46) that I have felt genuinely safe. I feel heard and respected and I truly have no complaints. The staff are superstars and friendly and I can tell that they genuinely care. The ladies are lovely and so supportive. I still have a long way to go but I am willing to put the work in to get better and I will put my trust in the people around me and trust the process. I love my room and my surroundings. I have enjoyed the food so far. I have a fab keyworker, my own little buddy, Jeanette and I am grateful to be here. I’ve never had so many hugs in my life. Thank you and god bless you all.”

Nadia, Ophelia House Community Member



**YOU CAN TAKE A  
VIRTUAL TOUR OF  
THE SERVICE HERE:**





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