



# Wirral Residential Service

## Service Guide

**Our Wirral Residential Service is based in a large Edwardian house with extensive grounds, in a quiet, suburban setting close to Liverpool.**

Here we provide a safe, supportive and structured environment, in which service users participate in a programme designed to address the underlying causes of their substance misuse.

Our team of therapeutic workers provide one-to-one support and a comprehensive group work programme to equip individuals with the skills to live a drug and alcohol free life.

For lovers of the outdoors, our Wirral service offers gardening activities and the opportunity to look after a range of animals, including cats, rabbits and guinea pigs. Service users also have the opportunity to attend a "recovery through nature" programme.

**On-site kennels**

A unique aspect of our Wirral Residential is that service users can also bring their dogs into treatment with them. The dogs are housed in purpose-built, on-site kennels and are cared for by service users and staff.

**Prison Fast Track Programme**

We run a specialist Prison Fast Track Programme that takes prisoners directly on release from prison. This allows prisoners to be released early and to work on their substance misuse within the community.



*84% detox completion rate (2018)*

**Beds:** 35 beds

**Provides for:** People aged 18 years or over experiencing drug and alcohol problems

**Treatment:** Therapeutic Community model, one-to-ones, person-centred planning, cognitive behavioural therapy, life story work, full group work programme, solution focused brief therapy, motivational interviewing and complementary therapies

**Programmes:**

- Flexible programmes from 3 to 12 months
- Recovery Housing and Resettlement Programme available

**Features of the service:**

- On-site IT suite
- On-site relaxation/therapy room
- On-site facilities, including kennels, gym, pool table, karaoke machine, games console, TV and DVD player, and BBQ area
- Original ballroom used for events e.g. plays, music bands
- Off-site activities may include Recovery through Nature, football, swimming, cinema trips, conservation trips and events e.g. recovery games and Phoenix annual sailing project
- Relaxation sessions, alternative therapies and creative writing
- One-to-one counselling, specialising in sexual abuse and grief/bereavement from the Rape and Sexual Abuse Centre, Liverpool
- Benefits advice and personal budgeting support
- A range of educational and training courses provided both on-site and in the local community
- Welcome House used for new residents, allowing them to settle in to the programme in a smaller community

“Phoenix provides a safe, supportive environment where people have a chance to change their behaviour to live a clean and healthy lifestyle”

**Karen - Wirral Residential service user**

Wirral Residential Service  
Upton Road  
Bidston  
Wirral  
Merseyside  
CH43 7QF

To make a referral or talk to one of our team  
Call us: 0151 652 2667  
Email us: [wirral.residential@phoenix-futures.org.uk](mailto:wirral.residential@phoenix-futures.org.uk)  
Visit us: [www.phoenix-futures.org.uk](http://www.phoenix-futures.org.uk)

@phoenixfutures1



[facebook.com/phoenixfutures](https://facebook.com/phoenixfutures)



Phoenix Futures is a registered charity in England and Wales (No 284880)  
and in Scotland (No SCO39008); Company Limited by Guarantee Number 1626869;  
Registered Provider of Social Housing with Homes England (H3795)