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Company Audit Report

April 2017 - March 2018

1.0 Mission Statement test

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 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 we have had no recommendations from any of our inspections.

2.0 Overall Audit Overview

What a fabulous year we have had with our completion rates staying within the 93% margin. I feel very proud of the team, as this has only been achieved by their hard work. I can only thank them for this and envision the future year to be as successful.

We continue to have a daily improvements book which has encompassed the changes the team, clients and care managers suggested and that have been implemented, since its introduction on the 1/4/14. We have made 830 improvements ranging from refurbishments, policies, staffing, admission process, upgrading our computer system, group therapies and many more.

In the last financial year we have not had any CQC inspections. However, in our last inspection there was one recommendation made to install fire door catch release mechanisms and this was actioned immediately.

Our mentoring system continues to prove popular and successful. Move on clients are able to share their experiences of being in treatment with in house clients and to give back. It gives those who do not have family visits an opportunity to go out into the community and see the next stage of recovery with its successes and realities.

We have welcomed Louise, Tiffany and Michelle as new members of the team whom I am sure you have already had lots of contact with. Victoria is back from maternity leave after having her second baby. Our industry leading paperless technology has now been rolled out to include electronic medication administration and some tweaks to the system have continued to increase not only our efficiency but also our ability to provide the highest level of care which is again reflected in this years completion rates.

The team have continued to go out across the country visiting existing and new providers. Please contact us if you would like us to visit you, we always attend with pens, literature and the customary cakes! We've also welcomed visits from fellow providers with the view of sharing best practice being beneficial to the care and support of all clients, regardless of where they choose to begin their recovery journey.

Our move on community continues to thrive with many clients choosing to continue their recovery with the support of Somewhere House.

Thank you for your continued support.

Angie

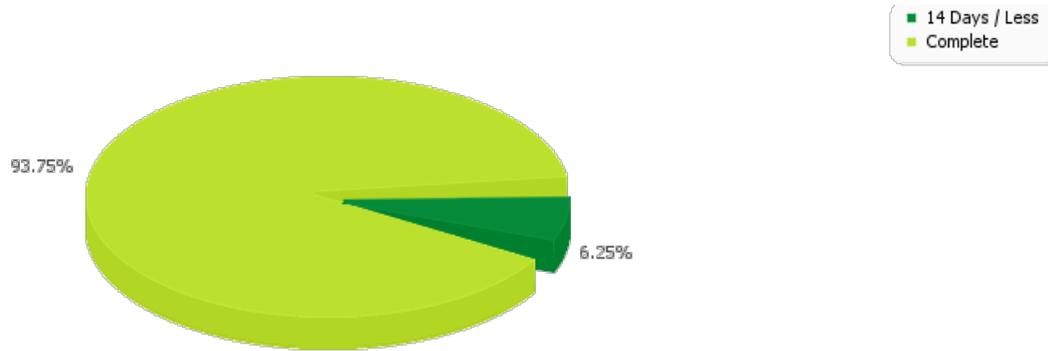
3.0 Completion Statistics

From April 2017 to March 2018 60 clients completed treatment, this number includes those carried over from last year. 15 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

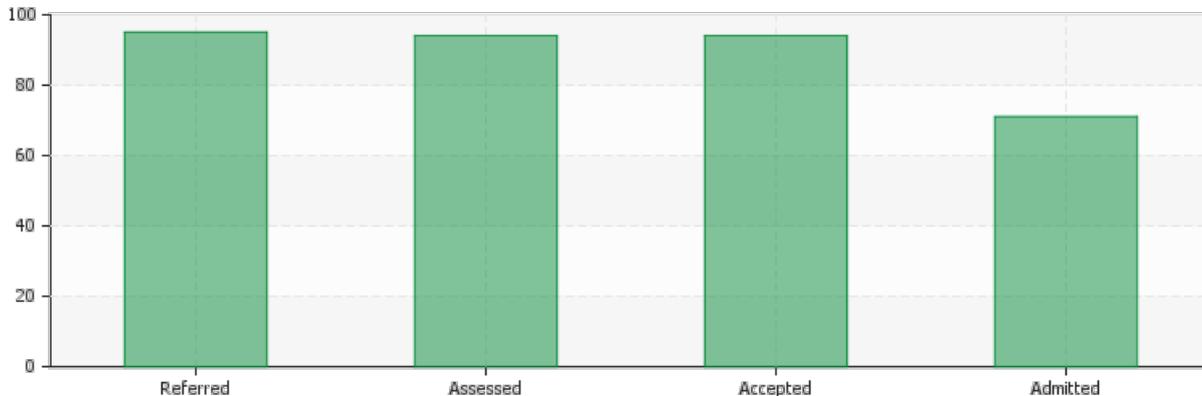
us prior to their admission and who may also have not adequately prepared themselves for treatment. All clients in this situation are offered the opportunity to go to another service, this may be residential or community treatment. We then removed those from our total figures and are left with a 93.75% completion rate.



