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Company Audit Report

April 2016 - March 2017

1.0 Mission Statement

Somewhere House is a residential home aiming to provide an environment which allows those who choose to live drug and alcohol free to do so with the support of both the staff and other residents.

The residents will be helped to sustain their recovery by the skills delivered through the staff to encourage personal growth in the areas of insight of self, honesty, self empowerment, choices and responsibilities. Each person is respected for their individualism and encouraged to recognise their own potential in society and that of others. We develop this through group work, one to one counselling, family support, creative skills, life skills and time.

All of the staff are trained to the highest standards and are expected to treat every individual with respect and dignity, recognising that change will occur providing that the individual is given the appropriate tools, has the willingness and self-development to use them.

We support those seeking recovery from 18 years and above. The facilities are available for both male and females and the accommodation provided is appropriate to the CQC standards. Our fire precautions and emergency procedures are run in accordance to the CQC guidelines and this year we had one recommendation in regards to our fire doors which we implemented immediately.

2.0 Overall Audit Overview

What a fabulous year we have had with our completion rates staying within the 93.75% margin. The team have done a fantastic job yet again focusing on helping individuals achieve their goals.

We have made 203 improvements over the last year, which have come from clients and care managers and from within the team and 673 thus far since our improvements book started in 28/10/13, when the improvements book was introduced.

In the last financial year we have had a CQC inspection during which we had one recommendation re adding some closures on the fire doors but we have followed up with a complaint to the CQC as we felt that the inspection was inadequately reported and did not reflect our outstanding practice. This is still being resolved as we speak.

Our mentoring is going well and all of our move on community now mentor and we have found it to be a great source of support.

Sadly Christian has left the core team to pastures new but we still see him as he comes back weekly with the work he is doing with the charity we are involved in. Sean has now come back after 8 years having gathered lots of experience in the community and bringing with him lots of new knowledge. Victoria will be returning from maternity leave on June 1st after her little one was born in February. We are all looking forward to having her back.

Universal credit has been a complete nightmare for us all and our staff are feeling a little more confident around this more due to persistence rather than a great deal of continuity. Our local job centre have been fantastic and for that we are very grateful.

Rob has had some fabulous trips to our providers and has always been made very welcome not sure if its the cakes and pens he brings! If you would like us to visit you, please get in touch.

We have been successful in several tenders including Ealing, Manchester and Tameside amongst others.

Our group work is expanding and our artwork can be seen around the house so if you are visiting take a good look we have some amazingly talented people and its a fantastic way of expressing peoples emotions.

Thank you for another fantastic year and to all of our providers for your continued support.

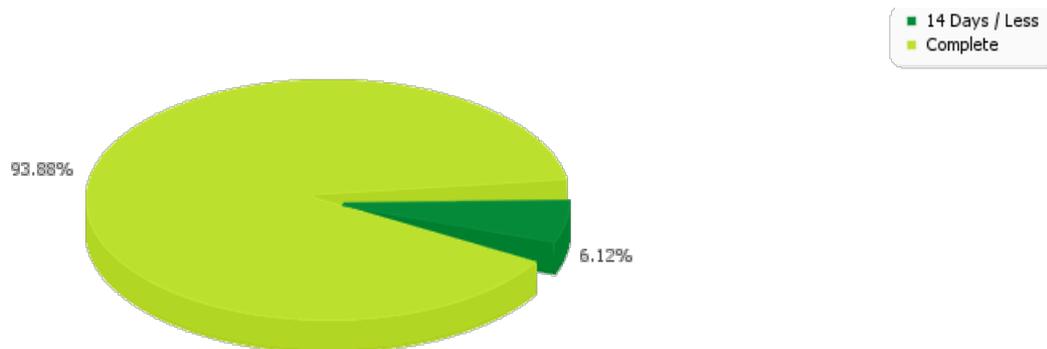
Angie and Team

3.0 Completion Statistics

From April 2016 to March 2017 42 clients completed treatment, this number includes those carried over from last year. 4 clients self discharged outside of the 2-week window of starting treatment.

When a client chooses to leave prematurely, we follow the discharge plan agreed by the care manager which is agreed in the assessment process. We also work a treatment loop service and link in with other organisations.

