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INFORMATION PACK



Hebron House: Providing Residential Treatment for Women in Addiction

**Programme of
Recovery for Women with Drug and Alcohol Problems**

CQC Re-Registered Member of FDAP Member of DrugScope
Member of Alcohol Concern Affiliated to ACC Preferred Provider

Hebron Trust is a Company Limited by Guarantee No: 2802742 Registered Charity No. 1020095



Recovery Programme... is one of the very few places in the country where women only can access recovery

Hebron Trust has been successfully working with women with drug/alcohol addiction since 1987 to provide them with the life skills, support and resources to successfully resettle in the community drug or alcohol free.

Specialist Treatment for Women

We work with our clients to improve their wellbeing, encourage personal learning, encourage independence and build confidence. To sustain independent living we address their housing, family, financial or legal problems. For some this means support to reintegrate with their families, for those who relocate to settle in Norwich it is about enabling them to acquire paid employment so that they can achieve and sustain an independent life.

Hebron Trust is a Preferred Provider for female only rehabilitation.

Hebron House

The Trust operates from Hebron House offering quiet accommodation for ten women to live together safely in a small supportive community. They share household duties and develop skills they may have lost or for some it is an opportunity to learn new ones.

The House is a modernised therapeutic facility for our clients, situated in a conservation area in walking distance of all city amenities and public services in the heart of Norwich. The Norfolk Broads, many beaches, country parks and river walks are all close by and used in the programme for leisure, walking, sailing and other activities.

We accept referrals from all around the UK and offer an integrated health and social care service. Our service operates 7 days a week with 24-hour staff cover and we are supported by local GP practices, community services and other specialist professionals.

We provide a highly structured and timetabled programme including self-help techniques, one-to-one counselling, individual work and group therapy with mutual aid support. We are NDTMS compliant.



Outcomes for women who complete our programme

- Effective recovery
- Maintained abstinence
- Healthier lifestyle
- Sustained independent living
- Restored family relationships
- Back into education and employment
- Contributing positively to local communities

Is Hebron House the right place for me?

You are the only person who can answer this question. Do you want to stop drinking or using drugs? Do you know that you need to help you to stop and stay sober and drug free?

Hebron House is drug and alcohol free. This means that you will not be able to use drugs or drink alcohol and may be asked to leave if you do.

In addition to alcohol, the most common drugs of choice are heroin, benzodiazepines, stimulants and client substitute medication such as Methadone or Subutex.

On admission, you will need to be drug and alcohol free – following an inpatient or home detox if required.



Hebron House is a modernised building with a secluded garden, large rooms and a space for 10 women to live together. It provides a physically and emotionally safe place to make changes and live a drug and alcohol-free life

What will happen whilst I am here?

The structure of treatment, care and rehabilitation is flexible to support you in your own choices. You are free to leave at any time and are encouraged to negotiate your own goals and length of stay. We find that people who stay for more than 3 months are more likely to maintain a stable, drug and alcohol-free lifestyle after leaving and most women stay for 6 months in order to get full benefit from the programme.

After a brief induction period, designed to help you settle into the daily routine, you will be allocated a Key Therapeutic worker who will oversee all aspects of your placement.

Hebron provides a variety of groups to help build your recovery which is centred round the 12 Steps. Therapeutic groups and psychosocial interventions using 1:1 counselling and CBT (Cognitive Behavioural Therapy) are provided individually and in mini-group.

Groups on Relapse Prevention, Life Skills, Personal Development Workshops, Process Groups, Complimentary therapy and Community Meetings are programmed into the timetable with attendance at AA and NA meetings. Peer groups and mentoring is provided and opportunities to take up educational courses/training and/or voluntary work. Leisure based activities are offered such as swimming, art, needlecraft, badminton, fitness groups, shopping and weekend outings/days out.

Structured one to one work will be with your Key Therapeutic worker who is your counsellor. This consists of a mixture of counselling and teaching. There is also 'homework' to be completed between sessions. The purpose of counselling is to support and help you in day to day life without drugs or alcohol. Other issues may also be included as agreed with you.