In the time frame of this audit we did not discharge any clients other than those who self discharged. We currently have 14 clients in treatment and in full time transition who will be carried over to the April 2018 to March 2019 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 if 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 2017 to March 2018 we had 95 referrals, of which we assessed 94. Out of the 94 clients we assessed in this period all were accepted.

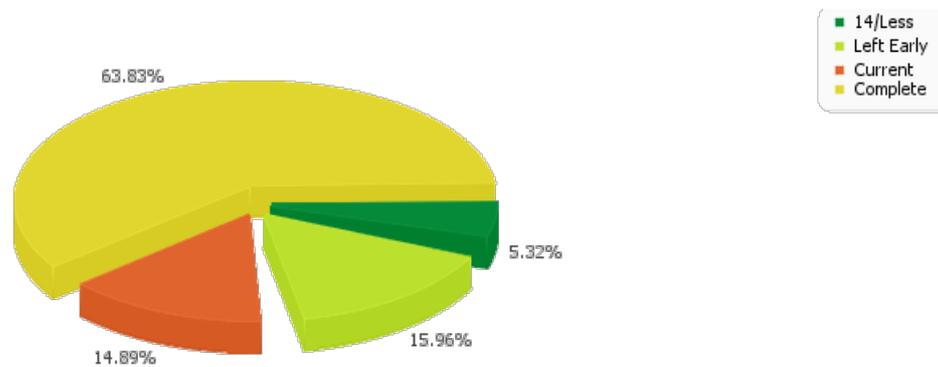
To arrange an assessment at Somewhere House you can phone our office, contact us via email, send us a CCA or you can visit our website and download a 'Booking Assessment' form.

3.2 Admission

From April 2017 to March 2018 we admitted 71 clients. 23 were carried over from last years audit. We can admit from 18 years upwards and this year have had an age range of 0 to 70. For more information on the mix of clients we have had this year see section 5.0: Analysis of clients.

3.3 Occupancy Breakdown

Occupancy Breakdown for April 2017 to March 2018



4.0 Emotional Feedback from Clients

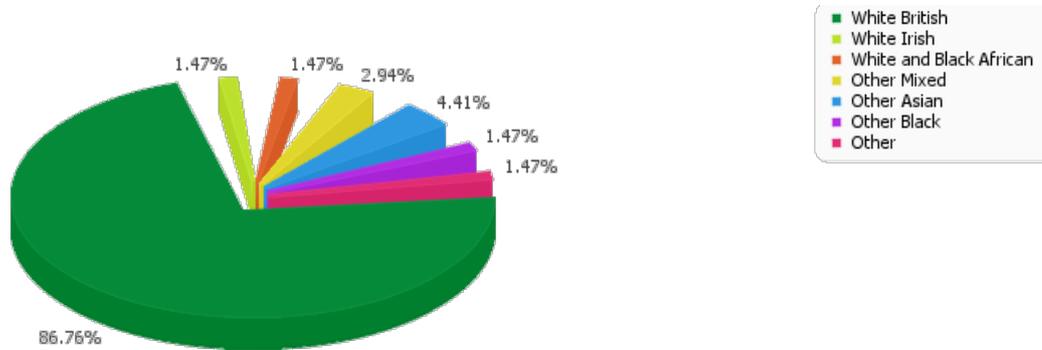
All of our clients complete ratings of their emotional wellbeing at the start of their treatment, at the 3-month stage and when clients stay longer, at the 6 -month stage. Below is an example of the form with our April 2017 - March 2018 average (mean ratings);

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.

