



Action on Addiction

## Clouds House residential treatment

First-stage residential treatment  
in the beautiful Wiltshire countryside





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**Clouds House provides the support needed to face the challenges of recovery from addiction. A structured treatment programme, including detoxification, set in the peaceful Wiltshire countryside offers the possibility of building a new life.**



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## Welcome to Clouds House

Clouds House is an internationally recognised first-stage residential treatment centre. In the last 30 years, we have helped over 9,000 people from all over the world suffering from substance addiction.

The house is set in the beautiful Wiltshire countryside, surrounded by woodland and close to an old windmill with panoramic views across three counties.

The Grade II\* listed building is a splendid 19th century Arts & Crafts property of green sandstone with interior walls of wood panelling, elaborate plaster ceilings and a stunning Italianate atrium with a soothing Koi carp pond at its centre.

Completed in 1886, Clouds House was the biggest and most expensive commission of Arts and Crafts' architect Philip Webb.

### Our History

In 1983, the house was established as a drug and alcohol addiction treatment centre by the Life-Anew Trust, which changed its name to Clouds in 1996. In 2005, it was one of only three UK treatment providers to receive accreditation by the European Association for the Treatment of Addiction before, in 2007, becoming part of Action on Addiction.

Clouds House is registered with the Care Quality Commission as a substance misuse centre and has enhanced registration for the treatment of disease, disorder and injury.

Clouds House continues to pursue its goal of providing long-term recovery through

abstinence for up to 38 people. Over the years thousands have found the security, support and care they needed to tackle addiction and begin a substance-free life.

### Staff

Our staff are totally dedicated to their work. Our multi-disciplinary team includes a range of highly-qualified counsellors, nurses and doctors, each one experienced in working with clients with drug and/or alcohol problems.

Our admissions team provides a warm welcome for new clients. A comprehensive team of nurses and healthcare assistants operate a 24-hour service, taking care of all medical needs.

Our counselling team consists of a team leader, six counsellors, an aftercare counsellor and two family counsellors. Every member has a Diploma or Degree in Addictions Counselling or a Psychotherapy qualification.

### CHKS Accreditation

Action on Addiction is the first and only specialist addiction treatment provider in the UK to achieve the prestigious Caspe Healthcare Knowledge Systems (CHKS) accreditation.

Clouds House is also a preferred provider for residential rehabilitation for the NHS' Practitioner Health Programme, which helps doctors with addictions and related problems.



## Coming to Clouds House



### Seeking help

If you are considering coming to Clouds House it will be because of the physical, emotional, psychological and social harm caused by your relationship with your addiction. You will have begun to accept that you are dependent or addicted and urgently need help in order to change. Residential treatment is a choice for some and a necessity for others.

Clouds House offers help to men and women over 18 and from different backgrounds and cultures. We want you to have all the information you need to decide whether Clouds House is the right place for you.

### Pre-treatment assessment

A pre-treatment assessment can be arranged either in person or by telephone with a member of the treatment team. We will need to learn about your medical, psychiatric and social histories so we can properly prepare for your arrival. You can, of course, ask any questions you might have about the treatment programme. Our admissions team will support you in this process and liaise directly with you to arrange a suitable admission date.

### Detoxification

The first phase of treatment is a medical examination and detoxification if required. Our nursing team will monitor your physical and mental health. We have a fully equipped observation room in our medical centre should your needs necessitate. Assuming you are physically able, you will take part in the full programme from the day after your admission.

### Abstinence-based programme

Our treatment programme is based on the belief that recovery is possible. Its aim is to help you achieve and sustain long-term abstinence from drugs and alcohol. By addressing addictive behaviours, we can help you build a healthier and more rewarding life in recovery.

Research shows that affiliation to 12-Step self-help groups such as Alcoholics Anonymous (AA) and Narcotics Anonymous (NA) can be extremely helpful in maintaining a drug- and alcohol-free lifestyle. You will attend local AA and/or NA meetings. You will also get to hear from some of our ex-clients who can share their inspirational stories of recovery.

The programme lasts up to six weeks, depending on your circumstances. During this time you will live with other residents working towards recovery. The focus of treatment is the 'recovery community' within the house, providing you with support, encouragement and hope. Learning how to be a contributing part of the community is a vital part of the process. This will also help you successfully engage with the self-help groups such as AA and NA that will be there to support your recovery long after treatment.

The environment of Clouds House is safe and nurturing, where feelings are acknowledged and valued, but it also provides a place where behaviours, thoughts and beliefs can be challenged and understood in a new way.

## What we offer

### Counselling

- **Counselling sessions**

Individual sessions where you can talk one to one to a counsellor about your personal experiences and come to a new understanding of what and how to change.

- **Group therapy**

Supportive sessions where you share your thoughts, fears and hopes and learn to develop healthier and more effective ways of relating to others.

- **Women-only and men-only groups**

Once a week we offer women-only and men-only groups. Here you can talk openly about issues you might not want to share in a mixed group.

### Education

- **Educational workshops**

Lectures, videos and workshops will help you understand different aspects of addiction and learn about the foundations of recovery. Reading and writing assignments will further deepen your understanding.

- **Creative workshops**

Creative sessions, including writing and art therapy, can complement and support your progress.

