

# Table of Contents

Table of Contents	1
1.0 Mission Statement	3
2.0 Overall Audit Overview	3
3.0 Completion Statistics	3
3.1 Assessment	4
3.2 Admission	4
3.3 Occupancy Breakdown	4
4.0 Emotional Feedback from Clients	5
5.0 Analysis of clients Assessed and Admitted	5
5.1 Ethnicity Assessed	5
5.2 Ethnicity Admitted	6
5.3 Gender Assessed	6
5.4 Gender Admitted	6
5.5 Drug of Choice	7
6.0 Residential Treatment Opportunities	7
6.1 Person Centred Approach	7
6.2 Twelve Step Work	7
6.3 Recovery Studies	7
6.4 Family Therapy	8
6.5 Alternative therapies & holistic treatments	8
6.5.1 Alexander Technique	8
6.5.2 Singing Workshop	8
6.5.3 Clay Groups	8
6.5.4 Healthy Living & Fitness	8
6.5.5 Meditation & Relaxation	8
6.6 Leisure pursuits	8
6.7 Equine Therapy	9
6.8 Religion and Worship	9
6.9 Work and Education	9
6.9.1 Peer Mentoring	9
7.0 Aftercare	9
7.1 Overall Figures	9
7.2 Working within the community	9
7.3 Education	10
7.4 Move on Houses	10
7.5 Transition	10
8.0 Feedback	10
8.1 Departing Client Feedback	10
8.2 Funders Feedback	11
8.3 Family Feedback	12
How do you rate the contact you had with your loved one during their time in treatment?	12
How would you rate your contact with the Somewhere House staff team if it relevant?	12
If you have ever visited Somewhere House? If so, how would you rate the comfort of the house?	12
On your visit how would you rate the welcome you received from the staff member?	13
How would you rate your current relationship with your loved one in comparison to your relationship before they came in to treatment?	13
Have you engaged in Family Therapy? If so, how useful did you find this?	13
If your loved one returned home for a home leave how well informed were you regarding the boundaries we set for clients during their visit?	14
How supported did you feel with the homeleave procedure?	14
How comfortable did you feel with regards to contacting the office if you had any issues or questions about your loved one?	14
Have you ever visited our website or any of our social media pages? If so, how would you rate the information provided?	15
Did you receive a copy of our Family and Friends package? If so, how would you rate the information provided?	15
9.0 Contact Us	15

## **Company Audit Report**

**April 2018 - March 2019**

# 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 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

It has been another brilliant year at Somewhere House. Results reflect this by remaining significantly higher than the national average. The team and clients have worked tirelessly to achieve this and I am immensely proud of them all. The work we do here is testament to the benefits of person centred treatment allowing clients to grow and take responsibility for independent living. This being an invaluable life skill to place in the recovery tool box.

On the 26th March 2019 our organisation had an unannounced inspection by the CQC (Care Quality Commission.) We are proud to say we had no requirements that were needed and it was a very positive experience for staff, clients and the organisation.

Operationally, the organisation continues to improve, innovate and become more efficient in every day life. An example of this is the paperless technology we now use, including administering medication which is not only industry leading but has also vastly improved auditing and time management. We also have a paperless maintenance book, fire log, incident book and house check record that has been implemented this year and received highly positive feedback during our recent CQC inspection. The ultimate benefit of innovating and improving is that the staff team can have more time with the clients and the benefits are clear to see in our statistics.

This year we have seen some staff changes, with Marc and Geraldine joining as addictions workers. They both bring a myriad of skill sets and are a valuable addition to an already strong, diverse and dedicated team. We have continued with our visits to providers existing and new and look forward to this continuing.

As you can see from our audit, our success rate this year stays within the margin of 95%. This reflects the fantastic practice and hard work of all to a common goal of helping our clients build and maintain sobriety and a stable recovery. In addition to our residential facility we also have our move on properties allowing clients to continue their recovery and support. Some clients choose to re-settle and there are lots of success stories in this audit period.

Good wishes to everyone for the forthcoming year and thank you for your continued support. Finally, if you'd like us to visit your service please get in touch.

*Angie*

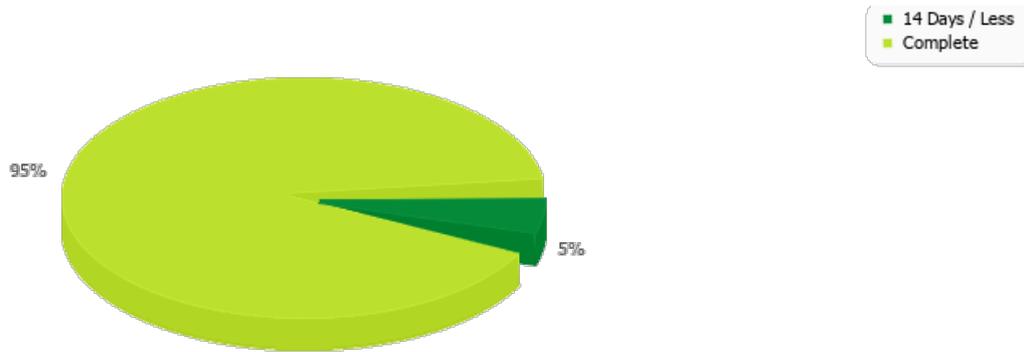
## 3.0 Completion Statistics

From April 2018 to March 2019, 54 clients completed treatment, this number includes those carried over from last year. 3 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 95% completion rate.