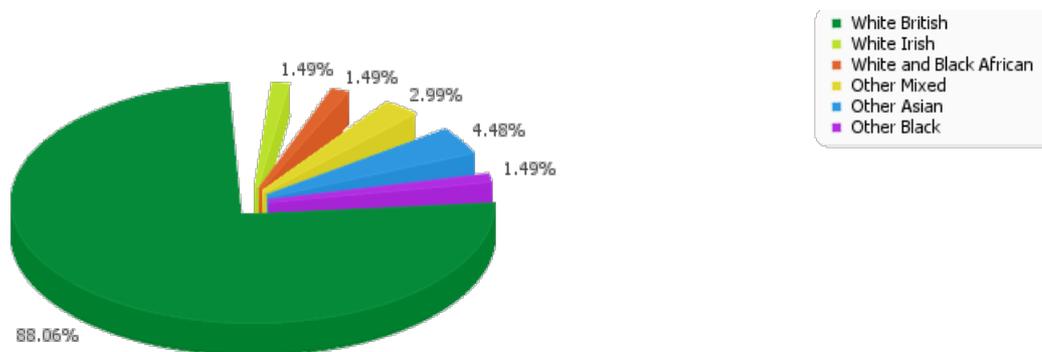
5.0 Analysis of clients Assessed and Admitted

5.1 Ethnicity Assessed

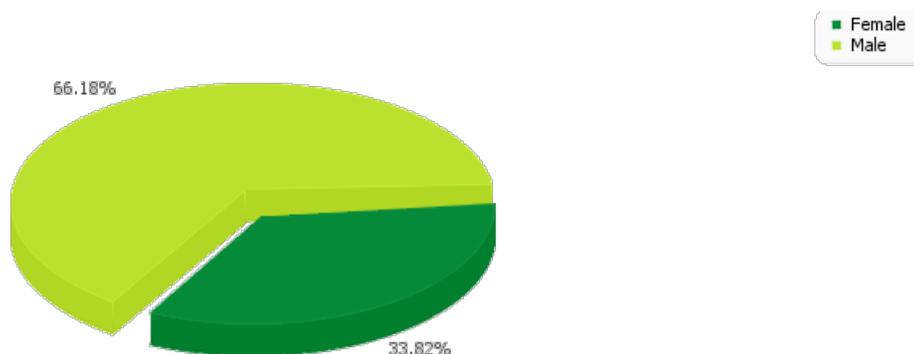


Our figures for client ethnicity are similar to last year. While the highest percentages of clients we have been referred and assessed have been white, there is a mix of different ethnicities for this period. This also reflects in our admission and completion rates.

