

**PHOENIX NATIONAL
FUTURES SPECIALIST
FAMILY SERVICE**



COMMUNITY MEMBERS GUIDE

Information for people joining the
National Specialist Family Service



WELCOME TO THE NATIONAL SPECIALIST FAMILY SERVICE

The National Specialist Family Service offers safe, structured support for the whole family to address their problematic drug and/or alcohol use and improve their mental health.

Our residential services have been successfully supporting people across the UK to achieve long-term recovery for more than 50 years. We accept placements which are funded by a variety of means including those funded by the Local Authority and self-funded residential placements. We are CQC registered and achieved a rating of Good at our most recent inspection.

We offer a unique, family-focused programme of interventions which benefit each member of the family and the family unit as a whole. Families stay together at the service meaning that parents remain the carers of their children at the same time as taking part in the programme. Alongside this, the children will benefit from the support of our specialist childcare staff.

We are the only service of our kind across the United Kingdom which welcomes dads as part of the programme as well as mums. We also welcome pregnant females and are able to utilise a wealth of local amenities to

ensure they are able to fully engage in their programme whilst maintaining their relationship with community midwifery and health-visiting services.

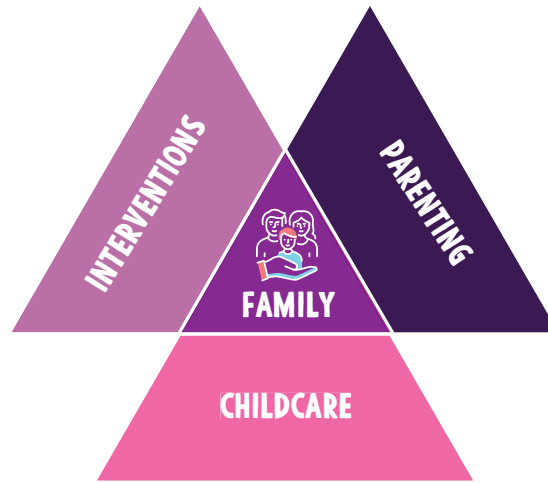
The National Specialist Family Service is located in a beautiful suburb of Sheffield within easy reach of local amenities, the city centre and the Peak District National Park. The spacious service provides for up to 12 families with children up to the age of 11 years old.



There are two flexible programmes at the National Specialist Family Service lasting either 12 or 26 weeks.

The programme brings together three main elements; therapeutic interventions, parenting and childcare responsive to the individual needs of each family. The parenting element is underpinned by the Positive Parenting Programme (Triple P), an accredited programme which enhances the skills parents use in managing their child's development.

Our staff team are highly skilled and experienced with a passion for helping people create brighter futures for themselves, their families and communities.



Our families benefit from each element of support in one place coordinated by our expert staff teams



THERAPEUTIC COMMUNITY

The Therapeutic Community approach is an evidence-based model. It is designed to encourage the development of life and social skills through engagement in daily work and activity routines.

All of the people who use our residential services are part of the Therapeutic Community and we call them Community Members.

Your needs will be met by a programme that embraces cognitive behavioural therapy methods alongside one-to-ones, role play therapy, life story work, peer support and complementary therapies.

The Therapeutic Community is designed to encourage the development of parenting, life and social skills through engagement in daily work and activity routines. Additionally, structured group work embraces Cognitive Behavioural Therapy methods, as well as including behavioural role play therapy.

A COMFORTABLE PLACE FOR YOUR DETOX



Parents can detox safely from several substances including opiates, benzodiazepines and alcohol. All family members including children are registered at a GP surgery as soon as they arrive, where a GP will assess which medication to prescribe and the appropriate dose.

A specialist detoxification doctor visits the service weekly to manage detox regimes and will support you through the detox process. Childcare support is on hand for respite should parents require this during detox and as part of their care plan.

We have a waking night provision meaning that there is a member of staff on site awake at all times. This helps with any difficulties parents and children may face during the night time.



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Community Members joined us at one of our Residential Services during 2021-22

FAMILY-FRIENDLY ENVIRONMENT



Set within a picturesque four-story building, the service provides an ideal environment for families to feel at home during their stay with us.

Each family has their own spacious family room and access to shared kitchen and bathroom facilities. There is a communal lounge with TV and a children's lounge where children can play.