In the time frame of this audit we did not discharge any clients other than those who self discharged. We currently have 10 clients in treatment and in full time transition who will be carried over to the April 2019 to March 2020 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 2018 to March 2019 we had 45 referrals, of which we assessed 45. Out of the 45 clients we assessed in this period all were accepted.

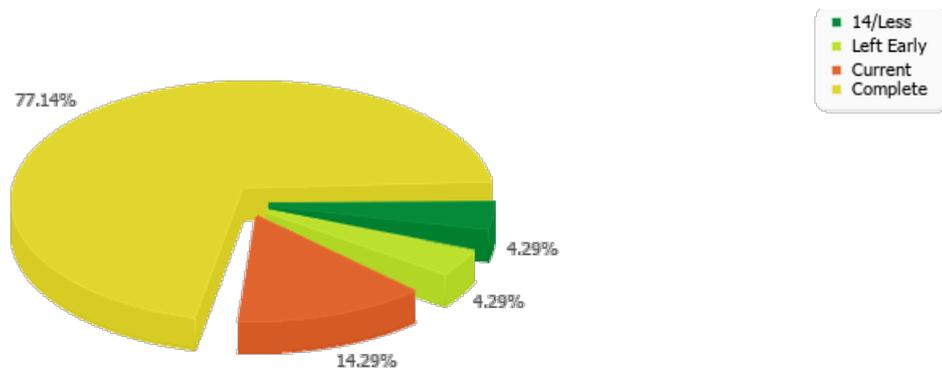
To arrange an assessment at Somewhere House you can phone our office, contact us via email, send us a CCA or you can visit our website and download a 'Booking Assessment' form.

### 3.2 Admission

From April 2018 to March 2019 we admitted 44 clients. 26 were carried over from last years audit. We can admit from 18 years upwards and this year have had an age range of 24 to 66. 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 2018 to March 2019



## 4.0 Emotional Feedback from Clients

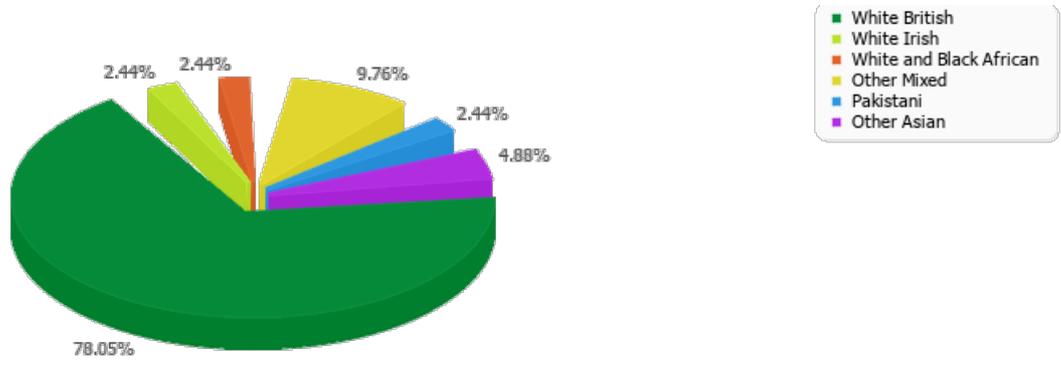
All of our clients complete ratings of their emotional wellbeing at the start of their treatment, at the 3-month stage and when clients stay longer, at the 6 -month stage. Below is an example of the form with our April 2018 - March 2019 average (mean) ratings;

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

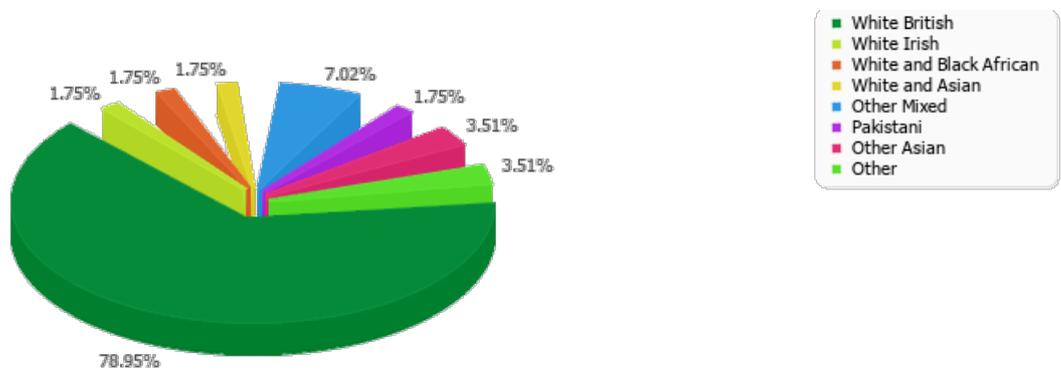
## 5.0 Analysis of clients Assessed and Admitted