5.2 Ethnicity Admitted

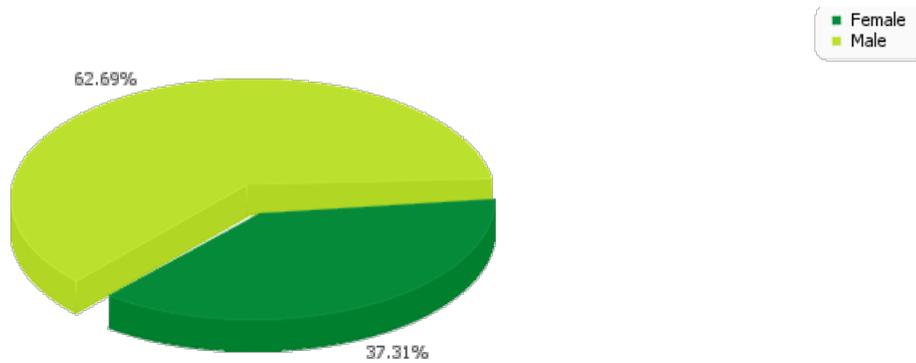


5.3 Gender Assessed



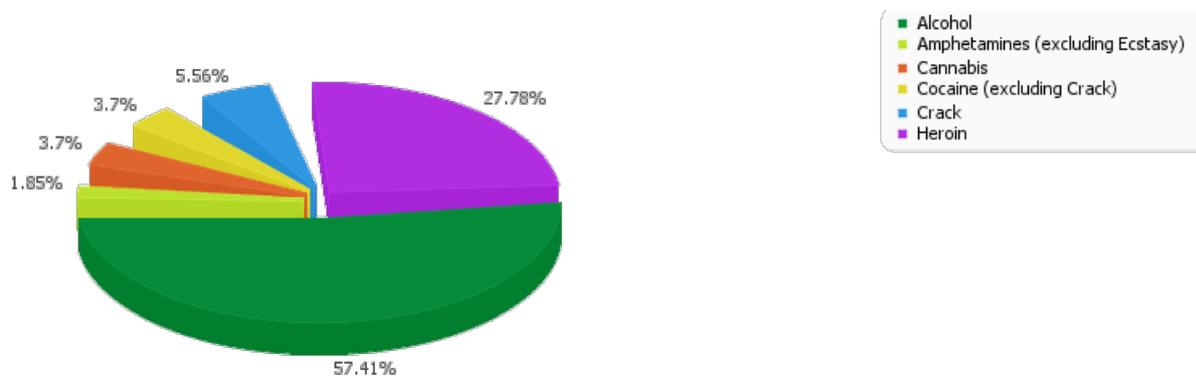
We assessed a similar mix of clients to last year.

5.4 Gender Admitted



Of the 71 clients admitted between April 2017 to March 2018, 42 clients were male and 25 female.

5.5 Drug of Choice



Whilst our figures imply that most peoples 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. Prescription drugs continue to be more prevalent in client presentation this year and we remain vocal about health professionals taking responsibility to minimise risk of addiction.

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 etc.

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.

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.

6.4 Family Therapy

As part of our treatment options 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 16 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. One of the improvements in the last year has been our art therapy programme. Louise who has joined the team, specialises in this and gives clients an alternative way to express themselves through the medium of paint.

Below are some of the other 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.

6.5.2 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.

6.5.3 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.

6.5.4 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.

6.5.5 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 have just harvested our onions, broad beans, raspberries and rhubarb.

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.

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

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. Mentors have basic training and attend a monthly Peer mentor group to discuss how this is going and explore any issues. This year we are putting together a more in depth 'Mentoring Training Package' in conjunction with our local provider.

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.

Many 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 course and fork lift truck training! Many of our move on clients have part of full time paid employment as a result of the training/education they have undertaken.

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 28 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.

7.5 Transition

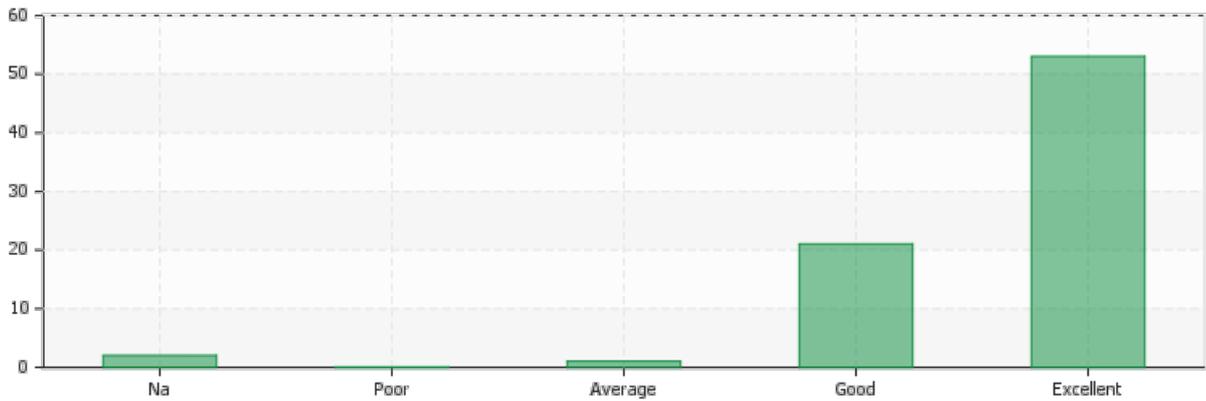
When clients move into a 'move on' property we encourage a period of transition, particularly when coming from residential treatment. This gives clients the space and time to integrate into their new environment, whilst having additional support and therapy to explore any issues which may arise. This 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.