The rear of the property has a private, enclosed area for the children to enjoy a range of outdoor activities and games.

The large garden space features a dedicated area for our on-site Recovery through Nature activities as well as communal spaces perfect for BBQ's, and a climbing frame and slide for older children.

Therapeutic groups, IT sessions and regular massage sessions for both adults and babies are held in an additional annex to the rear of the main building.

Children will be based in our Ofsted registered nursery whilst parents are in groups or taking part in activities. Parents will take part in play-based sessions and parenting groups with our nursery staff where they will work through various topics such as role modelling and healthy living.

CHILDCARE AND PARENTING

The National Specialist Family Service provides comprehensive care focused on assessing child development and wellbeing, as well as making observations around parenting. Our residents benefit from direct access to our highly experienced Childcare team who utilise bespoke specialist techniques developed through our unique experience, alongside accredited assessment and monitoring tools, and the Early Years Foundation School national curriculum. We have also been awarded Healthy Early Years Status at the Gold Standard.

Our nursery is Ofsted registered and rated Outstanding. We work in partnership with parents, social workers, speech and language therapists and a range of other specialists.

Our nursery has a ratio of three babies to one Childcare worker. A maximum of 13 children up to the age of 11 can be cared for at any point in time. Our nursery setting is stimulating and interesting for the children so that they are able to take as much as they can from each day. Each child has their own Keyworker who will keep parents fully informed of their children's progress through regular review meetings.

All parents are supported to enhance their parenting skills through the Positive Parenting Programme (Triple P) – an accredited programme recognised within the Family Court system. The developments made by those staying with us are monitored through the use of the Family Star tool, which is designed to set realistic, measurable goals and identify progress in key areas.

The Positive Parenting Programme allows parents the opportunity to explore and identify areas of improvement in their parenting, establish rules and boundaries and enhance skills in managing children's behaviour.

A dedicated health visitor will also visit the site once a week, or more regularly for admissions with new-born babies.



A DAY IN THE NATIONAL SPECIALIST FAMILY SERVICE

Your days at the family service will be structured. This is to help you establish a routine in both yours and your children's daily lives. To give an idea of how a day will be structured, here is an example timetable.

As you move through the programme, you will have more spare time during evenings and weekends, in preparation for leaving the residential service. However, there will still be regular groups which all parents are expected to attend. At the weekends we always arrange a community activity, this will normally be something family focused such as a trip to the local park or attractions.

10:00am – Morning business meeting: Everyone attends and the group is designed to set parents up for the day. They let each other know how they are feeling and if they need extra support. Plans are made for activities and the day ahead.

10:30am – Structured group session: The groups run by the therapeutic team can include relapse prevention, stress management, anger management, managing anxiety and coping with grief. External providers may also deliver additional groups around healthy eating, exercise, sexual health, first aid and a range of parent and child



Setting goals in recovery is very important as it keeps Community Members focussed

11:30am - Free time: Residents will prepare lunch and spend time with their children.

13:00pm - Activity and IT sessions: Two afternoons each week are set aside for computer time and written work. Wednesday afternoons are reserved for an activity which could include bowling, swimming, laser quest, cinema, coffee & cake or a country walk.

14:30pm - Sessions and appointments: During this time residents will have their 1:1 key session or attend appointments with solicitors, social workers or the local GP.

16:00pm - Free time: Residents are able to use this time to complete domestic tasks such as washing, cleaning or shopping. This time will also be used to prepare their evening meal and spend time with their children before settling them for bed.

20:00pm - Evening group: This brings the community together for the final time of the day and supports parents to socialise and engage in productive activities and learning.

OUR PASSION FOR SUSTAINABILITY

Having achieved carbon-neutral status in 2020, our goal is to build upon this achievement and extend our sustainability strategy into all facets of the work we deliver. We aim to do

this by reducing carbon emissions, increasing carbon capture and enhancing our connection with the environment through our conservation initiative, Recovery through Nature.

AN INCLUSIVE ENVIRONMENT

We pride ourselves on being a safe, inclusive service committed to ensuring equality of access to treatment.

Everyone is welcome to join our supportive Therapeutic Community and our staff are culturally aware and sensitive to diverse needs.