### 5.1 Ethnicity Assessed

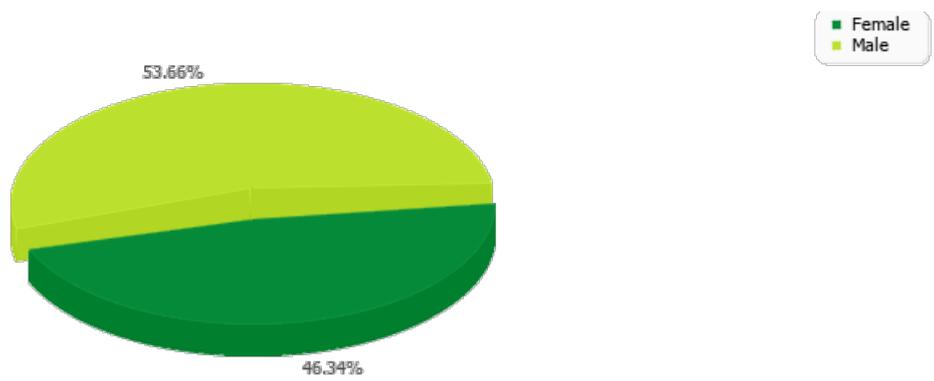


Our figures for client ethnicity are similar to last year. While the highest percentages of clients we have been referred and assessed have been white, there is a mix of different ethnicities for this period. This also reflects in our admission and completion rates.

### 5.2 Ethnicity Admitted

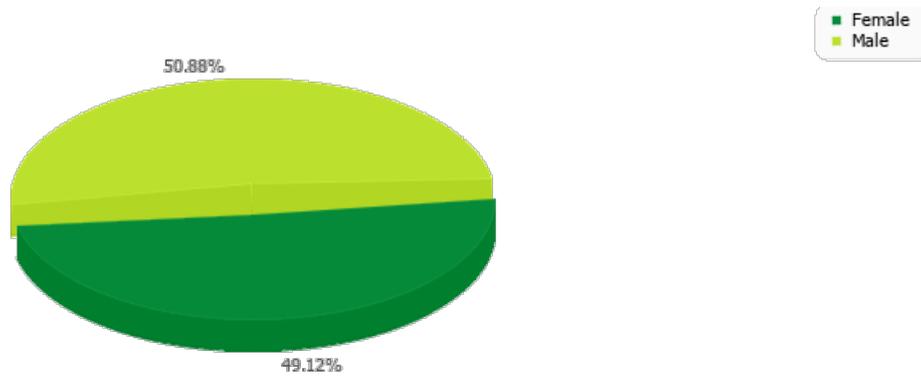


### 5.3 Gender Assessed



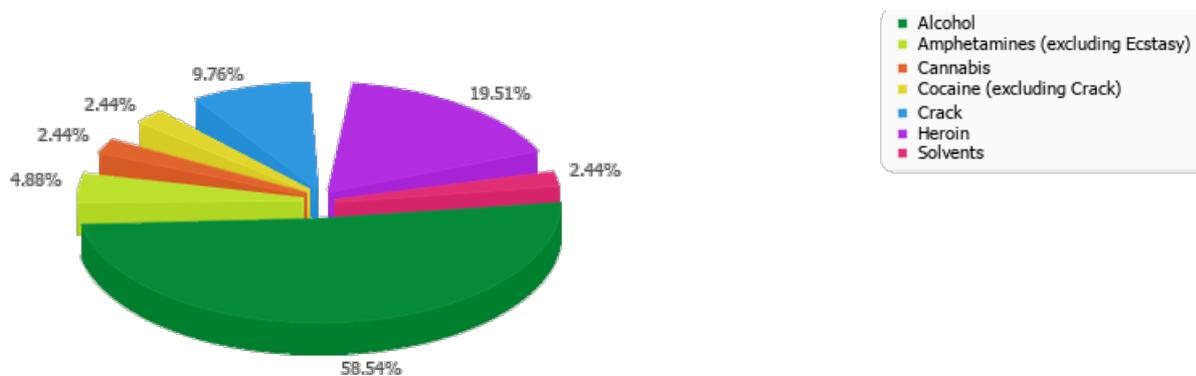
We assessed a similar mix of clients to last year.

### 5.4 Gender Admitted



Of the 44 clients admitted between April 2018 to March 2019, 29 clients were male and 28 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. Clients have also requested to do meditation as a group at the start of the week and the same to end the week. This is in its infancy but so far has proved very beneficial.