Women and Drug or Alcohol problems

Some women with serious drug and alcohol problems will not recover without access to a specialised woman - only service

We have developed **gender specific treatment and rehabilitation in recognition that women are different from men and have radically different needs and expectations in recovery from severe substance misuse.** Some people who want to stop using drugs and drinking need extensive help to do so and will become increasingly ill and die prematurely without that help.

The **key features** we offer are:

- Small size – up to ten residents
- High staff ratio
- Extensive use of 1:1 working
- Supportive and affirming community
- Based on openness, honesty and trust
- Focus on relationships
- Focus on personal development
- Individual and flexible regime
- Comfort and informality
- Personal private space
- Primary care
- Exploring spirituality
- Continuing contact and aftercare



Although Hebron Trust is a Christian based service most women who come are **not** practising Christians and we do not pressurise people into making any kind of religious commitment. We are committed to equality of opportunity and welcome diverse applications from women of all sectors of the community



Placement considerations:

- Out of control drug and alcohol use
- Long term drug and alcohol use
- Deteriorating physical health
- Mental health service episodes
- Children at risk
- Co-existing eating disorders

- Self-harm or suicide attempts
- Chaotic lifestyle
- Repeated offending
- Unsatisfactory housing
- History of physical or sexual abuse
- Failure of previous interventions
- A mixed setting not appropriate
- Time spent in custody or care



Hebron House will not accept clients with:

- Arson convictions
- Long term psychiatric maintenance medication which seriously impairs their engagement with the psycho-social process
- A history of violence against children
- A history of violence against adults which is not drug or alcohol related
- Serious co existing physical or mental health problems that would make it unsafe for the client to be here.

Residents are **responsible** for playing their part in the household to the best of their ability, keeping to the rules and any personal restrictions they have agreed to and cooperating with the activities and structure of care.

Residents have the following **rights**:

- Always treated with respect
- No discrimination
- Respected confidentiality

- **Counselling rooms for one-to-one counselling and individual therapy**
- To see written information
- Negotiate own goals
- Freedom from abuse
- Not detained against their will
- To make suggestions or to complain

Our staff **Code of Practice** sets out standards of behaviour and the terms of staff availability for attention to and support of residents. The staff team are professionally qualified counsellors or care practitioners with specialist work related and substance misuse training. We are supported by Life Skills coaches and trained volunteers.

After detoxification and changes from reliance on drugs and alcohol, many women are able to tackle their issues and to progress in overcoming the problems they face.

This change takes place within a **network of relationships** which include Hebron graduates, volunteers, current residents and the staff team. Every resident receives specialist 1:1 counselling and CBT linked with therapeutic approaches of motivational interaction and transactional analysis and takes part in a wide range of therapeutic groups:

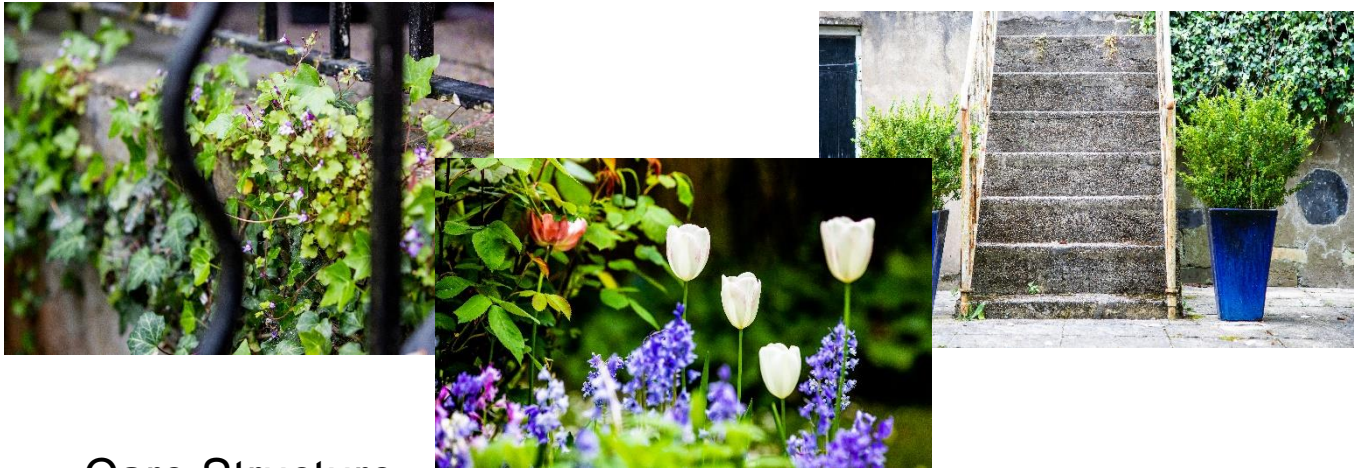
- 12 Step Groups
- Relapse Prevention
- Life Skills
- Anger Management
- Confidence Building
- Hidden Skills
- Cognitive Behavioural Therapy (CBT)
- Relationships Workshops
- Process Groups
- Nutrition
- Parenting and family/carer support
- Recreational/exercise groups such as, badminton, swimming, keep fit, shopping, group outings
- Complimentary therapies such as art, relaxation, EFT
- Peer support
- Mutual Aid

Art provides opportunity to explore creativity



As recovery progresses, women are encouraged to choose groups outside such as NA, AA, CA, OA and shift their involvement to external activities such as voluntary work or education/training.

The large garden space is utilised for leisure and therapeutic activity with garden furniture in quiet places for relaxation, reflection and counselling sessions



Care Structure

At Hebron Trust we cater for clients with the following characteristics:

- Women aged 18 years and over
- Responsible for children
- Assessed for residential intervention
- Dependant on opiates, alcohol, tranquilisers, stimulants, substitute medication or a combination

Services offered:

Integrated Health and Social Care to:

- Minimise further harm
- Meet primary health needs
- Restore healthy sleep, eating and exercise patterns
- Consider food and nutrition
- Establish impulse control
- Address psychological disturbance
- Manage anxiety and emotional distress
- Manage anger situations
- Facilitate confidence in domestic competence
- Encourage self-assertion
- Develop life skills and functioning
- Support parenting and other significant relationships
- Recognise unhealthy relationships and break unsafe, abusive relationship cycles
- Build confidence and self-esteem
- Be appreciated and learn to appreciate others
- Explore co-dependency, responsibility and saying 'no'
- Begin to explore and resolve family-of-origin issues
- Investigate The 12 Steps
- Find alcohol and drug free support network – Mutual Support Groups
- DWP Benefits and Welfare advice
- Help with finances/debts and advocacy
- Increase learning – education and training courses
- Engagement in Voluntary work
- Support for housing needs

It is often the case that women receiving treatment for drug and alcohol problems are separated from their children

As an abstinence programme harm minimisation is addressed as BBV education, Sexual health screening, Hep C and B vaccination, Family guidance, Advice on overdose prevention, Referral to sector helping agencies.

Care management and review:

Hebron Trust Care Planning is the process of setting goals and interventions based on the needs identified for our clients. We assess and plan with the client how to best meet those goals with structured, specialist drug/alcohol treatment interventions.

Each resident is allocated a female key therapeutic worker who helps devise her care plan and initially takes primary responsibility for its delivery. This responsibility moves to the resident herself as her recovery progresses. The therapeutic worker also carries out her structured counselling in 1:1 sessions. There are two of these formal sessions each week until after the second phase assessment, then one each week until the completion of the programme.

The structure of treatment, care and rehabilitation is flexible to support clients own choices. They are free to leave at any time and are encouraged to negotiate their own goals and length of stay which relates to individual assessed need, progress in achieving treatment goals and by agreement between the purchasing authority and the resident concerned.

