



# Family Information Pack



## **Info Pack for Families**

### **Mission Statement**

To deliver residential abstinence based treatment, at an affordable cost, striving to make our programs accessible to all. We promise to continually develop our programs, our support networks, our staff and our facilities, to ensure that we remain at the forefront of abstinence based 'addictive personality disorder' treatment.

### **Some Suggestions**

Go to a family meeting – see appendices  
Read all treatment literature  
Attend family meeting(s)  
Make a list of treatment related questions

### **Location**

#### **Office**

Recovery Centre  
231 Whapload Road  
Lowestoft  
Suffolk  
NR32 1UL

Tel: 01502 587269  
Fax: 05602 095309

Open 8.30 am to 4.30 pm Monday to Friday and Saturday 9.00 am till 12.00 noon

#### **Residences**

The Albany  
400 London Road South  
Lowestoft  
Suffolk  
NR33 0BQ

The Fairways  
398 London Road South  
Lowestoft  
Suffolk  
NR33 0BQ

Tel: 01502 561170 – outside of office hours.

### **Emergency Numbers:**

During office times	01502 587269 (opening times as per above)
The Albany - outside of office hours	01502 561170 (opening times as per above)

### **Some of the Staff**

Lester Morse	Managing Director
Janie Murray	CQC Registered Manager
Matthew Coe	Therapeutic & Interventions Manager
Sonja Pewter	Support Team Manager
Kelly Dunbabin	Admissions Coordinator
John Douglas	New Client Coordinator

## **Our rules and Conditions**

See appendices.

## **List of fellowship web-sites**

See appendices

**Family Groups:** With a staff member

Saturdays 1.30 pm – 3 pm (approximately one a month)

Having been with us for two weeks it is suggested that a family group/conference is organised between the client and their partner or immediate family. This will give all an understanding of the treatment process and give an opportunity for constructive feedback.

## **Visits:**

Clients are allowed visits 14 days from the date of admission. Visiting times are as follows:-

Saturday from 1pm to 7pm. Client can be picked up from the recovery centre at 1pm or if later from the houses, (all addresses are in this pack)

Sunday – client can be picked up from houses at 10am to return before 7pm. (family can come to the houses if they so wish but should vacate no later than 10pm)

Clients who are entitled to visits must request a visit using the Request Form. This must be submitted to the clinical meeting which takes place at 2pm to 4pm every Tuesday. Submission of a request does not guarantee a visit as the request is subject to an approval process.

We would recommend that due to the total abstinence approach that we have, that licensed premises are avoided. We would expect there to be no alcohol, drugs (including prescription medication) or energy drinks consumed during the visits.

### **HOME VISITS**

Clients can request home visits after approximately 6 weeks subject to the necessary step work being completed the process is:-

external risk assessment and planner filled in by client with help from staff, and handed into Tuesday clinical meeting, on the week before the visit, for risk assessment by team, if this is agreed then we ask for permission from funders, once this has been agreed then we speak to family member or friends who the client will be visiting and staying with for their confirmation and consent.

The client will have a copy of the planner and we suggest and encourage the client to stick to the planner and follow it to keep safe in this vulnerable time.

If families have any fears or concerns during any visits then please contact the house numbers, if it is during the weekend or the office number during office hours, for any support you may need. This is an extremely sensitive and difficult time for all concerned so please let us support you if we can.

**Private Family Consultations:**

Following on from family groups private family consultations can be arranged. Prices available upon request

**Can do list**

Phone office between  
8.30 am to 4.30 pm - Monday to Friday  
9.00 am to 12.00 noon on Saturday

Can write letters and send to:  
Albany, 400 London Road South, Lowestoft, Suffolk. NR33 0BQ  
or  
Fairways, 398 London Road South, Lowestoft, Suffolk, NR33 0BQ.

You are able to visit and attend family groups after two weeks and take clients out for lunch etc.

If you decide to stay overnight there are a number bed & breakfasts in close proximity to the houses.

**Cannot do list**

Talk to client for first two weeks, except 1 hour on Saturday if the client has been with us for more than 3 days

## Treatment Rules

I \_\_\_\_\_ agree to follow East Coast Recovery's rules and regulations during my treatment stay. I have been informed that they are subject to change at any times and with immediate effect.