## **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.

## **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 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**

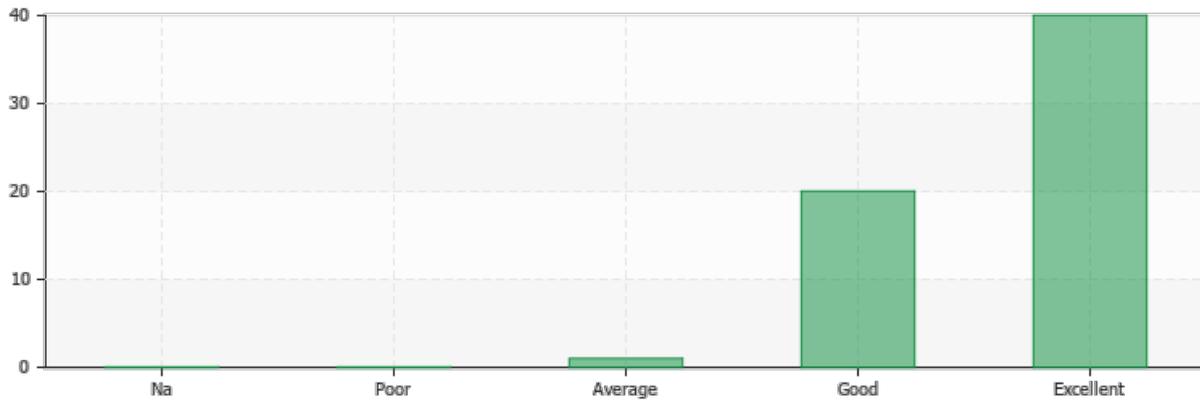
When clients move into a 'move on' property we encourage a period of transition, particularly when coming from residential treatment. This gives clients the space and time to integrate into their new environment, whilst having additional support and therapy to explore any issues which may arise. This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

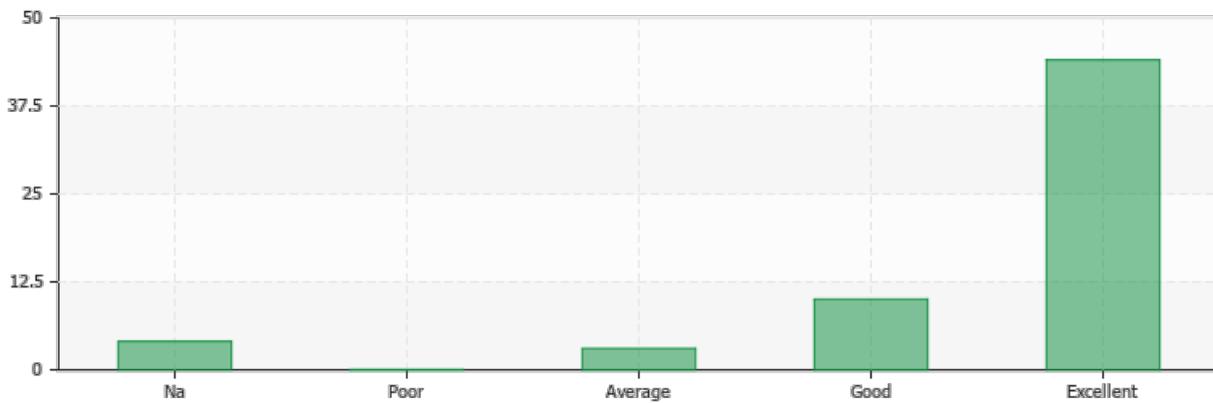
## **8.1 Departing Client Feedback**

This is a sample of our departing client feedback questions. We ask 21 (questions in total) but took a random sample. The other results are available on request;

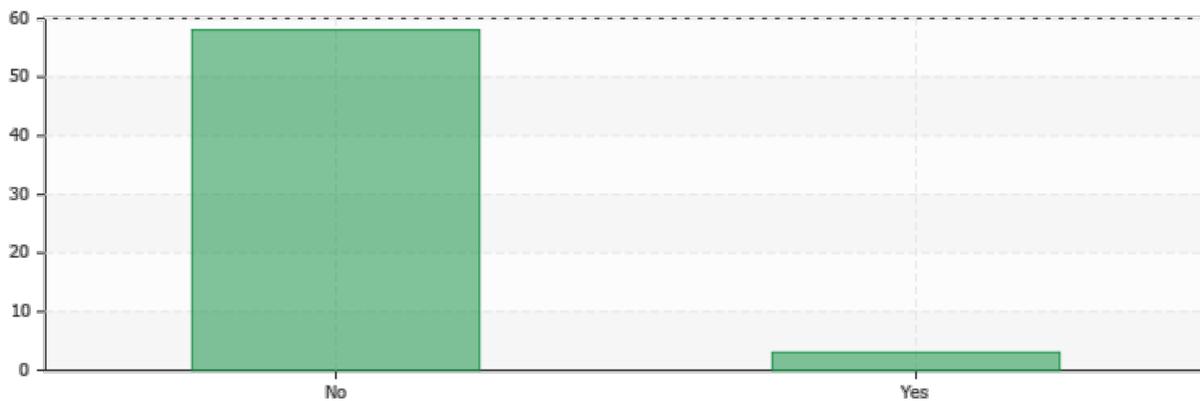
How satisfied were you with your initial contact?