People from all walks of life are affected by drug and alcohol use. We welcome adults of all ages, ethnicity, gender identity or expression and sexual orientation and we seek to be

as inclusive as possible to people with disabilities.

At the National Specialist Family Service, we strive to be responsive to the requirements of individuals and families with accessibility needs. Whilst the layout of our building poses some restrictions, please contact us to discuss any adaptations you may require.

Should you require support to access a place of worship, Phoenix Futures have established links with local faith-based groups and Community Members often attend a diverse range of venues including Churches, Mosques and Temples.





RECOVERY THROUGH NATURE

Recovery through Nature connects our Community Members with the outdoors and provides opportunities to learn new skills, socialise and reflect on their progress in recovery amongst fresh air and inspiring views.

You will have the opportunity to go out to various settings across Sheffield to work on a variety of tasks including

heathland clearance, planting trees and installation of benches and picnic tables. The Family Service is also in the process of transforming our own outdoor space into a therapeutic garden.

38 Community Members chose to join us at our National Specialist Family Service during 2021 - 2022

IMPROVING MENTAL HEALTH AND WELLBEING

92% of people in residential treatment with Phoenix Futures have an emotional or mental health need and almost 70% had a diagnosed mental health condition.

With this in mind our programme and its interventions have a key focus on improving mental health through

specialist support and therapeutic activities.

This has meant that those who come to Phoenix Futures have significant improvements in their mental health, reporting on average an improvement of 82%.

Our support is continuously monitored and tailored to meet individual needs. This helps us to ensure a placement with Phoenix Futures enables people to improve their well-being and get the support they need.

84%

of those who chose to join us in our Residential Services reported an improvement in their overall quality of life upon completion of treatment





“I’m so thankful to all staff and peers for helping me find me again. Without Phoenix I don’t know where I would be.”

Community Member, National Specialist Family Service

TRAUMA INFORMED CARE

At Phoenix Futures we are conscious that both men and women have had an experience with trauma in their lives.

All staff are trained in trauma-informed care to understand the widespread impact of these experiences, to recognise the signs of trauma and provide treatment which addresses the multi-faceted needs of people working towards recovery. Interventions, policies and procedures are specifically designed to provide a safe, supportive environment for people accessing our services. Focus is also placed upon supporting staff well-being when delivering trauma-informed care to help them provide the highest standards of care for people entering treatment.



SUPPORTING FAMILY AND FRIENDS ON YOUR RECOVERY JOURNEY

We recognise substance use not only affects the individual, but also their families and loved ones around them. All of our residential services will help facilitate families and loved ones to access mutual and emotional support.

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

are subject to a thorough risk assessment, especially where children will be present. 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.



PHOENIX FUTURES RESIDENTIAL SERVICES

The National Specialist Family Service is one of four rehabilitation services Phoenix Futures provides across the country, each delivering a comprehensive, high-quality recovery programme enhanced by their individual specialism.

Sheffield Residential

A large Victorian property on the edge of the Peak District National Park. The programme places nature at the heart of its delivery.

Wirral Residential

A picturesque Edwardian property in the tranquil suburban setting of the Wirral, close to Liverpool. A place where Community Members are welcome to bring their dog into treatment.

Scottish Residential

An accessible property located in Glasgow. Service users will have an individual en-suite room, with a lift providing accessibility throughout the building to those with additional mobility needs.

“...You not only gave us the opportunity to keep our children, but you gave our children the chance to see their parents grow and remain a family...”

Community Member, National Specialist Family Service





To find out more, make a referral or discuss how to fund your treatment get in touch by phone 0114 2685 131 or email on Sheffield.Family@phoenixfutures.org.uk

YOUR SUPPORT ENABLES US TO CREATE HOPE FOR A BRIGHTER FUTURE

Support us to make safer, healthier, happier communities across the UK

As a registered charity we've been helping make a positive change for individuals, families and communities across the UK for more than 50 years

If you'd like to support us we'd love to speak to you

Contact us at - marketing@phoenixfutures.org.uk



PHOENIX FUTURES
NATIONAL SPECIALIST FAMILY SERVICE

TEL 0114 2685 131

EMAIL Sheffield.Family@phoenixfutures.org.uk



Help us speak out against stigma by liking, sharing
and following us on social media



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