1. To abstain from taking, purchasing and being in the possession of any non prescribed medication/drugs and alcohol.
2. To refrain from entering into any form of exclusive relationship (an exclusive relationship is one between two or more clients that excludes other members of the group).
3. To take part, if required to do so, in an initial drug and alcohol test upon admission to the clinic and to take part in random drug and alcohol tests as requested to do so. Should a positive test be taken, you will be charged £20, if test is negative no charge will be made.
4. To attend and participate fully in all groups, one-to-one counselling sessions and other timetabled activities and complete all written and therapeutic assignments as and when requested to do so. It is the client's responsibility to attend all groups and other clinic activities on time, and to attend all weekend activities.
5. To refrain from using any form of aggressive, threatening, violent or intimidating behaviour, whether verbal, physical or written, or to engage in actions of a bullying nature towards any member of staff, other clients, visitors, or members of the public and/or their property.
6. All mobile phones must be handed into the office upon admission for a minimum of the first two weeks of treatment. Thereafter, clients are permitted to hold their phones between 7.30pm and 10pm, unless otherwise specified. Outside these times phones will be held in the office; failure to hand in your phone may result in disciplinary action.
7. Clients who have had their phones returned to them must not lend their phones, or allow their phones to be used by clients who have not.
8. Clients who have the use of their phones must not make any appointments that require them to leave the clinic without permission. Permission can be gained from the client's key worker but is unlikely to be granted except in cases of real emergency.
9. Once a client has been at ECR for 12 weeks they are permitted to have their mobile phones on them at all times. Although, these must be switched off whilst in the centre.
10. To refrain from bringing any personal entertainment systems into the clinic.
11. All monies are to be handed in to the Clinic staff as no money is to be handled by clients for at least the first two weeks of treatment, unless specific permission is granted.
12. Clients should refrain from lending to each other money as this negates the opportunity to learn to manage finances. Clients who are permitted to handle their own money must specifically refrain from lending money to those who are not so permitted. Contravention of this latter point will result in disciplinary action being taken against both parties to the transaction.
13. To use the correct form for all other requests. Current forms are the Client Personal Request Form. These must be handed in to whoever is taking the morning group.
14. Clients who are entitled to visits must request a visit using the Request Form. This must be submitted to your Key Worker. Support/Administration Office on the Tuesday prior to the weekend upon which the visit is desired. Submission of a request does not guarantee a visit as the request is subject to an approval process. During primary treatment clients are not permitted to have visits from ex clients unless the ex-client successfully completed treatment more than six months prior to the date of the proposed visit.
15. Once clients have completed their Step 5, with permission on each specific occasion from staff, will be allowed to walk with peers in three's.
16. Clients must wear a seatbelt when being transported by ECR.
17. ECR cannot be held responsible for any lost or misplaced post, if clients wish to guarantee delivery it is recommended that recorded or special delivery postal services are utilised.
18. Clients while under the care of East Coast Recovery are asked to refrain from consuming energy drinks containing caffeine and taurine also to be mindful of not over consuming food and drinks high in sugar and fat content.

19. ECR would like clients to respect our dress code of casual and comfortable clothing; we would appreciate it if clients would refrain from wearing clothes that are generally considered too short or revealing. Please do not be offended if a member of staff suggests your clothing is not appropriate for rehab.
20. To refrain from participating in any form of gambling.
21. In order for ECR to support relocation, individuals must adhere to the relocation policy; completing primary (0-12 weeks), secondary (13-24 weeks) and tertiary (25-36 weeks).
22. ECR will not support medication reduction or stopping of medication against Doctors and staff advice. At ECR we believe the stopping of certain medication or unplanned reductions can cause serious harm and make treatment impossible. Persistence in this action will result in your discharge.
23. Drinking or eating anything to the access, we may ask you to reduce or stop with our support

**Lunchtime Rules**

1. All clients must first inform a member of staff on duty where they are going and with whom.
2. There must be a minimum of 3 clients per group if leaving the building.
3. In the first 2 weeks clients will be able to go shopping for essentials on Mondays and Thursdays. Any other shopping, i.e. clothes, will be arranged for Saturdays.
4. Each group of 3 must have at least one client with a minimum of 3 weeks clean time.