Clients are required to work through a set syllabus of study and therapy common to all in the first Stage of the programme. Stage 2 is more choice-based. We increase group facilitation and source teaching and external learning courses as required in individual care plans.



While in Hebron I had the chance to put life on pause ...take a good long look at my behaviour and work things out'

'My Key worker was like a mother to me... My sessions were honest and non-judgemental. I felt safe'

'This programme has opened me up to a whole new way of thinking and being'

'I've discovered me'

'Hebron has cleared the attic out of my head'

"I understood from the start of all these groups that my way to freedom was going to be a long process and I took it on the chin!"

'A great programme, well run and well organised'



Review of progress:

- Residents have a 1:1 'regular review' with the care manager.
- Residents carry out a comprehensive self-assessment at the end of a phase of care to identify their objectives for the next stage. The process also involves the staff team. A report is produced for the referring authority at each Phase end.
- A three-monthly review is carried out with the resident and referrer, including a visit from the referrer to Hebron House, based on a written report from us.
- Aftercare review is monthly with support worker and client.

Programme Structure

It is often the case that while the main problem is substance misuse there are multiple and complex problems for women that lie behind their dependency

The programme is structured in two stages with flexibility according to the client's own needs and goals. Resettlement is structured into the programme with an appropriate support plan set up for all clients. Aftercare service is provided formally to clients who relocate to Norwich.

We offer 33 therapeutic activities in our care programme, which are worked individually or in groups, and these complement each other to address holistically the needs of our clients. Key concepts we work are respect, trust and safety and the importance of healthy relationships explored in a series of workshops. Honesty, openness and willingness are the key principles we encourage for a successful recovery.

Placements can be 12 or 24 weeks depending on client needs. Longer placements can be negotiated if required. Shorter placements may be considered in exceptional circumstances.

First Stage - 12-week programme in two phases is heavily restricted to allow clients to settle and detach from the outside world then provides opportunity to move towards independence and responsibility. This would suit women with less complex issues, who have access to the provision of continued aftercare support in their home area:

- Tailored care plan
- Integrated health care
- Personal therapeutic key worker
- One to one counselling sessions per week
- Daily programme of group therapy
- Covering Steps 1, 2 and 3
- Written work
- Life skills
- Relationships Course by a specialised women's Life Coach or
- Assertiveness and confidence building training by a specialised women's Life Coach
- Sport and leisure activities
- Assistance to address financial and/or debt problems
- Attendance at mutual aid support groups
- Liaison with funding agencies and involved relevant professionals to plan safe departure and transition into their home community after completion

Second Stage - 12-week programme as phase 3 works towards re-integration to society and independent living. This would suit women who have multiple complex issues that lie behind their dependency and have completed our first stage and can access continued aftercare support in their home area or may wish to relocate. Voluntary work is available in the 2nd stage only:

- As above +
- Improved physical health and/or mental health ready to tackle deeper personal issues
- Work placements in house and in the wider community to prepare for abstinence based living
- Voluntary work and/or educational courses to develop skills, learn new skills, build confidence and ability to interact
- Work Steps 4 and 5 within a safe, supported and trusted setting
- Assistance to address financial/debt problems and will learn to budget
- Visits to families, etc and overnight stays at weekends
- Resettlement planning

- Relocation assessment

Aftercare - 12 week programme Women successfully completing our 6 month programme who either live or relocate to the Norwich area are offered with an aftercare support package with move-on accommodation:

- Visiting support
- 24 hour phone help
- DIY skills /decoration/ sourcing furniture
- Structured day programme
- Weekly return visits to Hebron House
- One to one counselling with key worker
- Relapse prevention
- Life skills group work
- GOALS training
- Benefit advice
- Health care
- Social events
- Voluntary work
- Peer mentoring
- Supported Housing
- Employment access
- Mutual aid support groups

We provide our own supported accommodation at Chapel House for 12 weeks and work with a workless/homeless initiative private sector leasing scheme with Norwich City Council for move-on accommodation

For those who return to their home area we make links with their local support groups, access housing if required and set up contacts before they return home. We provide informal aftercare support with telephone contact. Visiting support can be provided at a cost.

