

**St. Anne's
Alcohol Services
Leeds**



St. Mark's House Residential Rehabilitation Client Guide

St Anne's Mission...

"Provide quality support, care and housing services;
promote independence, opportunity and inclusion."



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St Mark's House - Rehabilitation

1. Introduction

The centre provides two services, detoxification from alcohol and residential rehabilitation.

This guide refers to residential rehabilitation.

The centre provides a structured therapeutic programme to help people who have decided that they wish to change their use of alcohol. The information in this guide is designed to help you understand what will happen during your stay, and help reduce any concerns you may have.

This guide does not attempt to answer every question you may have. So if you require any further information, either before admission, or at any time, please speak to a member of staff.

2. Facilities

St Mark's House has 15 individual bedrooms, all of which are furnished and include a hand basin. The rooms do vary in size. Bath, shower and toilet

facilities include:

- television lounges, with video/ and DVD player
- games room
- drinks making facilities
- laundry
- telephone

The centre is close to local shops and is within walking distance of Leeds city centre.

The rehabilitation service shares some of its facilities with the detoxification service.

Meals are provided 3 times per day, and with a wide range of meals available on the menus, there is something to cater for every need. Special diets can also be catered for.

Smoking is not permitted in the bedrooms. However, there is a designated smoking area.

The service is a Registered Care Home and, as such, is subject to inspections from the Commission for Social Care Inspection (CSCI). The last inspection resulted in an "Excellent" grading for the service. Copies of the inspection report are available upon request.

3. Staffing

The centre has a staff team of nursing, care, educational, resettlement and domestic staff.

A Registered Nurse is on duty at all times. During the hours of the programmed activities, a range of staff, including Alcohol Support Workers and Support Assistants, provide additional support.

4. What is the Rehabilitation Programme About?

The programme aims to encourage and endorse abstinence during a 13 week residential stay.

The aim of the service is to provide a structured programme of treatment incorporating the following:

- Communal living with other clients in treatment.
- Emphasis on shared responsibility by peers and group workers.
- Individual support and promotion of training and vocational readiness.
- Improved skills for daily living, problem solving and change strategies.

- Relapse prevention work and support.
- Housing and resettlement work.
- Aftercare and support.
- Establishment of long-term support network.

The treatment philosophy and approach, although eclectic, is based on a therapeutic communities model, cognitive behavioural principles and motivational interviewing techniques.

Progress in the programme is formally reviewed every six weeks. Additional to the programme, the centre provides you with the opportunity to be assessed for ongoing community support through our floating support scheme.

5. What Will Happen on the First Day?

During your first day you will be shown around the home, allocated a bedroom and introduced to staff and other clients. This will include having safety and fire instructions explained to you. We operate a 'buddy system'

where, for the first couple of days of your admission, you will be paired with another client who will help you settle into the centre.

If a nurse has not already seen you, you will have a basic nursing assessment to ensure that any medical treatments you are receiving, or require, during your stay can continue.

6. What Do I Bring & What Don't I Bring?

You should bring sufficient clothing and toiletries for your stay. You may wish to bring personal items (photos etc) to help you with your stay. You can bring televisions and radios with you but they will be subject to a safety inspection. Please do not bring items of great value.

Do bring current medication with you, and you must hand these into the nursing staff upon admission. Arrangements will be made for these to be administered at medication times.

Do Not bring alcohol or drugs into the centre. Your bags will be searched upon admission,

and any substances found, with your permission, will be disposed of. Refusal to hand over alcohol or other substances will lead to your discharge.

Do Not bring your vehicle to the centre as there is only very limited parking.

7. What About My Finances?

Prior to admission, a Financial Assessment will be completed. This form is used to inform you and Leeds Social Services of the financial issues regarding your stay. Clients on benefit are expected to contribute to the costs of their fees. You will retain a weekly personal allowance (currently £21.15) plus any other benefits protected by law—including Housing Benefit and Child Benefit.

Assistance can also be made in paying some costs that you may have to pay on your own home whilst at the centre, for example water rates. Please discuss these issues when completing the Financial Assessment.

A Typical Day in the Rehabilitation Programme:

07.30—09.00 am — ‘Rise and Shine’

Clients are expected to be ready for the start of the programme at 09.00 am.

Breakfast is self-service up to 08.30 am.

09.00—09.45 am — Daily Domestic Tasks

Clients are responsible for the cleaning of their bedrooms and the communal areas.

09.45—10.00am—Community Meeting

A group session for all the clients to review the previous 24 hours and discuss any issues for the coming day.

10.00—10.15 am—Affirmations

A group session for clients to discuss positively the progress that they have made.

10.15 —10.30 am—Coffee

10.30—11.30am—Personal Boost

Confidence building and self-esteem group session.

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12 noon—01.00 pm Lunch

01.15—2.15pm—Me, Myself and I

Clients have an hour to themselves to assist them in dealing with solitude.

02.15—3.15 pm Music Therapy

Using music to raise awareness of personal development issues and values and attitudes.

03.15—03.30 pm—Coffee

03.30—05.00pm Group Therapy

Clients are encouraged to discuss their attitudes towards drinking and are assisted in challenging their views of themselves, of others and of drinking.