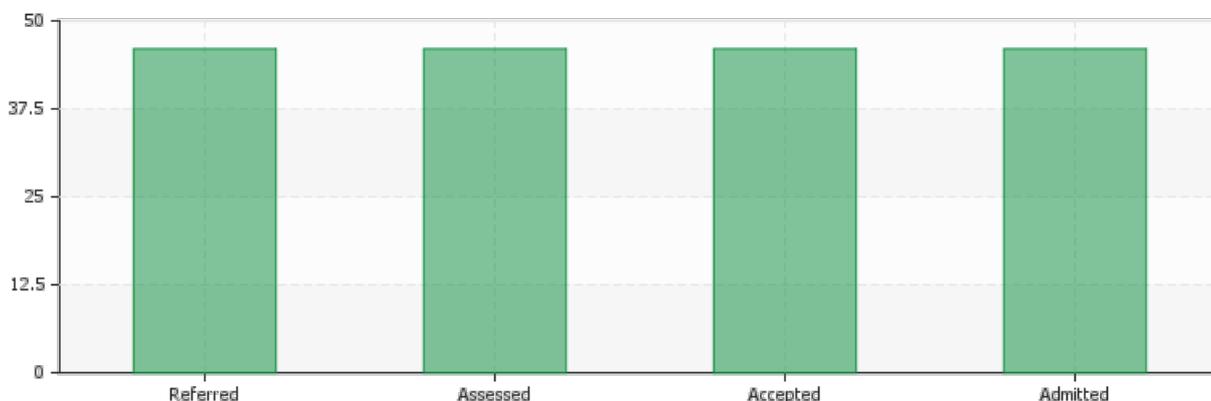
What we have found is that the majority of clients who drop out within 14 days, tend to be those who have not been to visit us prior to their admission and who may also have not always prepared themselves for treatment. All clients in this situation are offered the opportunity to go to another service, this may be residential or community treatment. We then removed those from our total figures and are left with a 93.88% completion rate.



In the time frame of this audit we did not discharge any clients other than those who self discharged. We currently have 3 clients in treatment and in full time transition who will be carried over to the April 2017 to March 2018 audit.

3.1 Assessment

Our assessment process is simple. The aim is to gather as much information in the shortest space of time to reduce the stress on the individual whilst still being able to provide the highest level of care. We still encourage a face to face assessment but can accommodate telephone, skype or face time as required to suit the individual's needs. We also encourage clients to come and visit whenever it's convenient to themselves bringing their families and friends if they wish. This doesn't have to be done in office hours.



In the year April 2016 to March 2017 we had 46 referrals, of which we assessed 46. Out of the 46 clients we assessed in this period all were accepted.

To arrange an assessment at Somewhere House you can phone our office, contact us via email, send us a CCA or you can visit our website and download a 'Booking Assessment' form.

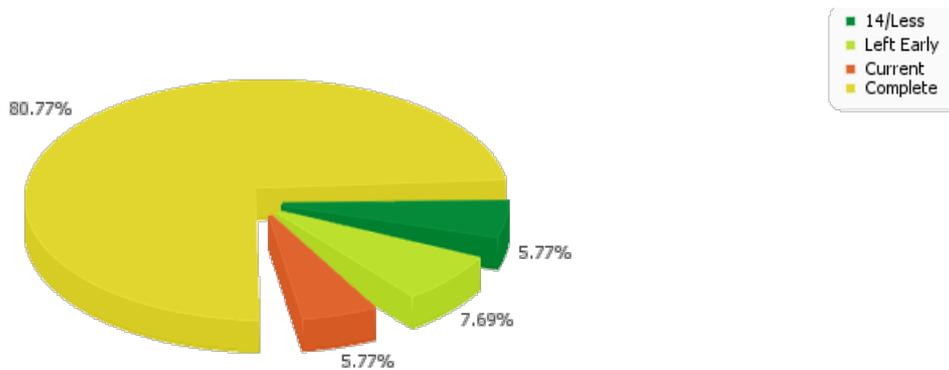
3.2 Admission

From April 2016 to March 2017 we admitted 46 clients. 6 were carried over from last years audit. We can admit from 18 years upwards and this year have had an age range of 23 to 63. For more information on the mix of clients we have had this year see section 5.0: Analysis of clients.