Phased Care

Stage 1 - Phases 1&2

Phase 1: Assessment and Primary Care (6 weeks)

Goals

- To completely withdraw from drugs and alcohol
- To settle into the household routine within the community
- To cope with each day's demands without the use of drugs or alcohol, self-harm or compulsive behaviour
- To do whatever work is given to you, such as house-cleaning, meal preparation or written work
- To begin to deal with any family, financial or legal problems with our help
- To begin to handle any confrontation that may occur and to be more open and honest
- To work steps 1 and 2 of the 12 Steps

Restrictions

- No sending or receiving of post for the first 2 weeks. All post thereafter should be opened in front of a member of staff
- No making or receiving personal phone calls, except from children and professionals (ie social worker or solicitor) in the first 4 weeks. After 4 weeks you may use the resident's pay phone at evenings and weekends
- No visitors except from young children and professionals
- When you go outside the house, a member of staff will accompany you

Assessment

At the end of this phase you can fill out an assessment form and meet with the staff to see if you have reached the goals set out and are ready to move onto Phase 2. At this time restrictions may be removed or modified to suit your needs.

Phase 2: Settled (6 weeks)

Goals

- To demonstrate a real commitment to your own recovery programme and to the other people in the community
- To set and achieve short and medium term goals in an honest way
- To handle relationships within the household by sorting out problems and conflicts in an acceptable way
- To take on more responsibility in the house, other than daily household chores, according to your preference
- begin to relate to people outside the house
- To begin investigating various options for part-time voluntary work or study in Norwich
- To attend a local church if desired
- To work steps 3 and 4 of the 12 Steps

Restrictions

- You will already be able to send and receive post and make personal phone calls
- You may now invite visitors by arrangement with us
- You may leave the house so long as you have permission and agree to keep the policy we work out with you
- All purchases must have a receipt
- As you get ready for Phase 3, you may negotiate an overnight or weekend visit away, if a day visit is not possible or if you are expecting to leave at the 12-week point.

Assessment

At the end of this phase you can fill out an assessment form and meet with the staff to see if you have reached the goals set out and are ready to move onto Phase 3. At this time restrictions may be removed or modified to suit your needs.

Stage 2 - Phase 3: Responsible (open ended)

Goals

- To increase your ability to function well at
 - interpersonal relationships
 - coping with stress and handling personal problems
 - demands of specific work situations
 - use of spare time
 - living within a budget
 - self-control and self-discipline
- To demonstrate continuing and positive recovery from addiction, based on personal spiritual experience: that you have a new understanding of yourself and of others and you are clearer about the meaning, value and direction of your life
- To set medium and long term goals and being to move towards them
- To begin part time voluntary work and / or part time study
- To handle authority in a mature way
- To continue to work through the 12 Steps

Restrictions

These will be relaxed as you become more involved in outside activities. This means you will have increased freedom to come and go and more control over your personal money

Assessment

One or two weeks before your planned departure, we will ask you to complete a departure assignment including plans for your future.

House Rules

1. No drugs or alcohol

Your residence at Hebron House is conditional upon you staying clear of alcohol and of all other mood-altering chemicals.

2. No violence or threats of violence towards yourself (ie intentional self harm) or violence or threats of violence towards others

3. Keep to the daily timetable

Residents are expected to be up, washed, dressed and downstairs by 8 am Monday to Friday. Chores must be completed and residents must have their breakfast by 9.10 am, when the first group starts. Morning medication is given out between 8 am and 8.15 am. Residents are allowed a lie in at the weekend, but morning medication must be taken by 9.15 am.

Baths and showers should only be taken first thing in the morning – between 6 am and 8 am – or in the evenings between 7 pm and 10 pm. Residents should be working to the daily timetable and not be using the shower or bath during the day.