**House Rules**

1. The Client Treatment Contract must be adhered to at all times.
2. Housemates must treat each other with respect and courtesy at all times.
3. There is No Smoking or Vapeing in any part of the house.
4. All clients will be woken up at 7:00am.
5. Breakfast must be eaten before leaving the house.
6. TV and lounge area will be closed off by 11:00pm every night and clients must be in their own rooms after this time.
7. The television is not to be watched in the mornings, Monday to Saturday.
8. All Housemates must participate in House Cleaning Duties. These must be shared equally.
9. All rooms and personal belongings must be kept clean and tidy at all times.
10. No loud music to be played at any time.
11. Gardens must be kept neat and tidy at all times.
12. Rubbish must be disposed of weekly according to Council guidelines.
13. We cannot guarantee a single room and if you are admitted into a single room this cannot be guaranteed for the entire length of your treatment.
14. In order to accommodate new admissions or unforeseen circumstances, clients may be required to change bedrooms.

**'Over-the-Counter' Medications**

Over-the-counter medications must not be bought except with the permission of a senior member of staff. Over-the-counter medications should be handed in to a member of staff. Clients may, at the discretion of staff, be permitted to keep small quantities of over-the-counter medications for their own use.

Clients must not buy over-the-counter medications for any of their peers - nor lend money for this purpose.

Personal medications, whether prescribed or 'non-prescription', should not be shared with or given to any other peer.

Please read all labels and instructions before taking any medication.

Print:.....Date:.....

Sign:.....Date:.....

## Appendix two

### Websites aimed at family and friends

Families Anonymous	<a href="http://www.al-anonuk.org.uk">www.al-anonuk.org.uk</a>
Alanon family groups	<a href="http://www.famanon.org.uk">www.famanon.org.uk</a>
Co-anon family groups "cocaine"	<a href="http://www.co-anon.org.uk">www.co-anon.org.uk</a>
Co- dependants Anonymous	<a href="http://www.coda-uk.org">www.coda-uk.org</a>
Alcoholics Anonymous	<a href="http://www.alcoholics-anonymous.org.uk">www.alcoholics-anonymous.org.uk</a>
Narcotics Anonymous	<a href="http://www.narcoticsanonymous.org.uk">www.narcoticsanonymous.org.uk</a>
Cocaine Anonymous	<a href="http://www.cauk.org.uk">www.cauk.org.uk</a>
Children of Addicted Parents	<a href="http://www.coap.co.uk">www.coap.co.uk</a>
Love First	<a href="http://www.lovefirst.net">www.lovefirst.net</a>
Adult Children of Alcoholics	<a href="http://www.adultchildren.org">www.adultchildren.org</a>

Please call us if you have any problems accessing these organisations.

(01502) 587269



# Family Presentation Dates 2018

Family and friends presentation of the **'Brain of Addiction'** takes place every 28 days on Saturdays and commences at 1.30pm. Average duration: 90-120 minutes.

- 06/01/18 - LM
- 03/02/18 - MC
- 03/03/18 - LM
- 31/03/18 - MC
- 28/04/18 - LM
- 26/05/18 - MC
- 23/06/18 - LM
- 21/07/18 - MC
- 18/08/18 - LM
- 15/09/18 - MC
- 13/10/18 - LM
- 10/11/18 - MC
- 08/12/18 – LM

[www.eastcoastrecovery.co.uk](http://www.eastcoastrecovery.co.uk)



## **WRITING AN INTERVENTION LETTER TO YOUR LOVED WHILST IN ECR CARE**

When your loved one enters into treatment at ECR you can have lots of mixed emotions, amongst which could be anger, or relief that you no longer feel responsible for them, or wanting to encourage them. Writing a letter to your loved one can help you to clearly tell them how you have felt and is a way to help them too; to face how their actions have affected the ones they care about the most. Writing a letter can prevent you from being reactive, causing an argument, as can happen when speaking face-to-face with them.