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?
Thank you for all the great work you are doing. This is a fantastic service.

The staff go over and above for the clients and the team can facilitate complex clients which is in line with the changing times.

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

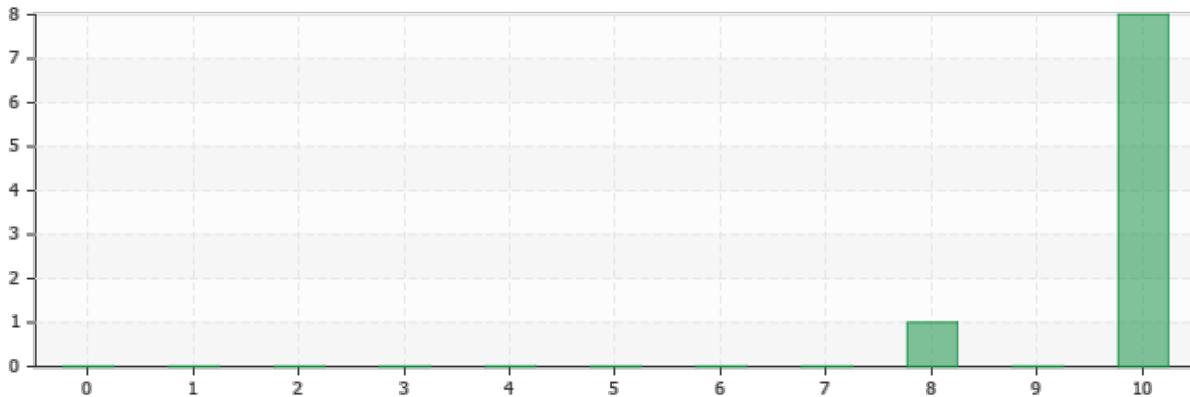
Of all the feedback we received from families, the answers to the questions were all 'good' or 'excellent'

Some of the additional comments they made are listed below:

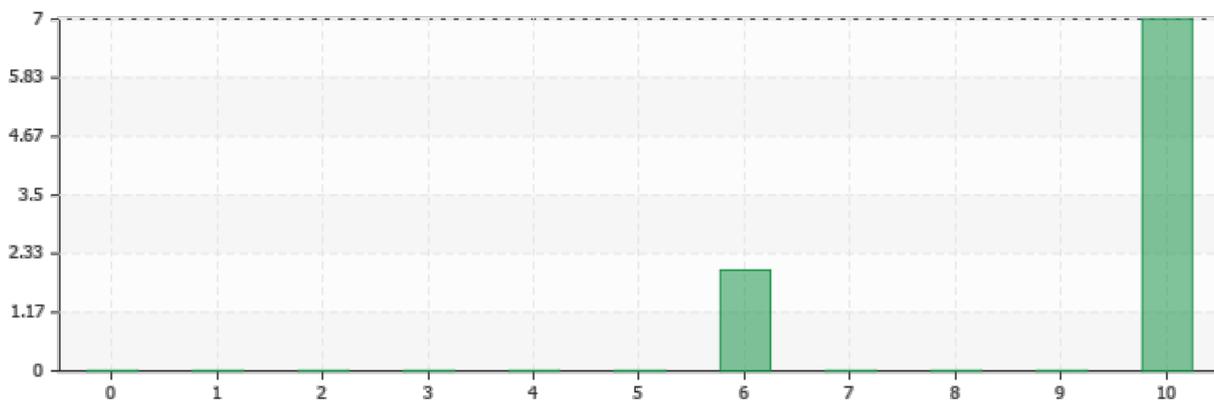
*"Thank you for giving me my son back. Keep up the amazing work you do."*

*"I hope the team know the huge impact that their work has on not just their clients but the families of clients too."*

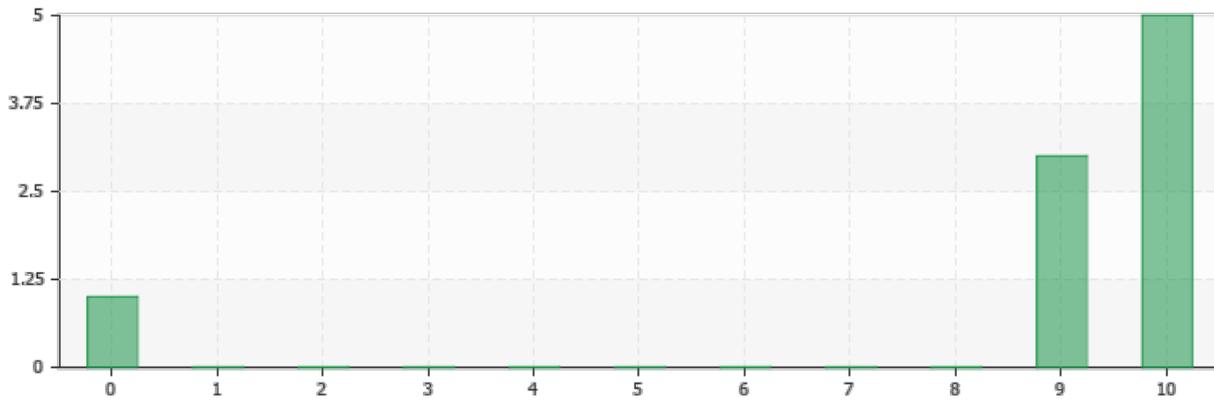
**How do you rate the contact you had with your loved one during their time in treatment?**