4. Do, to the best of your ability, whatever work is given to you to do

This will include taking part in the running of the house, cooking, washing up, cleaning and other chores and completing work-sheets and written work to do with the Recovery Programme.

5. Co-operate with the Rehabilitation Programme

Residents are expected to participate in all organised household duties and therapeutic activities. These include attendance at daily readings, one to one sessions and all other groups. This also includes swimming whilst in Phase 1.

6. Smoking

Smoking is only allowed outside the house. Nicotine dependence is another addiction and seriously damages your health. Therefore we ask that you try to limit yourself to approximately 10 cigarettes a day or up to 50 gm of tobacco a week. This is also to help you keep within your DWP weekly personal allowance. We reserve the right to enforce a reduction in nicotine consumption if you continue to exceed the suggested limits.

7. TV, music, etc

TV and music should only be on downstairs in the communal areas between 7 am and 9.10 am, between 1 pm and 2 pm and after 5 pm during the week. The volume should be kept low and the TV should be turned off when the room is empty.

Music may be played in the bedrooms at other times providing the volume is low. Radios must be turned off when leaving your room. Personal MP3 players, radios and CD players are allowed in bedrooms and at a low volume during certain times of the day (i.e. same time as the TV during weekdays).

Other restrictions on music, television and radio may be necessary on occasion because of the requirements of rehabilitation and community living.

8. Authority

Serious or persistent breach of the house rules or failure to co-operate with rehabilitation will result in our reviewing with you the suitability of your staying at Hebron House. Normally we will follow the 12 guidelines set out in the Trust's disciplinary procedure, but we reserve the right to summarily discharge any resident and to terminate her license agreement for:

- violence, threats, aggressive behaviour, self harm or deliberate damage to property
- using unauthorised drugs/medication or alcohol; supplying, giving or exchanging drugs or alcohol with another resident
- harassment or abuse of residents, staff or visitors
- theft, criminal activity or fraud - DWP or Hebron Trust
- a serious or persistent breach of the house rules

We ask that you accept the authority and discipline of the staff team to keep order within the house and to help with rehabilitation. We are committed to keeping a drug-free house and to maintaining an emotionally secure environment within which you can risk change and find new ways of coping with stress and personal relationships.

9. Relationships

We do not allow the forming of sexual or exclusive emotional attachments during the programme. We do not allow 'drug talk' or sharing details of your past drug usage or criminal behaviour with other residents. This also includes talking excessively about eating, calorie counting, weight loss as eating disorders are another form of addictive behavior. We do not allow visiting other residents in their bedrooms.

10. Personal Possessions

Because of limitations of space, please bring with you no more than one large and one small suitcase (or the equivalent). Your belongings will be searched when you arrive. While you are resident with us we reserve the right to search your room and/or your belongings in your presence if we suspect you have used or are in possession of drugs or alcohol. We cannot accept responsibility for the loss or damage to your property while you are resident with us nor accept responsibility for any possessions you may leave behind when you leave.

11. Body Piercing and Tattoos

We understand and respect that residents may have piercings or tattoos upon entering Hebron Trust. However, whilst at Hebron Trust, we will not allow residents to have any new piercings or tattoos – including re-piercing of old holes and the removal of tattoos. These things can be undertaken when the resident has completed the programme and left Hebron Trust.

Programme Restrictions

The purpose of these is to help you regain control over addictive and compulsive behaviour, to protect you from outside communications which may undermine your recovery and to help you to fully concentrate on your recovery from addiction with the minimum of distractions.

Please see these restrictions as a kind of temporary "scaffolding" inside which necessary repair work is going on during the early stages of your recovery. There are two basic areas in which restrictions apply to all residents. These are:

1. Post, phone calls and outside activities

- a. Do not send or receive personal letters during first 2 weeks.
- b. Do not make or receive personal phone calls during first 4 weeks.

If you have to be in contact with your Solicitor, Probation Officer or Social Worker because of legal or financial problems or urgent family matters, such calls will be made in the presence of a staff member.