When your loved one reads your letter they will be looking for any sign of blame towards them, as getting angry is what they are used to and usually what can cause an argument between you. At this point the same, old communication pattern starts which you know has not got either of you anywhere positive in the past. The letter can be re-written and re-worded although having a template can help. The letter is to help your loved one face their behaviours, but also to know you love and want to support them.

As you start the letter try to be as heartfelt as you can; as reminding them that you love them will allow them to read / listen more openly as their defences will be lower and they will take in what you have to say. You could share a happy memory or a time when you have been proud of them.

Secondly it would be helpful to show your new understanding of addiction as being a disease, a real illness, which needs the support of a treatment centre / AA 12 Step programme. It is not a matter of will power or choosing not to be an addict, and that you encourage them to get the help they need. This should be followed by factual statements of their negative behaviours whilst in active addiction and how it has affected you personally. Your loved one cannot dispute your first-hand account, especially if you can avoid *"You always"* or *"This is your fault"*, instead using statements such as *"I feel"* or *"when that happens"*.

After being completely honest about their specific behaviours you will need to repeat your love and support, followed by any fears you have if they cannot get recovery and the possible consequences. It would be helpful to tell them your hopes for yours' and their future with recovery, and your acknowledgment that you know getting recovery will be hard but definitely needed for everyone. Proofreading your letter is essential and please contact ECR to help you with this as they have experience that can help you. **Working together to help your loved one is the key to support their recovery.**

Sample letters can provide helpful insight and inspiration for one's own intervention letter. The following sample intervention letter is based on information from three sources, author Jeff Jay's book, [\*Love First\*](#), and other writings; advice from the [Partnership for Drug Free Kids](#); and various sample letters.

**EXAMPLE 1:**

Dear *[insert loved one's name]*,

*[This section reflects that the writer loves the person who needs help and is grateful for some specific experiences they've had together. It also demonstrates their bond is not broken, though the relationship may be strained. It's a good idea to address the person by their familial relationship, such as dad, mom, bro, sis, etc.]*

I know we haven't been talking much lately and we haven't sat down together in a really long time, but I love you dearly, and I am happy we are here together today. You have played such a huge role in my life. I have so many memories of spending time with you. Remember when you taught me how to swim? I was really afraid, and you told me to pretend that I was a dog and to do the doggy paddle – you know how much I love dogs! I often think about what you said to me when I was having trouble in my new school, in the 7<sup>th</sup> grade. You reminded me that it's more important to be myself than to lie just so people would like me. That helped me get through a tough situation. I couldn't have done it without it. I trusted you to help me, and you did. I'll never forget that. Thank you.

*[In this section, the writer is clear that she is aware that the drug abuse is occurring. She cites specific examples of symptoms, signs, and the consequences of the drug abuse.]*

I know that you have been abusing prescription pain pills since your accident. I know that these pain pills are addictive if you take too many, and you have been taking too many for a long time now. I don't know if your doctor explained it to you, but addiction is a disease. Your body is used to the pills now, and it always wants them. People who work in addiction say that it would be really hard for you to stop on your own. I read about how pain pills make people feel and look, and I've seen you that way so many times. Last month, when I came home, you were standing in the kitchen acting dizzy, like you were going to pass out. You were just rocking back and forth and didn't respond when I talked to you. I was so worried. I'm also worried about your weight gain and your diabetes. You eat so much more sugar than I know you should. I really don't want you to have to go to the emergency room again, like last year. I love you so much. When you do drugs and don't take care of your health, especially your diabetes, it really hurts me. I know that you would be worried about me if I have a disease because you really love me too.

*[In this section, the offer to go to rehab is made. An ultimatum is also included, if the offer is rejected.]*

I'm not the only one who loves you. We all do. That's why we already reserved a space in a rehab program for you. We found you a great place. The people are really nice and they can help you; they've helped a lot of people. It's hard for me to say this next part, but I have to, for you and for myself.

If you don't go to rehab today, I am not going to protect your drug abuse anymore. I won't tell lies to people for you anymore; you are the one person who always told me never to lie. If your boss calls and asks why you aren't at work, I'm going to tell the truth. If people ask me what's wrong with you, I'm going to tell them the truth. If my teachers ask me what's upsetting me, I'm going to tell them the truth.