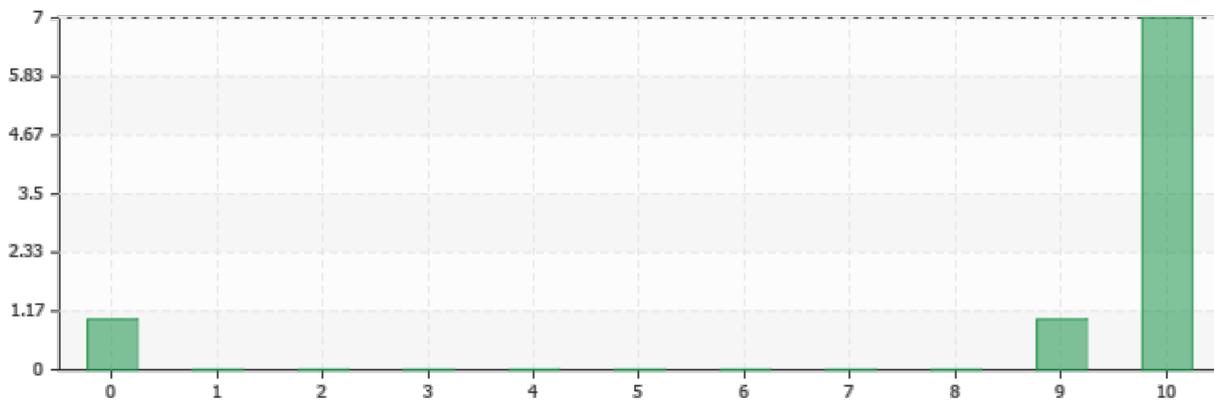
**How would you rate your contact with the Somewhere House staff team if it relevant?**



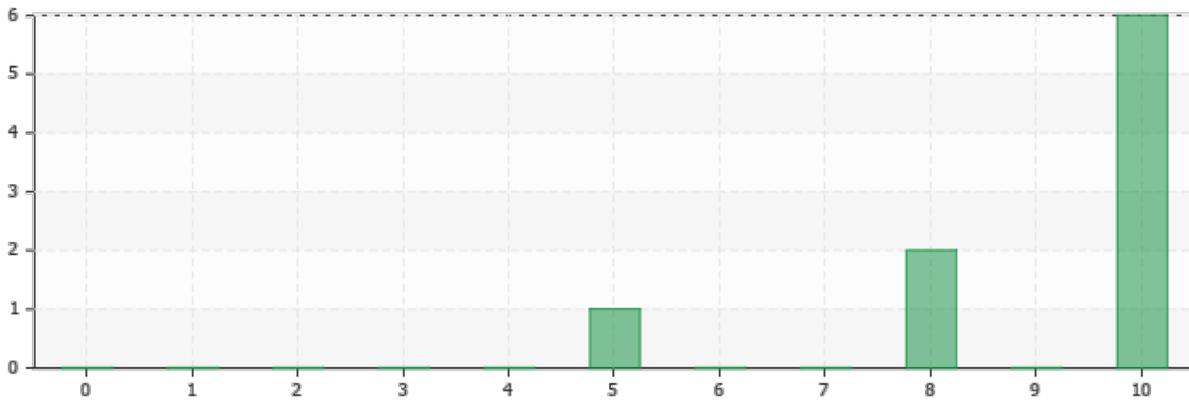
**If you have ever visited Somewhere House? If so, how would you rate the comfort of the house?**