05.00—06.00pm—Dinner

06.00—10.00pm—Free Time

It is important to note that the majority of referrals and admissions to the centre are from within the Leeds Local Authority area. Clients from other Local Authority areas would need to have funding arrangements agreed from within their own Local Authority area before admission could be arranged.

8. Can I Have Visitors?

Clients are encouraged to maintain contact with family and friends where it doesn't interfere with your progress in the programme. Visitors are not allowed in the home when the programmed activities are taking place. Visitor hours are:

Monday—Friday:

5pm—9pm

Saturday—Sunday

10am—9pm

Visitors are expected to abide by the same rules of behaviour as clients. Please note that the facilities are not designed for children, and that they should only visit the centre for short periods of time under supervision.

9. Will I Be Able To Have Time Out of The Home?

Yes. The purpose of your stay is to help you to develop skills and lifestyles that do not involve drinking. Many elements of the programme are designed to help you engage in activities outside of the home. During evenings and weekends you have 'free time' where, unless instructed otherwise, you are able to spend time outside of the home.

Following the eighth week of the programme, as part of your discharge plan, where possible, you are encouraged to take overnight leave from the centre at weekends.

10. What if I Use Alcohol or Illicit Drugs During the Programme?

The centre operates a strict no alcohol or drugs policy. Clients are tested periodically for alcohol and drugs during their stay. Positive tests for alcohol or illicit substances, or non-compliance with testing procedures, will lead to your stay being reviewed. This may lead to a warning, or your discharge.

11. Complaints and compliments

If at any time whilst you are resident at the centre, you are not satisfied with the service you have received, then you have the right to raise these concerns. You should raise your concerns with whichever member of staff you feel most comfortable talking to. All concerns will be brought to the attention of the Project Manager.

If you are not satisfied by the way the informal complaint was dealt with, or the nature of the complaint is more serious, then St. Anne's has a formal complaint.

Please see the back 'contacts' page for places to contact in the event of a formal complaints procedure.

12. Confidentiality and Protecting Your Rights

The centre operates a confidentiality policy as summarised over.

A full version of St. Anne's Confidentiality Policy is available upon request.

The centre follows a number of policies to protect the interests and rights of clients, and to ensure that the staff operate in a safe environment.

If you have any queries regarding these policies then please discuss it with a member of staff.

13. Data Protection

St. Anne's Alcohol Services use the 'ILLY' Database data collection system. This system allows St. Anne's to produce statistical data relating to the use of the service. Some information, in an anonymous format, is passed to the National Treatment Agency (NTA) through the National Drug Treatment Monitoring Service (NDTMS).

The NTA uses information, such as trends in the types of people who use the services, the engagement of people in services and the effectiveness of services, to plan, monitor and evaluate services at a local and national level.

Client Guide

These are some comments made by previous clients:

After the first two days of withdrawal the sessions of anxiety and relaxation reduced my fears of an epileptic fit, and by day 5 they have totally gone. I didn't used to eat much and now I have a healthy diet and feel very confident of sustaining an alcohol-free lifestyle."

"I have found, after 9 weeks, the programme keeps you occupied and the lessons learnt definitely work. I have had panic attacks for 8 years and this is the first time I have been able to function without drink."

"It's the best thing I have done in my life for years, for myself and my family."

Other Time-tabled Events

Medication

08.30am—morning

01.00pm—lunch

06.00pm—tea

10.00pm—night

Meals: Monday to Friday

Breakfast: 07.30 to 08.30 am

Lunch: 12.30 pm

Dinner: 05.00 pm

Saturday and Sunday

Breakfast: 07.30—08.30 am

Brunch: 11.30 am

Dinner: 05.00 pm

Confidentiality Policy

Users of the service have a right to confidentiality. This means that any personal or private information received from them is known only to the staff who support them. Discussions should take place with the clients, carers and relevant professionals to agree when and what information can be shared.

Where possible, the client should give permission for information to be passed on. There may be some circumstances in which it is necessary for information to be passed on to other people without the client's permission.

- ⇒ to other professionals who work with the client if it is seen to be in the client's best interest.
- ⇒ In order to prevent any risk to and from the client.
- ⇒ In any Adult Protection or Child Protection procedures.

Contacting the Centre

Contacting the Centre

If you would like any further information regarding the centre, or if you wish to discuss anything in this pack, then please contact:

**The Project Manager
St Anne's Alcohol Services - Leeds
186 Woodhouse Lane
Leeds LS2 9DX**

Tel: 0113 243 4486

Fax: 0113 281 6974

Email: detox@st-annes.org.uk

Web link: www.st-annes.org.uk

In the event of a complaint, you can contact the following bodies:

St Anne's Community Services
6 St Mark's Avenue, Leeds LS2 9BN
Tel: 0113 243515; Fax: 0113 2451526
Email: info@st-annes.org.uk

Or Commission for Social Care Inspection
St. Nicholas Building, St. Nicholas Street,
Newcastle upon Tyne NE1 1NB
Tel: 0845 015 0120 or 0191 233 3323
Email: enquiries@csci.gsi.gov.uk

Or Department of Social services
Alcohol and Substance Use team
Merrion House, 110 Merrion Street
Leeds, LS2 8QB

St Anne's Community Services is a Registered Charity Number 502224 and a Housing Association registered with the Tenant Services Authority, number H3158