

What you should expect at the Recovery Centre (cont)

7 We will work on a plan with you on things you need help with, what's easy for you, what's difficult, what you like, what you don't like and how we can work together to achieve your aims. This is written down in your support plan. It is your plan, we keep a copy of it, and it will change as you change and develop.

8 If your overall plan is to move on to have your own tenancy in the community then we will help you get your name down on the housing list.

9 You should expect people to treat you with respect and that means you should treat other people with respect too. You will also have to treat the property that you live in with respect.

10 There are rules about living in the Recovery Centre and these are common sense rules. If you break the rules you might be asked to leave. We think this is a reasonable thing to expect. We do not tolerate the use of illegal drugs and the only place you can smoke is outside.

11 At the Recovery Centre we work to give you a positive experience about what it is like successfully to manage your own accommodation, to buy and cook your own food with support if you need that, to budget, to wash your own clothes, to make use of leisure facilities in Inverness and education and work.

12 It is about you taking control and managing your own life as well. Yes, you have a mental illness but you can have hope and live a good life. We believe that passionately. So do lots of other people too.

Birchwood Highland contact information

Birchwood Highland Recovery Centre
Muirfield Lane
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Tel: 01463 716600

Inverness Support Service
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5 Wells Street
Inverness
IV3 5JT
Tel: 01463 241009

Easter Ross Support Service
108b High Street
Invergordon
IV18 0DR
Tel: 01349 853153

Caithness Support Service
Wellington Centre
Airport Industrial Estate
Wick
KW1 4QS
Tel: 01955 605700

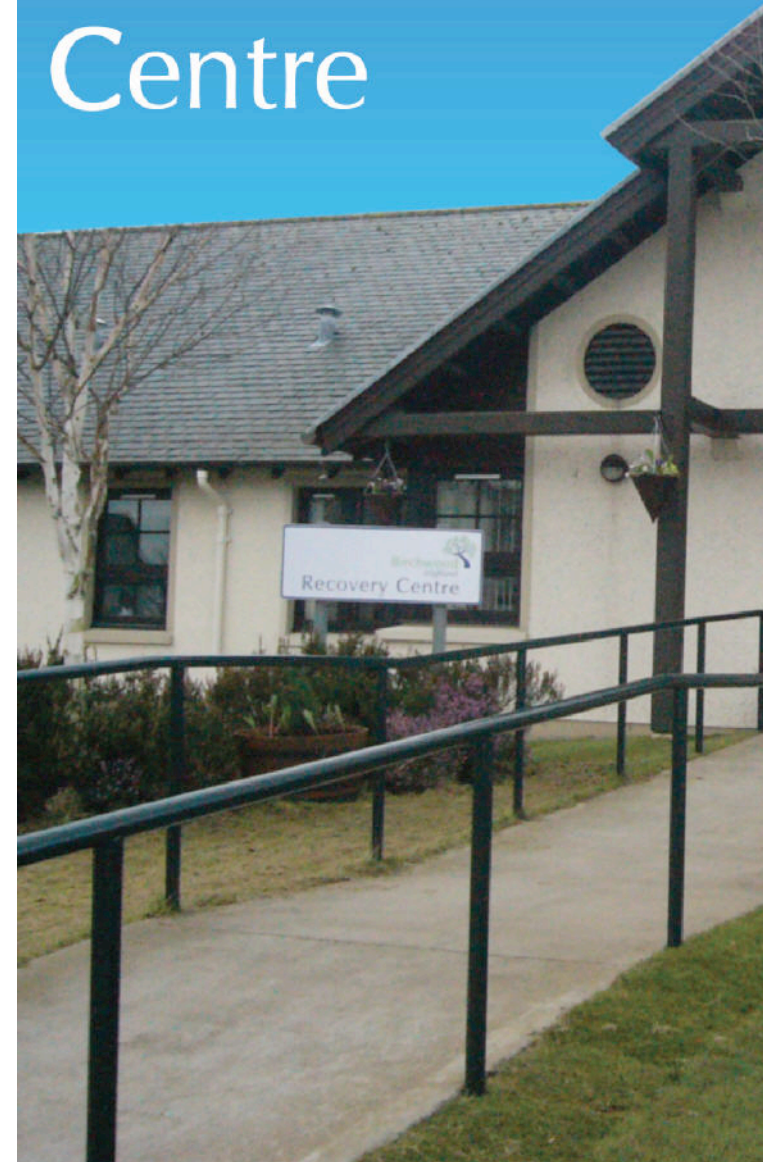
Lochaber Support Service
Lochaber College
An Aird
Fort William
PH33 6AN
Tel: 01397 704723

Head Office
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Birchwood Highland Recovery Centre



Who we are

Birchwood Highland Recovery Centre is part of Birchwood Highland, a progressive Registered Charity based in the Highlands, which supports people through mental ill health towards mental well-being. At the Recovery Centre we seek to provide an alternative to institutional care and to look at the whole person and not just their diagnosis. This is our guiding principle and the Framework through which we provide support.

The Recovery Centre can accommodate up to 23 people in single rooms, studio apartments and flats.

What do we mean by Recovery and what do we offer?

Recovery is about you tackling the mental health problems you experience. Recovery in this sense does not mean 'cure'. It's about you seeing yourself as capable of recovery and not just a person getting help from a nurse and a doctor. It means you developing personally and changing, and having a sense of involvement and having control over your life, giving yourself hope and getting hope and support from other people to live a fulfilling life.

We welcome people to the Recovery Centre for a few months or for two or three years who really want to work with us towards their recovery, by building up skills, knowledge, support networks and confidence in themselves to move on successfully to their own accommodation in the community.

At the Centre, there are qualified and experienced staff who provide the care and support required to assist each person towards their recovery.

How we are monitored

The services Birchwood Highland Recovery Centre provides are monitored and reviewed by the Care Commission, who are our registration/inspection body. We are also monitored by both the NHS and Social Services in terms of the care and support we provide and the standards we work to. We consult regularly with our service users to obtain their views and make any improvements highlighted. We also have independent reviews carried out by Environmental Services and the Health and Safety Executive.

Birchwood Highland has a well established Health and Safety Committee and is also committed to promoting the health of employees through initiatives such as Healthy Working Lives. Service users and carers also tell us what we are doing right and what we could do better, and we encourage all people using our services to give us feedback. This is very important.

Paintings
created by a
service user.



What you should expect at the Recovery Centre

If you are interested in working on your recovery at the Centre then you should expect the following:

- 1 Your care manager will give us a copy of your single shared assessment.
- 2 You will get an invitation from us to come and have a look at the Centre to see if it might be the right place for you.
- 3 A panel of nurses and psychiatrists will help us consider if and how you might benefit from moving into the Recovery Centre.
- 4 A decision from yourself about whether you would like to move in. If you think you will benefit from working on your recovery at the Centre, and if everyone agrees (your decision is the most important one), then you move in.
- 5 When you move in you will have an occupancy agreement so you can live in one of the single rooms with en-suite facilities, or one of the flats or studio apartments.
- 6 When you move in we will sit down with you and work out a plan about how you can achieve your overall aim. That aim might be for you to get a job, have your own flat and live a good life as independently as possible in the community. That might take a few months to achieve, or it might take a number of years before you are ready to move on.