We have the facility to safely collect clients from their detox, prison or hospital and feel this has a positive start to their treatment ensuring a safe arrival and reassurance for the funders.

3.3 Occupancy Breakdown

Occupancy Breakdown for April 2016 to March 2017



4.0 Emotional Feedback from Clients

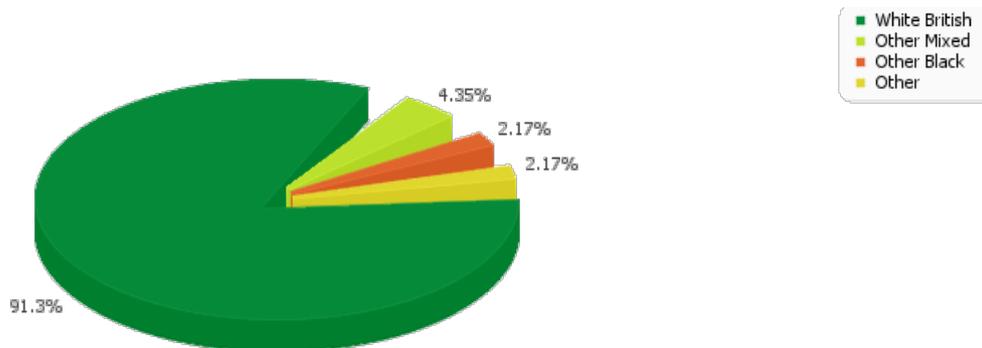
All of our clients complete ratings of their emotional wellbeing at the start of their treatment, at the 3-month stage and when clients stay longer, at the 6-month stage. Below is an example of the form with our April 2016 - March 2017 average (mean) ratings;

How able are you to ask for support when needed?										
0	1	2	3	4	5	6 ✓	7 ✓ ✓	8	9	10
How Assertive do you feel you are ?										
0	1	2	3	4	5 ✓	6	7 ✓	8 ✓	9	10
How confident do you feel?										
0	1	2	3	4	5 ✓	6	7 ✓	8 ✓	9	10
How do you feelings about making changes?										
0	1	2	3	4	5	6	7 ✓ ✓	8 ✓	9	10
How do you find challenging others?										
0	1	2	3	4	5 ✓	6 ✓	7 ✓	8	9	10
How do you find challenging yourself? (thoughts & behaviour)										
0	1	2	3	4	5 ✓	6 ✓	7 ✓	8	9	10
How do you rate your ability to express your anger appropriately?										
0	1	2	3	4	5 ✓	6 ✓	7 ✓	8	9	10
How well do you express your feelings?										
0	1	2	3	4	5 ✓	6 ✓	7 ✓	8	9	10
How would you evaluate your life at this very moment?										
0	1	2	3	4	5 ✓	6	7 ✓	8 ✓	9	10
How would you rate your self esteem? (Value yourself)										
0	1	2	3	4	5 ✓	6	7 ✓	8 ✓	9	10
Key: ✓ Admission ✓ 3 Months ✓ 6 Months										

We have reviewed this with clients and they feel that they have been over optimistic on their admission scores. The overall feedback was that if they had answered honestly and with self-awareness would probably have rated themselves much lower on admission.

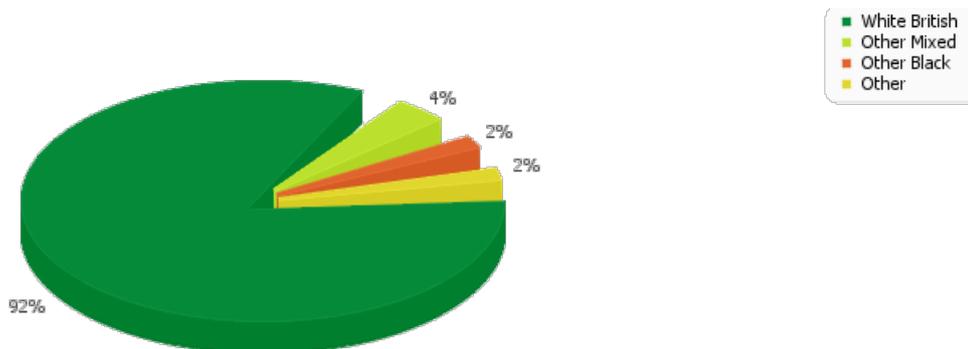
5.0 Analysis of clients Assessed and Admitted