We will also contact the GP on your behalf should the need arise or if you request an appointment. You will also be able to have regular phone contact with your children according to an agreed schedule. No use of mobile phones.

During first 6 weeks when you go outside the house, you must be accompanied by a member of staff.

2. Finances

While you are resident at Hebron House you will not have direct access to personal money. This will be under our control and supervision, but you may see and will be kept up to date on your financial record.

The petty cash board must be signed by you whenever you take money out. It will also be countersigned by a staff member. If you are taking your own money, you will also need to sign this out of your Resident's Account. Any change will be paid back into your account.

Your fees are paid directly to Hebron House. You may be required to make a client contribution towards your care and this should be assessed prior to your admission. This amount will be taken out of your benefits so it is important to tell your funder all of your incomings and outgoings when they undertake a 'financial assessment' with you.

Money Management

It is an essential life skill to be able to budget and live within our means. Many people who have been in active addiction have debts or other money problems. Hebron Trust will therefore reasonably guide and oversee your spending whilst you are with us.

During your first week with us you will meet with a resettlement worker to look at any benefits or debt issues you may have in order to help you to address these practically.

Whilst at Hebron House your food, cleaning and laundry products are provided. You will have statutory 'pocket money' per week. Your personal allowance is set by DWP. This comes out of your own money and is to cover essential personal toiletries and cigarettes or tobacco.

You may on occasion need to make additional purchases beyond the personal allowance set by DWP. You will need to pass requests for additional spending through the staff team meeting. You will need to provide money to meet the costs. This enables us to challenge unnecessary spending and provide you with an opportunity to look at your spending habits in order to develop a realistic and manageable financial lifestyle.

Prior to your placement your funder will have assessed your financial situation and will have decided on a client contribution towards your placement. The amount is entirely at the funder's discretion and is based on your personal incomings and outgoings.

Room Share

Hebron House can take up to ten residents. There are eight bedrooms which comprise six single rooms and two double rooms.

You may be asked to share a room at some point during your stay at Hebron, usually on admission when you first arrive. This would not be for the whole placement and many residents have gone through their entire six month stay without sharing.

We want to be able to offer a place to every woman that applies to come to Hebron and in order for us to do this we need to have the facility to offer all ten bed spaces. We need you to be willing to share a room if required at some point in your stay at Hebron.

Resident Disciplinary Procedure

We ask residents to accept the authority and discipline of the Staff Team as a condition of residence. The purpose of disciplinary procedures and sanctions is therapeutic as they are designed to:

- help keep order within the house
- help facilitate the household routine and the practical running of the recovery programme
- help maintain both personal and professional boundaries
- help resident's regain control over impulsive or anti-social behaviour
- help residents concentrate on their recovery from addiction with the minimum of distractions
- promote a healthy and emotionally safe environment within which each resident can risk change.

In order to achieve these objectives we seek to provide an "extended family" style of therapeutic community where rewarding experiences should happen predictably not randomly or chaotically. This requires:

- simple House Rules and a Resident Contract with clear limits set to behaviour □ that the consequences of behaviour are reasonable and fair and seen to be so
- that communication between everyone is good.

Residents can have a positive experience of being valued, respected and trusted by others in a residential environment where there is a non-violent and verbally non-abusive resolution of conflict but a practical demonstration that the world can be a safe place in which to learn, experiment, be creative, play, express feelings, be assertive, care about others and take calculated risks.

Sanctions

Penalties or rewards expressly attached to co-operation or non-co-operation with the recovery programme are an essential feature of any rehabilitation programme. We do not use 'token economy' (adding or subtracting points or chits in a book) as a means of maintaining discipline. If the reintroduction of restrictions or other sanctions become necessary to help a resident control her behaviour this is done by way of open discussion with her within the context of personal relationships, either on a one to one basis or within a group setting with other residents and/or the staff team. Sanctions normally include things like:

- **positive:** may include a decrease in the programme restrictions, promotion to the next phase of the programme, increase in freedom of choice and responsibility, successful resolution of problems
- **negative:** may include temporary re-introduction of some or all of Phase 1 restrictions and/or removal of some privileges, introduction of a Behaviour Control Contract with specific conditions for continued residence, sanctions and discharge from the programme.

