

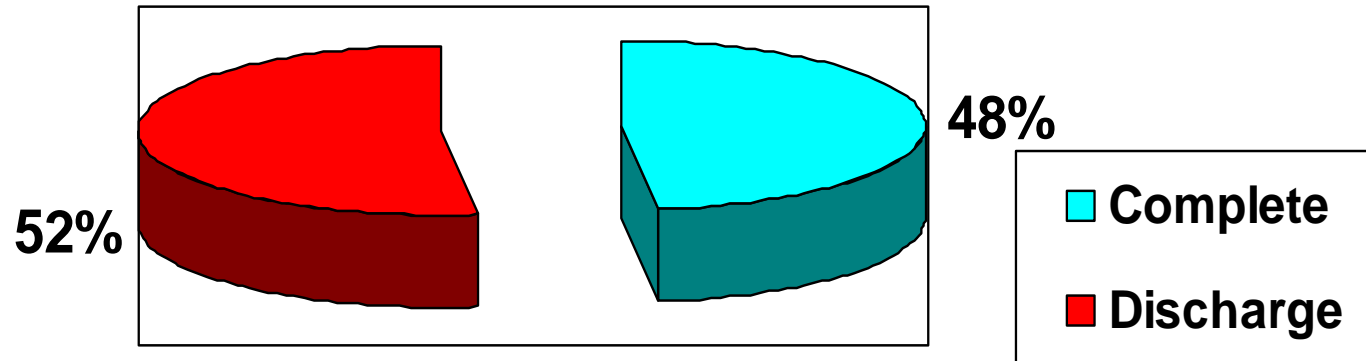


SOMEWHERE HOUSE

ANNUAL AUDIT

APRIL 2008 – MARCH 2009

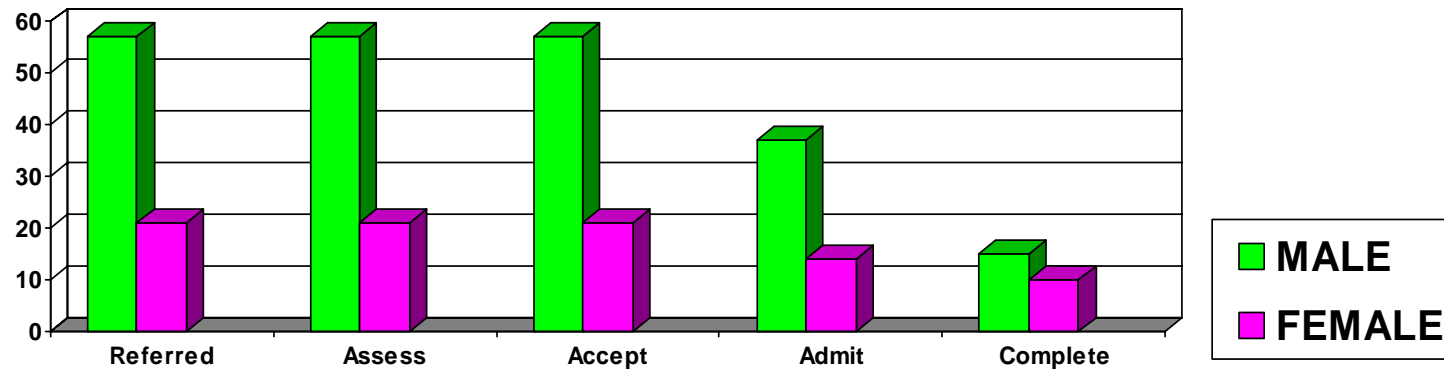
Total Clients Admitted April 08 – March 09



Total number of clients admitted = 48

- Total Clients Completed = 25
- Total Clients Self-discharged = 24
(Sexual relationships, drugs/alcohol use, left service, transfer to another service)
- Total Clients discharged = 3
- Total Clients carried over to 2009/10 = 9

GENDER



Total Clients Referred = 78.

Did Not Attend Assessment = 0.

Total Assessed = 78.

Total Accepted = 78.