5.1 Ethnicity Assessed

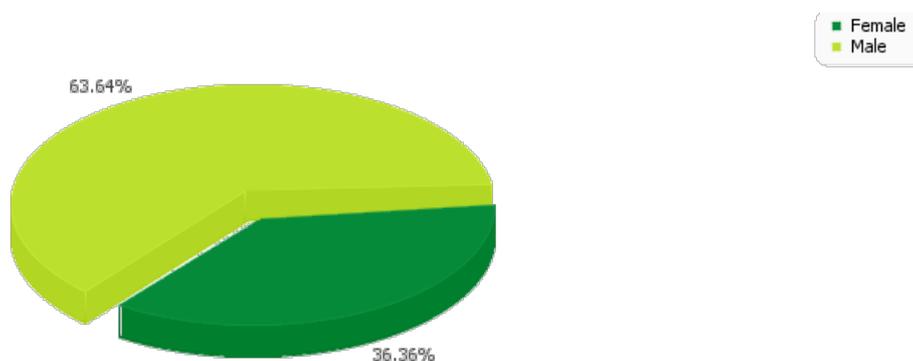


Our figures for client ethnicity are similar to last year. While the highest percentages of clients we have been referred and assessed have been white, there is a mix of different ethnicities for this period. This also reflects in our admission and completion rates.

5.2 Ethnicity Admitted

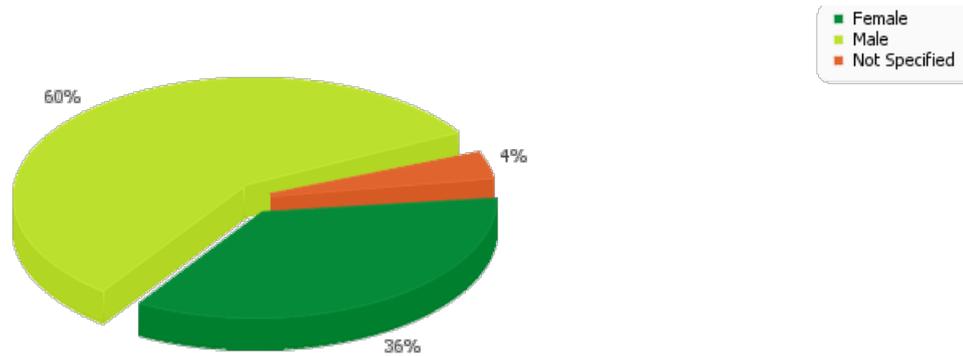


5.3 Gender Assessed



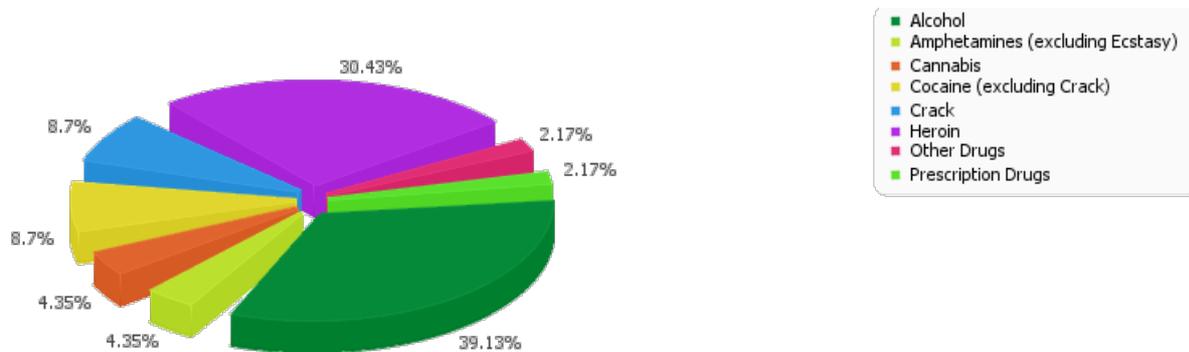
We assessed a similar mix of clients to last year.

5.4 Gender Admitted



Of the 46 clients admitted between April 2016 to March 2017, 30 clients were male and 18 female. 2 did not specify their gender.

