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Contact us
 The Phoenix Centre
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The Phoenix Centre
 A drop-in resource centre
 for people who misuse
 drugs or alcohol

How do I access?

We are close to the town centre and public transport, but we have a discreet entrance at the rear of the building. You can;

- drop-in anytime we are open, you don't need an appointment
- come round the back, our entrance is on Rhymney Terrace, next to the railway line
- phone us
- text us
- email us

When are you open?

We are available when other services may not be, at evenings and weekends as well as daytimes.

Our drop-in hours change from time to time, according to what service users tell us they need. Please contact us to find out our current opening times.

Who is it for?

- Anyone using drugs and/or alcohol
- Anyone affected by someone else's drug or alcohol use
- Anyone wanting information about drugs or alcohol

What can the service offer me?

Phoenix offers a range of services, all of them free and available without an appointment.

These include;

- information and support,
- the use of telephones and computers, internet access, laundry
- shower facilities
- comfortable areas for relaxing
- a private garden area. Our workers are calm and knowledgeable, and we won't judge you.

Harm reduction

Phoenix workers can give information about reducing and minimising many harms related to

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drug and alcohol misuse. This includes overdose prevention, safer injecting, managing withdrawal symptoms and protection against blood-borne viruses.

In times of crisis...

It can help to talk to someone when things are going wrong. You don't need an appointment, so just drop in to see us. You can talk it through with one of us and try to work out what you want to do next. We won't tell you what to do but we may know things that can help you make the next step.

Peer support

Most Phoenix workers are peer mentors. These are service users or ex-service users who have been trained to provide support and the benefit of their experience, without telling you what to do.

Signposting

Phoenix can work with you on a broad range of

issues and if we can help, we will. If we can't, we will find someone who can. If you need support to contact a different service, we will provide it.

Partner Agencies

Other agencies provide drop-in services at Phoenix, so you may not need to go further. These include support with general health, mental health and sexual health, domestic violence, benefits, housing, debt and legal matters.

Getting Involved

Drugaid are always on the look out for service users to monitor and evaluate their services and plan new projects. Service users have helped develop Phoenix and it is an evolving service and aims to respond to the needs of its service users.

Let us know your thoughts and opinions on your experience and knowledge of drug use and drug services, and any suggestions for improvements.