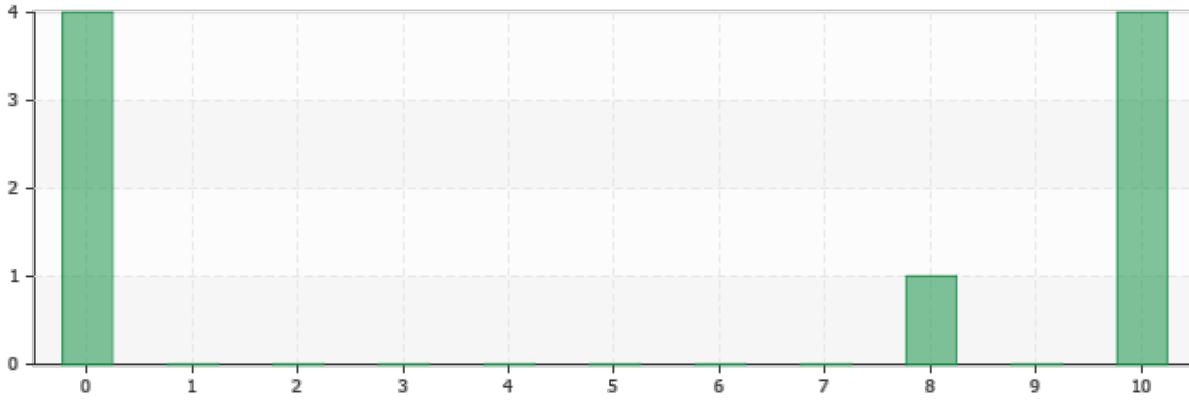
**On your visit how would you rate the welcome you received from the staff member?**



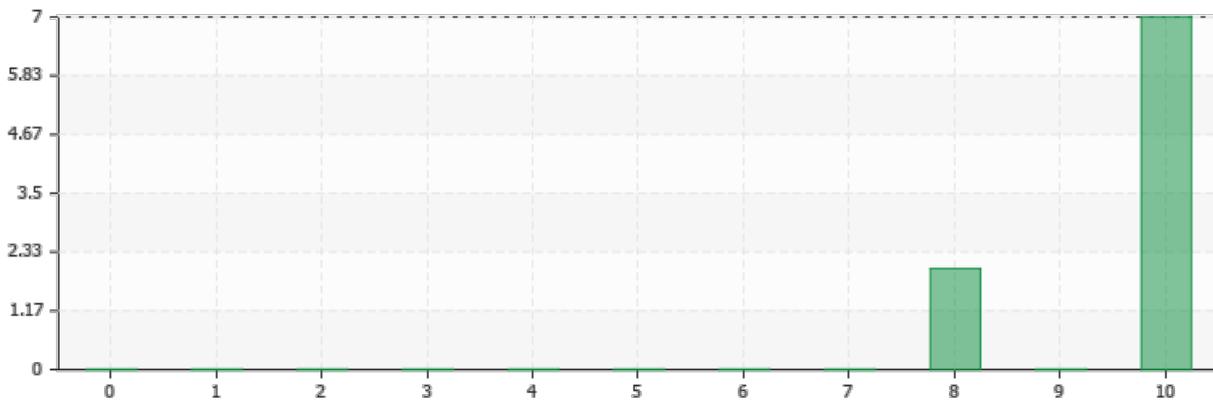
**How would you rate your current relationship with your loved one in comparison to your relationship before they came in to treatment?**



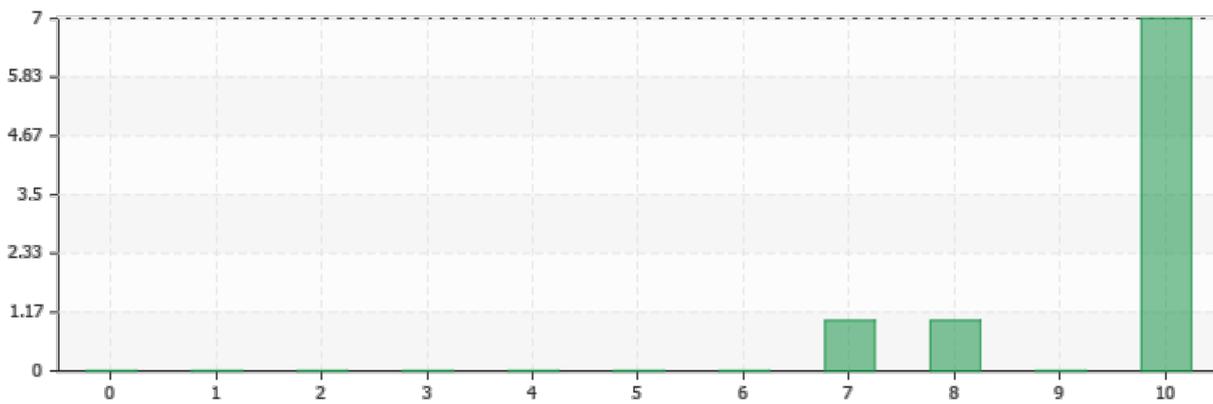
**Have you engaged in Family Therapy? If so, how useful did you find this?**