### Treatment Community Life

There will be times for you to read daily newspapers and book, watch TV and DVDs and play board games. For the more active, in the summer there is a badminton court,

table tennis, boules and a croquet lawn. There are opportunities for walks in the local area and a once-a-week visit to a local town. Musical instruments can be played, including a weekly evening session when a local group visits to celebrate recovery with inspirational lyrics put to popular music.

There are local Church of England and Catholic Church services on Sundays, for which transport can be arranged. We are in a rural setting, but we will try to meet your requirements for attending other religious centres.

### Complementary therapies

A successful recovery requires that we pay attention to all aspects of being human; physical, psychological, social and spiritual. We offer these optional therapies:

- **Auricular acupuncture**

The insertion of tiny needles in the ear – a proven beneficial therapy for clients undergoing detoxification.

- **Relaxation**

A series of techniques to help you de-stress.

- **Indian head massage**

A relaxation technique practised for thousands of years, found to relieve stress and headaches.

- **Yoga**

Yoga uses postures and the movement between postures to align the body and coordinate breathing to improve health and wellbeing and calm the mind.

- **Reflexology**

A massage therapy in which pressure is applied to areas of the feet and hands to encourage healing in corresponding body parts.

- **Sports Centre**

Weekly visits to the local Sports Centre help to improve your general fitness. You will have access to the gym and a swimming pool.

- **Zumba**

A lively, dance-inspired exercise session is held weekly.

- **Aromatherapy foot massage**

Hands-on therapy to the feet using essential oils to promote calm and wellbeing.

## Sarah

Former client

“I had a trendy beautiful flat and a great job. I could smile and be friendly to people. I thought it was a problem I could control. Now, in recovery from alcoholism, I can see it was the biggest lie I ever told myself.”

## Andrew

Chef

“Our focus is a well-balanced healthy diet prepared with fresh ingredients, that are low-level saturated fat, salt and refined sugars. We can cater to vegetarian, vegan, Halal and kosher diets, and for diets that are for medical reasons. We’ll actively encourage you to try new culinary experiences and help you to improve your knowledge of nutrition.”



## Managing your recovery

### Aftercare

Following your treatment at Clouds House we will actively encourage you to attend 12-Step self-help meetings. AA and/or NA meetings will help you maintain your recovery.

Returning to your community can be a daunting prospect. We hold aftercare sessions to help, focussing on relapse prevention discussion sessions, followed by two group sessions. With the help of an aftercare counsellor, you will also be able to discuss and explore any issues causing you concern.

### Nick Barton

Chief Executive  
Action on Addiction

“The treatment at Clouds House is not a fix but a process that equips the person for a self-managed journey of recovery.”



### Support for families

We recognise that family members and those in close relationships with an addicted person can suffer too. This is why we have two family counsellors as part of our counselling team, who offer therapeutic family work to our clients and their families.

We have a visiting day each Sunday with friends and family invited to attend a lecture in the morning and a visitors' support group in the afternoon. We can also facilitate family meetings on any other day of the week by arrangement.

Our For Families team can provide support groups, one-to-one counselling and five-day residential programmes for family members to help and support them in understanding addiction and its consequences.

## Contact us



### By car

East Knoyle is on the A350, approximately two miles south of the A303. Clouds House is approximately two-and-a-half hours' drive from London, about one-and-three-quarter hours from Bristol, Southampton and Bournemouth and approximately 40 minutes from Salisbury.

Coming on the A350 from Warminster (i.e. from the A303), turn into the village of East Knoyle. In the village take the first turning to the right, Wise Lane. From Salisbury take the A30 to Shaftesbury. (Alternatively take the B3089 via Hindon.) Coming from Shaftesbury take the turning off the bypass signposted to East Knoyle. Go most of the way through the village, then take the second left-hand lane and turn up into Wise Lane.

This narrow winding lane goes steeply uphill initially, then flattens out and after half a mile you will reach a small country crossroads. Turn right and immediately to your right you will see the sign and driveway to Clouds House.

### By train

The nearest train stations are six miles away at Tisbury (one-and-three-quarter hours from Waterloo) or 12 miles away at Warminster (one-and-a-half hours from Paddington).

**Clouds House**  
**East Knoyle**  
**Salisbury**  
**Wiltshire SP3 6BE**

**Referrals and Admission:** 01747 832 070

**General enquiries:** 0300 330 0659

**Email:** [admissions@actiononaddiction.org.uk](mailto:admissions@actiononaddiction.org.uk)

**Visit:** [www.actiononaddiction.org.uk](http://www.actiononaddiction.org.uk)

Registered Charity No. 1117988

Registered Company No. 05947481

Head Office, East Knoyle, Salisbury, Wiltshire  
SP3 6BE

Clouds House is part of Action on Addiction. We take action to disarm addiction. We do this through research, treatment, family support, advocacy, education and training.

## Contact us

Action on Addiction  
Clouds House  
East Knoyle  
Salisbury  
Wiltshire SP3 6BE

For more information about Clouds House or any of our other services:

Visit [www.actiononaddiction.org.uk](http://www.actiononaddiction.org.uk)

Call us on 0300 330 0659

Email [action@actiononaddiction.org.uk](mailto:action@actiononaddiction.org.uk)

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*The*  
**CHARITIES  
FORUM**

Founded by  
The Duke and Duchess of Cambridge  
and Prince Harry