5.5 Drug of Choice



Whilst our figures imply that most people's primary substance is alcohol, what transpires is the majority are poly substance users. Most of our clients having used heroin and crack, followed by cannabis, food and gambling. We are seeing clients who have used spice and other substances formerly known as 'legal highs.' This trend has been particularly prevalent in those being referred from prison.

6.0 Residential Treatment Opportunities

6.1 Person Centred Approach

We are committed to addressing the issues raised around addiction for the individual, improving the health, social well being and quality of life for those requiring our services, and subsequently helping the community and family life. We will deliver programmes and styles of interventions that are evidence based. The program will be delivered in a range of different ways encompassing drug and alcohol use prevention, education of life skills, structured counselling, an abstinence based program in response to the individual's needs. The program will lend to flexibility but also enhance structure and continuity. We do this through group and one to one counselling. We also encompass a variety of theories for example; Transitional Analysis, Gestalt, CBT, Trauma Work specialising in abuse, mental health and complex needs (dual diagnosis), PTSD, anxiety and more.

6.2 Twelve Step Work

In addition to the person centred work we do with our clients, some individuals also chose to engage in step work. This is delivered in one to one sessions. As part of our programme all of our clients also attend AA or

NA meetings a minimum of twice a month. We have a variety of local meetings and an in house meeting. Attending these meetings helps clients to gain a support network outside of Somewhere House. This is something they can then utilise when they leave treatment.

We are also required to do this through CQC to make sure that clients are having external support but from this it generates a lot of hope as well as evidence that recovery is possible for those in early recovery and another perspective.

6.3 Recovery Studies

As part of their therapy, clients complete recovery studies. We have identified the value of allowing clients to form their own opinions and that recovery studies allows this to happen through books, cd's, art work, films etc. Each client chooses their own study which is often drawn from their one 2 one work and is reviewed weekly with a counsellor. Some clients may struggle with literacy for which support is always available.

We also use talking books for those who struggle to read which provides big print as well and kindles that give a wider variety of books.

6.4 Family Therapy

As part of our treatment options and included in the weekly rate we have family therapy, this is available to all clients. We understand the impact addiction can have on loved ones and the strain this can put on relationships. We have encouraged more and more clients to utilise the family support we have available and have had positive feedback from these experiences. This year 20 clients have engaged in family therapy and the majority of our clients had and have family involvement.

6.5 Alternative therapies & holistic treatments

We include a variety of different therapies and treatments as part of our programme, this is important to us as everyone is an individual and so has different ways of getting in touch with their emotions.

Below are some of the treatments we offer:

6.5.1 Alexander Technique

Once a week we have an Alexander Technique instructor visit for one-to-one tuition with the clients at their request. The ultimate aim of Alexander lessons is for the individual to learn how to be as free as possible from habits that limit them - both mentally and physically. It is a stimulating and practical journey into the psychophysical quality of life.

We have found that six sessions is best for each client and any who want more request and we accommodate accordingly.

6.5.2 Drumming Workshop

This takes place selectively throughout the year.

6.5.3 Singing Workshop

Again this is a group workshop, the group work together on a selection of songs bonding as a group and building confidence. This is another popular part of treatment and a great way of expressing feelings and altering moods in a positive way.

Our christmas concert is worth a visit if you are ever in the area.

6.5.4 Clay Groups

The objective behind working with clay is as a sensory therapeutic medium, to enable the client to tap into and express suppressed emotions at an unconscious level that may be linked to trauma. By working with such positions as 'Path to childhood', 'Family sculpture' and 'Addiction sculpture' for example, the client is able to express through form what often cannot be said through language. The work is then opened for exploration, interpretation and feedback in a group context.

6.5.5 Healthy Living & Fitness

The group is encouraged to look after both their physical and their mental wellbeing while at Somewhere House. Clients learn a healthy way of living that can be continued into the future. The group decide what

they wish to eat and plan their menus, these are checked and clients are supported about making healthy choices and portion sizes. Staffs have completed their health and nutrition training to help inform the clients.

Monday to Friday in the mornings we have 30 minutes set aside for the clients to do exercise. Clients choose from a wide variety of choices including; walks on the beach, playing on the Wii, playing table tennis, basket ball, swimming and many other activities.