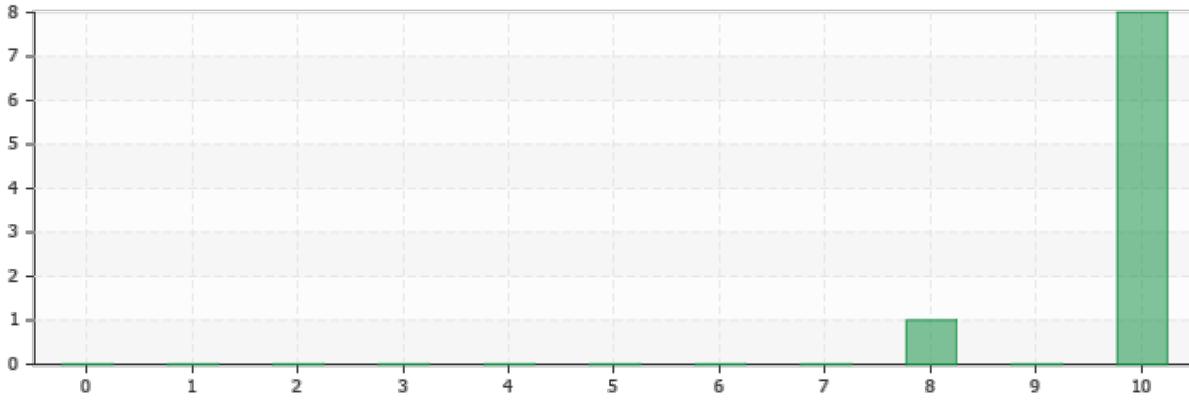
**If your loved one returned home for a home leave how well informed were you regarding the boundaries we set for clients during their visit?**



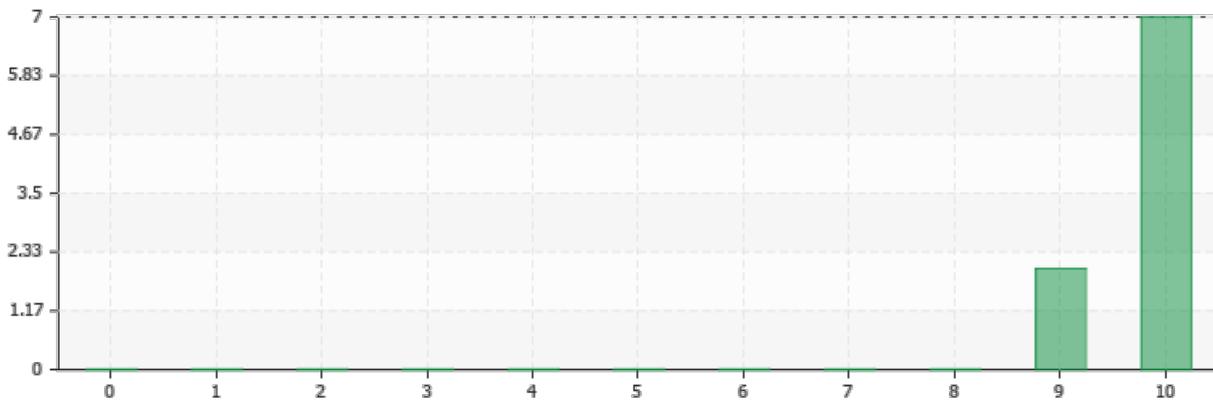
**How supported did you feel with the homeleave procedure?**



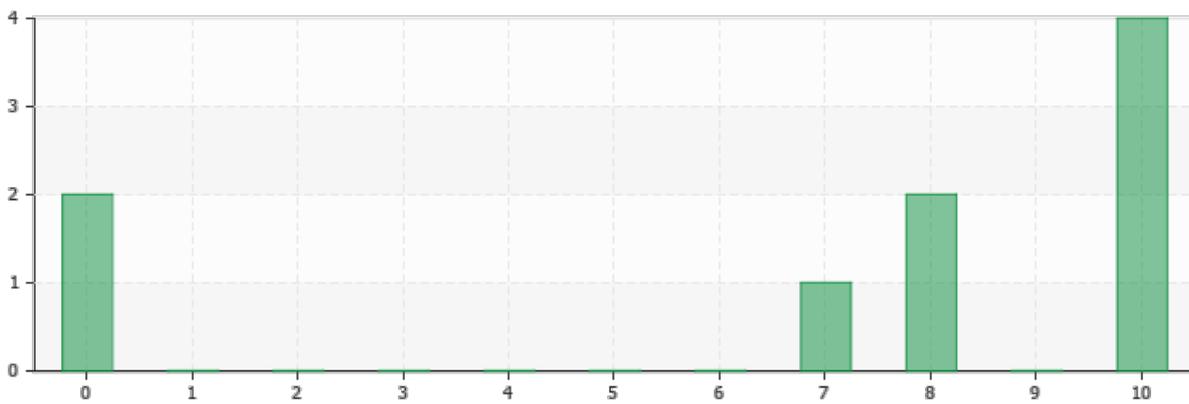
**How comfortable did you feel with regards to contacting the office if you had any issues or questions about your loved one?**



Have you ever visited our website or any of our social media pages? If so, how would you rate the information provided?



Did you receive a copy of our Family and Friends package? If so, how would you rate the information provided?



## 9.0 Contact Us

Somewhere House 68 Berrow Road, Burnham-on-Sea, Somerset. TA8 2EZ

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