8.0 Feedback

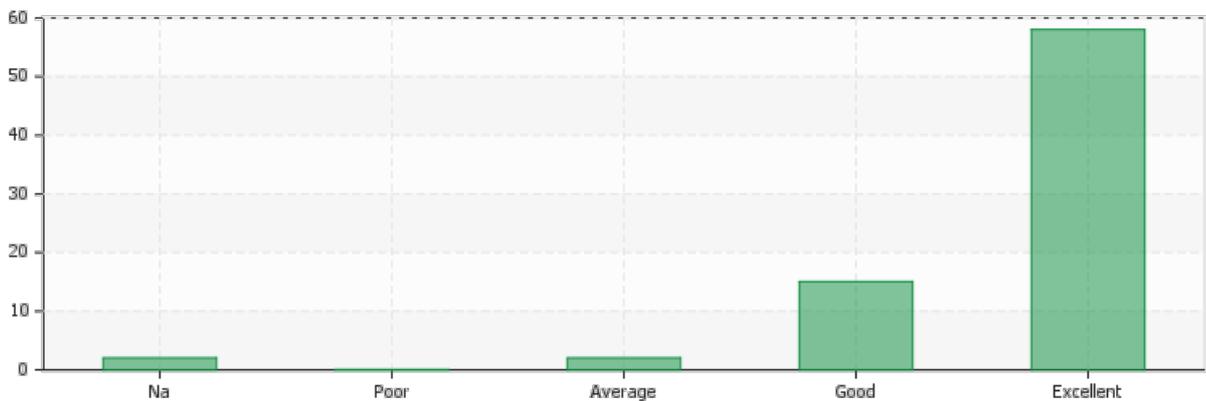
8.1 Departing Client Feedback

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;

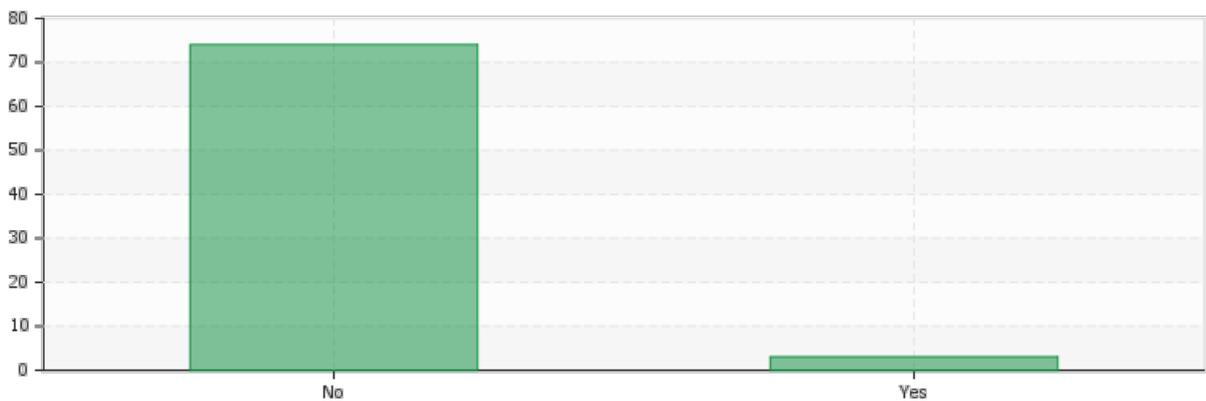
How satisfied were you with your initial contact?



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.

Thank you for the report. Louise you have done a great job putting such a comprehensive report together. It was a pleasure to read! Some great work is taking place by everyone

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:

"Carry on doing what you're doing, you're doing a great job."

"They were friendly on arrival and my partner was made to feel welcome."

9.0 Contact Us

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