We also encourage clients to look after themselves in relation to their health, offering support with doctor's appointments, any dentistry that is required, Hep B, Hep C & HIV treatments. We also offer comprehensive sexual health screening.

Afternoon trips to the gym are a regular occurrence and table tennis tournaments in the garage are a great source of camaraderie. Somewhere House has its own five a side football team complete with matching kit and clients have enjoyed being part of the team and the community.

In the last year our local college visited Somewhere House to provide clients with health and beauty treatments which in turn promotes self care.

6.5.6 Meditation & Relaxation

Every weekday afternoon there is a period of relaxation; this can consist of quiet time, guided imagery, meditations, mindfulness or sometimes just having a giggle. We also have a variety of relaxation CD's, books and literature available for clients to use if they wish to do so alongside a quiet room for clients to take time out.

6.6 Leisure pursuits

Socialising is an important part of the recovery process and we encourage clients to do this. Activities encourage clients to learn to mix on a social level when clean and sober. Clients are encouraged to socialise in a positive way.

There are restrictions around visiting licensed premises whilst the client is engaged in the therapeutic program. We will encourage hobbies etc. providing that they are not detrimental to the individual's recovery, those around them and their engagement in the therapeutic environment. At each monthly team meeting, where the whole team get together, we discuss clients' interests and look to accommodate these whenever possible.

Friends, relatives, social workers are encouraged to visit. Those who don't have family or friends visiting will be supported by the move on community.

Our allotment is still going strong and we currently watering like mad as we have had a drought.

6.7 Equine Therapy

Whilst traditionally equine therapy can have clear prescriptive aspects and can bring about a lot of change, our clients have used this and transformed it into a place of safety to develop confidence, enjoy the peace and tranquillity of the countryside as well as establish strong work ethics.

We currently have three horses Ripple, Muffin and Ozzy. Their other furry friends are Mac and Monty (the dogs) who are a great hit alongside Connie the cat.

6.8 Religion and Worship

All residents will be given the opportunity to attend the local religious facilities and to worship however they wish to do so.

6.9 Work and Education

Those who are unable to read and write are given support in house to do this. They are helped by staff and mentors and we have talking books to build confidence.

We encourage clients to do college courses at an appropriate time in their treatment. This may be enrolling on a Maths or English course at the local adult learning centre and for others may be by looking at college courses to gain qualifications towards their future goals.

We support clients in house to learn basic computer skills, CV writing and email as we are aware this will be needed for the future.

In the latter stages of treatment we encourage clients to find voluntary work; this provides clients with valuable skills and experience that they can take with them to future work. Doing voluntary work is also a great opportunity to give back to the local community. Clients have given back to a range of different charities/organisations including; working with animals, gardening, working in shops, building, working at a theatre, volunteering at care homes and community groups, journalism and much more!

6.9.1 Peer Mentoring

We have a team of peer mentors who offer support and 1-1 mentoring sessions with internal and move on clients. Peer mentors have the opportunity to attend external training through a local provider and this has been very beneficial with some now being employed in this role.

7.0 Aftercare

7.1 Overall Figures

100% of clients (who completed treatment in the period covered in this audit) were offered aftercare support. Aftercare can involve a period of time in one of our 'Move-On' supported houses. We also provide aftercare support to those who wish to move back home yet still visit Somewhere House. We also provide support with aftercare clients transitioning back to their home town as well as to the local community.

Aftercare consists of one-to-one counselling, group therapy, 24 hour on call support, dedicated weekly move on group, peer mentoring, CV writing, Job Club, financial advice, continued family therapy, supported work & college enrollment. This list is not exhaustive.

We are also able to accept clients who have completed treatment elsewhere. Please contact the office if you wish to find out more about the aftercare on offer.

7.2 Working within the community

It is part of the therapeutic agreement that all move on clients do a minimum of 16 hours voluntary or paid work, which is to be increased when appropriate. This year we have worked towards promoting independent living and encouraged more voluntary hours to be worked after a period in move on (currently 3 months). This provides structure and responsibility and again gives the opportunity to give back. Our rents are set so the individual can work and continue to gain support unlike other move on accommodation. We encourage clients to build a good work ethic and treat voluntary work the same way they would a paid job.