We do not use physical methods of restraint or verbal sanctions designed to humiliate, ridicule or denigrate residents. We do not detain residents within the house against their will

Confidentiality

Hebron Trust operates a confidential support, treatment and rehabilitation service to people who seek our help. This includes the family and friends of clients. Our basic confidentiality policy is:

Who you see here, what you hear here
When you leave here, let it stay here

No personal information about any person will be passed on outside the Trust without that person's

permission. Information about a client which is requested by another agency will be given only after discussion with the client concerned and with that client's written consent.

We respect the privacy of individuals and other organisations and will hold information securely giving access only to those who have a lawful right to access in accordance with our Data Protection Policy.

Client Complaint

As a client you have the right to complain if you find a situation, a particular incident or someone's behaviour is unjust or offensive. You also have the right to express a concern/ complaint specifically about health and safety or to express a concern about abuse being suffered by you or another person.

As a therapeutic community we try to find solutions to problems by way of open discussion within the context of personal relationships, either on a one to one basis or within the weekly Community Meeting.

If you want to make a complaint you can follow the complaint procedure given to you on admission to Hebron House.

Safeguarding Statement of Intent

Hebron Trust is a voluntary organisation which provides service to adult women with serious drug or alcohol addiction. The Trust is committed to promoting the welfare of its clients and recognises that their individual needs and rights should be respected. We aim to be sensitive to the diversity of client circumstances and backgrounds and treat all clients equally and fairly whilst still taking into account their individual needs. The Trust is committed to the inter-agency working with Norfolk Safeguarding Adults policy and signed up to its mandate to work together to safeguard and promote the welfare of vulnerable adults.

The Trust's children's policy is tailored to the type of contact that the Trust has with client's children and demonstrates a commitment to safeguard them from harm. The Trust recognises that their individual needs and rights should be respected.

All staff, volunteers and Trustees at Hebron Trust will work to the Trust's Code of Practice and are sensitive to the diversity of children's circumstances and back grounds, promoting their welfare, working together with children's agencies and sharing information so that potential harm may be recognised and appropriate responses can be made to help enable the prevention of harm or abuse.

Hebron is a community of support... it is more than just a programme



Commissioner's comment from North Essex Partnership NHS Foundation Trust

'This care clearly demonstrates your holistic and individualised approach and is why we will continue to feel confident in referring our clients to your service'

The 12 Steps

THE ORIGINAL 12 STEPS	A SIMPLER VERSION
1. We admitted we were powerless over alcohol / drugs— that our lives had become unmanageable.	1. Something's wrong, I need help
2. Came to believe that a Power greater than ourselves could restore us to sanity.	2. There is help
3. Made a decision to turn our will and our lives over to the care of God as we understood Him.	3. Ask for that help and be prepared to accept it
4. Made a searching and fearless moral inventory of ourselves.	4. Write a list of what is wrong with me
5. Admitted to God, to ourselves, and to another human being the exact nature of our wrongs	5. Share that list with another person
6. Were entirely ready to have God remove all these defects of character	6. Be willing to change
7. Humbly asked Him to remove our shortcomings.	7. Ask for help with that change
8. Made a list of all persons we had harmed, and became willing to make amends to them all.	8. Identify those whom I have hurt
9. Made direct amends to such people wherever possible, except when to do so would injure them or others.	9. Apologise
10. Continued to take personal inventory and when we were wrong promptly admitted it.	10. Do regular self-examination. Admit mistakes promptly
11. Sought through prayer and meditation to improve our conscious contact with God as we understood Him, praying only for knowledge of His will for us and the power to carry that out.	11. Make a commitment to spiritual growth
12. Having had a spiritual awakening as the result of these steps, we tried to carry this message to alcoholics, and to practice these principles in all our affairs.	12. Having undergone such a profound personal change, help others to do likewise