But it doesn't have to be this way. You can get help. This disease is 100 percent treatable. Will you accept our offer and go to rehab today?

With all my love,

*[Name]*

## **EXAMPLE 2:**

Dear Son,

Life is not easy. It's not easy if you have a drug addiction – or even if you don't. It's all about evolution. The strong survive. It's not just about physical strength; it is more about mental strength. Do you have the will to survive? Do you have the strength to make it one more day?

As a person who has never had a drug or alcohol addiction, I can only speak from that perspective. My insight into your world is only through observation. I do not wish to walk in your shoes, but I can tell you what it is like to walk in mine – if you are serious about recovery.

Every day, I have unfulfilled wants that are not centred on anyone else. It may seem selfish, but I believe that the centre of one's being can only revolve around oneself. I want things, I want different feelings, I want changes in others, I want, I want, I want. It really never ends. I believe that desire is no different for anyone – a person with a drug addiction and those without.

Daily, there are people out there telling you, “No” – bosses, friends, parents, spouses, and significant others – that is just a part of life. Disappointment and hurt is as much a part of living as joy, happiness, and love. Hurt is the same for those with an addiction as it is for those without. The difference is how we react to and cope with our emotions, whether they are good or bad. I don't know what drugs do for a person with an addiction to help cope with disappointment. I don't know how drugs heighten the joy of happiness. But I do know that my life would be very monochromatic without the peaks and valleys.

I have no doubt from observing you that you hated every day you used drugs. I can see how your life was out of control, spiralling into a pit of hurt and despair. You became so lost that the helping hands of others could not even be grasped. I see your struggles with being clean; more pain than joy. It's a time in your life where the scales are not balanced. You are working so hard to survive but everyone is saying, “No.” There are so many frustrations. What is the point, you may wonder?

There is one place where no one will say no. There is one life that will accept you. The life of drug use that you have known for the last several years. That is the easy path to take. But, please know that the immediate pain you feel now will eventually fade. When my father died, I felt terrible pain and remorse. I wanted to pick up the phone and call him, but I knew I couldn't. I wanted one last time, for old times' sake, but I couldn't. I flashed back to all the good times, but they were not to be any more. I believe that feeling of loss is something similar to what you are experiencing in order to live on. Your old life must die and there is tremendous pain with that death. Each day you will want to use just *one more time*. Time may heal all wounds but the scars are there forever.

In time, the scales will balance and you will experience more joy than pain. But for now you must travel the difficult path and find the will to survive. You will become stronger each time you choose to steer away from that dangerous and tempting path at the fork in the road. It may be hard to see because the path to recovery is difficult. But please know you are not walking alone – hands of help are reaching out to you with your every step.

**EXAMPLE 3:**

Dear Dad,

We don't talk about it ever, but I love you very much. I know you love me very much, and you are very proud of me. I wouldn't be where I am, or have what I have, if it weren't for you. You taught me that I need to learn how to take care of myself before I rely on anyone else to do it for me. You encouraged me and supported me in my career aspirations. This gave me the confidence I needed to accept job positions that took me throughout the Midwest on my own.

When I went through my major heartbreak with Tom, you were the one whose shoulder I cried on. You were the one I trusted. You helped me get through it.

Dad, your alcoholism has been a part of our lives for a very long time. We didn't get here overnight. It is running your life. When I call home to check in, if it is too late in the evening, you're drunk. You get on the phone and your speech is slurred. When we talk later in the week you don't even remember our conversations. Sometimes you're passed out, and we don't get to talk at all.

When I come to visit you, and I'm on my way out to walk the dog, if you're in the garage I'll try to wait a little while because I don't want to catch you secretly pouring a drink. I do this to save you embarrassment. Or else I try to make a lot of noise in the laundry room so you know I'm coming, and you can hide the alcohol.

If I show up at your house late in the evening, you're drunk. I see it in your eyes, hear it in your speech and watch you move back and forth from the kitchen cupboard to the couch, with an occasional trip to the garage to drink from your hidden supply.