69% of our current Aftercare Clients have progressed into paid employment. This builds confidence and independence. Our clients have reported that being a 'fully functioning individual' and by 'contributing financially to society' this has led to an increase in self-esteem, motivation and self worth.

At Somewhere House we believe integration into the community is a key factor in maintaining a healthy recovery. We help and support move on clients with this and can liaise with the local job centre as well as with employment agencies and charities. We run regular 'Job Clubs' and have computer support in which residents can work on their CV.

7.3 Education

We work closely with the local college and provide clients with the opportunity to enrol on courses with our support. This is not a requirement but it is something, which a high percentage of clients choose to utilise. We also support clients in managing their workload, finding funding or saving for college fees and applications.

Several of our current clients have chosen to engage in education, this ranges from brushing up Maths, English and IT skills to university courses. The most popular course within our move on community at present is a counselling training, computers another fun one this year was still life drawing.

7.4 Move on Houses

The 'Move on' houses are within the local community, clients of these houses receive a high level of support if required. This support is aimed at encouraging clients to become more independent and to live their own lives. All of our 'move on' houses are well presented and the support offered can be increased or decreased based on the client's need.

At present we have 15 clients residing in our move on houses.

The 'move on' houses are run similarly to a family home, we expect clients to offer support to each other in the day to day running of the house, challenging each other and generally working as a team. The staffs at Somewhere House are also here to help; all clients are responsible for reporting concerns in regards to other house members directly to the office at Somewhere House and not to discuss these issues with any other 'move on' clients.

Clients are encouraged to respectfully challenge. By challenging each other they learn to grow and learn about themselves and in turn move forward in their recovery.

We have a weekly-dedicated move on group where clients can explore any issues they might encounter in living a clean and sober life in the community as well as further their therapy. Clients also check in everyday and have 24 hour support.

7.5 Transition

When clients move into a 'move on' property we encourage a period of transition, particularly when coming from residential treatment. This gives clients the space and time to integrate into their new environment, whilst having additional support and therapy to explore any issues which may arise. This year we have also made changes to the way we organise transition, based on client feedback. Transition is planned on a person centred basis taking into account the individuals needs.

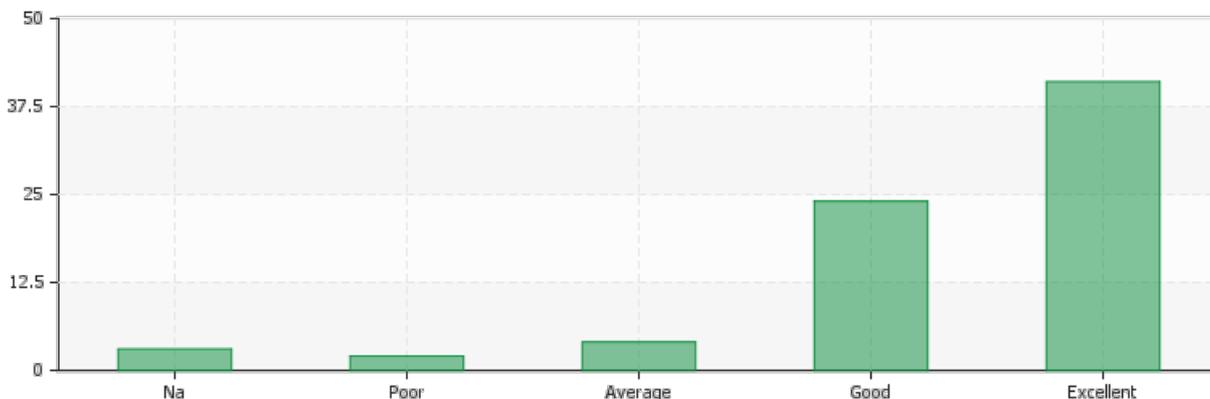
We also recognise for those returning back to the community where they live a short time in the local community prepares them for the next stage of their journey. Clients continue with their treatment but spend time over night in a move on house and as a result benefit from the value of a little independence and utilising their new life skills etc before returning home.