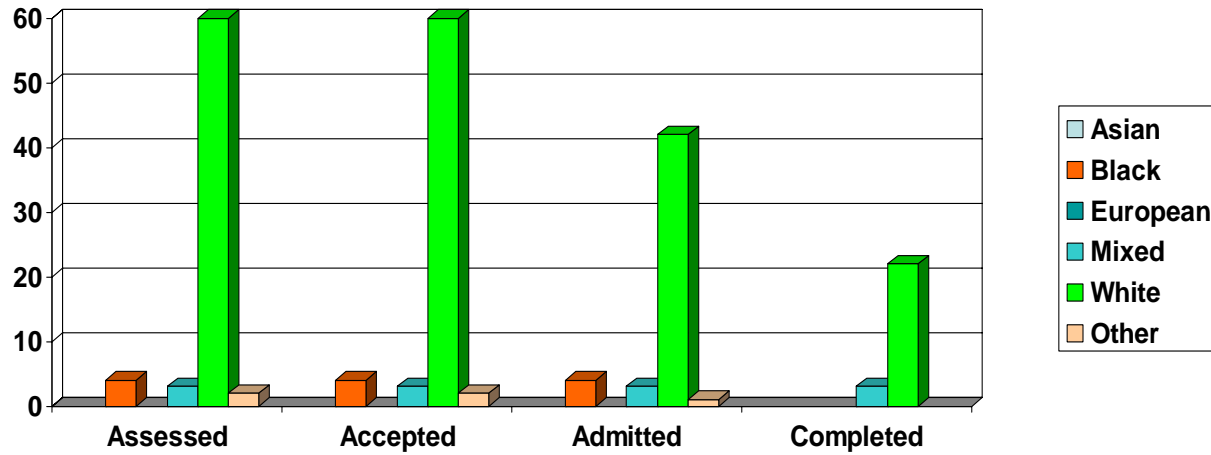
Did Not Attend Admission = 21.

Total Admitted = 51.

Total Clients Completed = 25.

Total clients still pending = 6.

Ethnicity



Assessed

White	67.
Asian or Asian British	1.
Black or Black British	4.
European	
Mixed origin	3.
Other	3.

Accepted

White	67.
Asian or Asian British	1.
Black or Black British	4.
European	
Mixed Origin	3
Other	3.

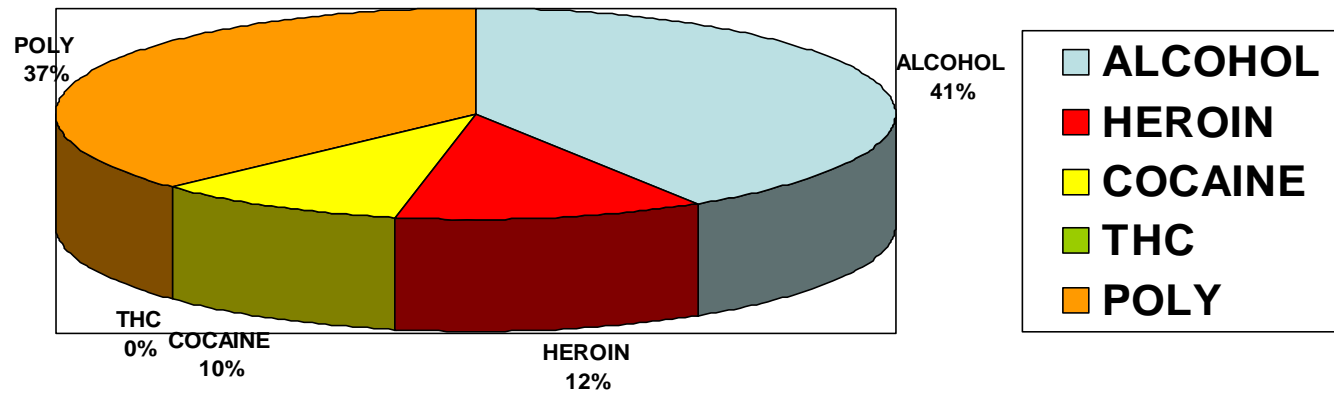
Admitted

White	42.
Asian or Asian British	0.
Black or Black British	4.
European	
Mixed Origin	3.
Other	1.

Completed

White	22.
Asian or Asian British	
Black or Black British	
European	
Mixed Origin	3.
Other	