I love you, and I don't like seeing alcoholism sucking the life out of you. We're all here together because we want you to accept help. We're here to help. Will you accept our help today?

Love from your daughter, Tina.

**Useful links that may be helpful too:**

<http://lovefirst.net/4-writing-the-letters/>

<https://drugfree.org/parent-blog/an-open-letter-to-my-son-or-anyone-with-a-drug-addiction/>

<http://americanaddictioncenters.org/intervention/sample-intervention-letter/>

<https://www.choosehelp.co.uk/topics/intervention/the-intervention-letter>

<http://www.dualdiagnosis.org/interventions/letter/>

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So please write your letter and send a copy to ECR first; so that we can help you to make sure that it will help you and your loved one, especially whilst they are battling their addiction and getting their recovery underway.

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**“We do not ask you to believe in anything except ...recovery is possible...”**



## **Client Spending Money**

For the first two weeks of treatment, we look after the client's money.

If you would like to transfer some spending money into the ECR Client Account please ensure this is no more than £60 per week.

When making the transfer please make the reference name/number the client's name. Once the transfer has been made please inform Paulene Morse (Financial Coordinator) by e-mail as soon as possible, [accounts@eastcoastrecovery.co.uk](mailto:accounts@eastcoastrecovery.co.uk) or by telephone on 01502 587269.

Bank Details:-

Barclays Bank

Account Number:- 13183351

Sort Code:- 20-53-06

## How to make a complaint

You can make a complaint in writing by letter or completing a Request/Complaints Form, via fax, email or by telephone. If you are emailing, please let us know if a reply by email is acceptable and, if not, please provide a telephone number or full postal address.

Complaints should normally be directed to the member of staff with whom you have been dealing. This will give them the opportunity to explain what actions have been taken and to try to sort things out with you. If you would prefer, you can ask the member of staff for the name of their line manager and direct your complaint to them.

In the event that you would like to make a complaint to your referrer, for example a Local Authority, you can do so, by writing to Waveney District Council, Town Hall, High Street, Lowestoft, Suffolk NR32 1HS, if Waveney District Council are not your referring Council, they will redirect.

### What happens next?

We will use our best endeavours to:

- 1 Treat complaints thoroughly, fairly and politely, and investigate them sensitively; and
- 2 Respond promptly. Our target for replying to complaints is 15 working days from the date of receipt. If it is not possible to give you a full reply within this time – for instance because detailed investigation is required – we will give you an interim response, telling you what is being done to deal with your complaint, and when you can expect the full reply and from whom.
- 3 Our first response to your complaint should resolve your problem; however, if you are unhappy with our reply, or need further help, you can write to East Coast Recovery's CQC Registered Manager who will consider the issues afresh, and try to resolve them.

Our CQC Registered Manager:

Janie Murray (janie.murray@eastcoastrecovery.co.uk)

East Coast Recovery, Recovery Centre, 231 Whapload Road, Lowestoft, Suffolk, NR32 1UL



Schedule Example

<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>
<b>10:15 – 12:45</b>	<b>10:15 – 12:45</b>	<b>10:15 – 12:45</b>	<b>10:15 – 12:45</b>	<b>10:15 – 12:45</b>	<b>10:15 – 12:45</b>
Weekend Clear-up Group using 12 Step & CBT Integrative	Group Time Check-in Topic session	Here & Now Group	Group Time Check-in Cognitive Behaviour Group	Topic Session 12 Step & CBT Based	Art Therapy
<b>14:00 – 16:00</b>	<b>14:00 – 16:00</b>	<b>14:00 – 16:00</b>	<b>14:00 – 16:00</b>	<b>14:00 – 16:00</b>	
Step Work and set Assignments	Staff Clinical Meeting & Client Leisure Activity	Here & Now Group	Step Work & Peer Evaluations	House Meeting & Meditation	Free Time + Personal Work
<b>4:15 – 5:15</b>					
Split meeting for Men + Women 7.30-8.30pm	Dinner + Jobs	Dinner + Jobs	Book Study 7-8pm	Outside Shares Meeting	Dinner + Jobs