8.0 Feedback

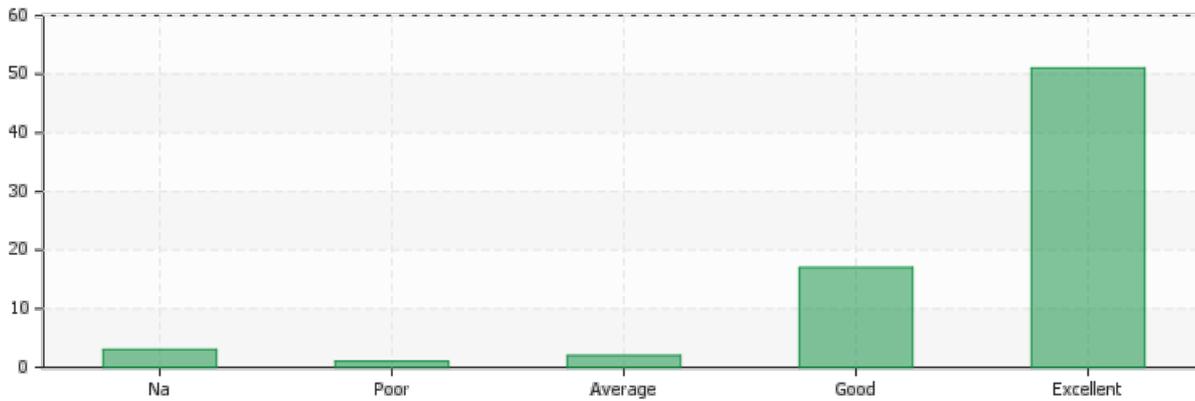
8.1 Departing Client Feedback

This is a sample of our departing client feedback questions we ask 21 but took a random sample the other results are available on request;

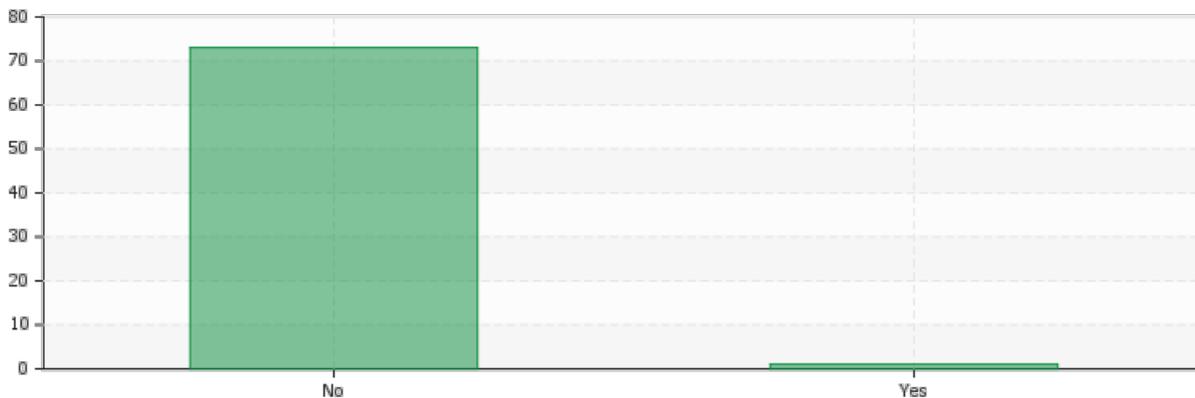
How satisfied were you with your initial contact?



Were you satisfied with the relationship with your counsellor?



Did you feel discriminated against in any way?



8.2 Funders Feedback

We sent out the funders feedback questionnaire but sadly, only received one reply. The feedback from this funder was either excellent or good to all the questions and some of their additional comments are documented below:

Do you have any further comments you would like to make about our service, staff etc?

Service User has been in for only two weeks, am delighted that we have already received one update, unable to comments on discharge further reports etc at present.

I have visited Somewhere House and it seemed a well run positive experience for the Service User. My client was impressed that ex residents still attended, which gave him confidence in the treatment.

I have been welcomed to visit, and although not been able to do as yet, it is my intention to visit in the next few weeks.

8.3 Family Feedback

Of all the feedback we received from families, the answers to the questions were all 'good' or 'excellent'

Some of the additional comments they made are listed below:

"As a result of family therapy the family are more at ease than ever before."

"I have my marriage and family back to gather at last."

"I grateful support and help you have given my daughter in such a short time changing the i wants"

9.0 Contact Us

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