

Welcome to Passmores House

Passmores House is a calm, supportive place where people can take time away from everyday pressures and focus fully on their recovery.

Set in peaceful surroundings in Essex, just outside London, Passmores House offers residential detox and rehabilitation for adults who want a safe, structured environment to begin moving forward.

People tell us that arriving here feels like taking a breath, a chance to pause, reset and be looked after.

Deciding where to go for detox or residential rehab is a big step. You might be feeling unsure, anxious, hopeful, exhausted – or all of those at once.

This brochure is here to help you get a sense of what Passmores House is like, how we support people, and whether it might feel like the right place for you.

How we support you

Detox

Detox at Passmores House is carefully managed and medically supervised, with 24-hour nursing care and oversight from an experienced medical team. Support is focused on helping people withdraw safely and as comfortably as possible, while also preparing them emotionally for the next stage of recovery.

Learn more about detox here:

[Detox at Passmores House](#)

Rehabilitation

Residential rehabilitation provides a structured programme of therapeutic support, practical life skills and preparation for returning home. The focus is on building confidence, understanding patterns of substance use, and developing tools to support longer-term recovery.

Learn more about rehab here:

[Residential rehabilitation at Passmores House](#)

Across both detox and rehab, support is adapted to the individual, there is no one-size-fits-all approach.

Care that adapts to you

People come to Passmores House with different histories, needs and challenges. Some have tried other services before, while others are accessing residential treatment for the first time.

Support here is flexible and responsive. If something isn't working or you're finding things difficult, staff notice and respond. Care plans are reviewed, support can be adjusted, and you are involved in decisions about what helps you feel safer and more supported. This responsive, person-centred approach is something people consistently value about Passmores House.

Your voice matters

You're encouraged to share what helps you feel safer and more supported.



“They gradually built his confidence back and up and gave us back the person that had been lost.”

The people who support you

You'll be supported by a multidisciplinary team that includes nurses, doctors, recovery practitioners and therapists, available around the clock.

Staff take time to get to know you as a person, not just your substance use, and work with care, patience and respect. Many people arriving at Passmores House have experienced trauma, mental health challenges or difficult life events. You'll be met with understanding, not judgement.

Feeling safe and respected

Feeling safe is a central part of recovery.
At Passmores House:

- Trained staff are always available
- Clear boundaries help everyone feel protected and respected
- You're supported to make choices about your care, with guidance when needed

People consistently tell us they feel listened to, treated with dignity, and supported in ways that respect their individuality.



Life at Passmores

What Passmores House feels like

Life at Passmores House is gently structured and predictable, helping people feel settled and secure from the outset.

Each day follows a steady rhythm, with time for meals, group sessions, one-to-one support and rest. Some parts of the day are shared with others, and there is also space for quiet time on your own. Many people say this balance helps them feel calmer, safer and more able to engage.

The atmosphere is respectful and supportive. People are encouraged to go at a pace that feels manageable, especially in the early days.



A day at Passmores House

While everyone's experience is individual, most days include a mix of:

- Group sessions focused on recovery, wellbeing and everyday life
- Opportunities to spend time outdoors or in shared spaces
- Regular meals and time to rest

Staff are available day and night, so you're never on your own if you need support, reassurance or someone to talk to.



Care here is flexible

If something isn't working for you, staff will talk it through and adjust support.

Your space matters

Having a private room gives you time to rest, reflect and recharge.



Your space and surroundings

Passmores House is set in peaceful surroundings in Harlow, Essex, with gardens and outdoor space to enjoy when you want to.

You'll have your own private bedroom, giving you a secure place to rest and have time to yourself. There are comfortable shared spaces for meals, relaxation and connection with others, and all meals are provided on site.

Everything is designed to feel calm, welcoming and supportive, somewhere you can begin to feel at ease.

You, as a person

There's no single "type" of person who comes to Passmores House. People arrive from many different backgrounds, with different stories and reasons for being here.

You'll be involved in decisions about your own care and recovery. Support is shaped around your strengths, your goals and what matters to you, not around assumptions or labels. As people begin to feel stronger, there are opportunities to build independence and prepare for life beyond residential treatment.

You're not expected to have everything figured out when you arrive or feel positive every day.

Difficult moments are part of the process.

Looking ahead



You're allowed to take this one step at a time.

There is no 'right way' to recover.

For many people, Passmores House is a place to pause, stabilise and start moving forward again, one step at a time.

From early on, staff work with you to think about what comes next, whether that's ongoing support in the community, mutual aid, or other services that can help you continue your recovery. Leaving Passmores House doesn't mean being on your own. People come here at many different points in their journey and that's okay.

If Passmores House feels like a place where you could feel safe, supported and understood, we'll be here to welcome you.

What happens next

If you'd like to know more, or want to talk things through, your referrer can help with next steps and answer any questions you have.

If you're exploring options for yourself, or for someone you care about, our team is also happy to talk things through and explain what support might be available.

Contact us

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*You don't need to have all the answers,
we're here to help you explore your options.*



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