CLIENT DRUG OF CHOICE



TOTAL CLIENTS FOR YEAR OF APRIL 2007 – MARCH 2008

Total Alcohol = 21

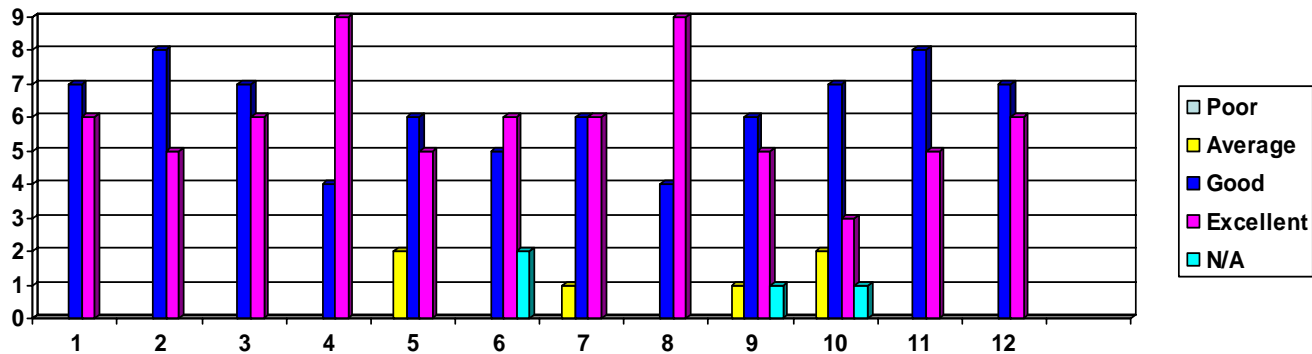
Total Cannabis = 0

Total Poly = 19

Total Heroin = 6

Total Cocaine/crack = 5

Funder/Referrer Feedback

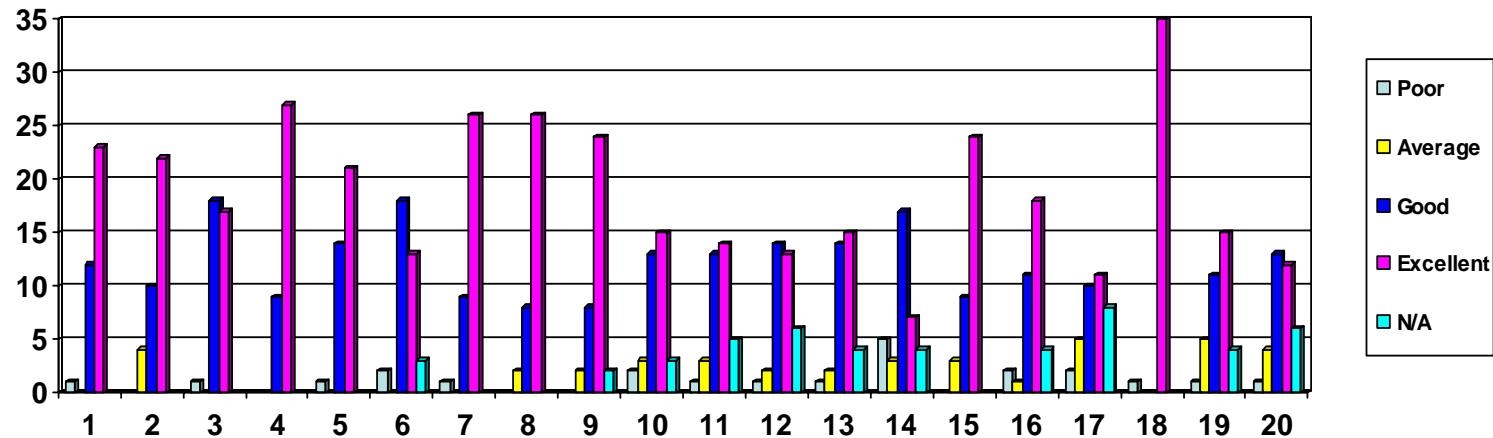


- 1 = Initial contact
- 2 = Info received from admin
- 3 = Assessment process
- 4 = Welcome received from team
- 5 = Waiting times
- 6 = Comfort and maintenance of house
- 7 = Professionalism of staff
- 8 = Relationship with key worker
- 9 = Client progress reports
- 10 = Discharge process
- 11 = Kept informed about clients
- 12 = Contact from team

FUNDER/REFFERER FEEDBACK

Thank you to all providers who replied to the feedback questionnaire. This information has proved very positive and once again reflects the efforts of our team and their commitment to providing good, quality care. As you can see from this years results compared to last year we have improved on our relationships with key workers which I believe has been down to more confidence in the staff from funders, and also staffs confidence by communicating directly, instead, of going through the management. Our waiting times have rapidly improved despite the high demand for our service and I do believe that is due to better communication from care managers as well as insisting that clients make regular contact with the team. We also still continue our emergency list for those who wish to be placed on the list in case a client leaves suddenly and a bed becomes vacant. We have made discharges this year generally based around our warning system and where we have felt that we could no longer help the individual this can be frustrating for all parties especially as the time and effort to get someone in treatment is great.

Service User Feedback



1= Initial contact.

2= Information received from admissions

3= Assessment Process

4= Welcomed from team

5= Welcomed from peers

6= Welcome group

7= Maintenance of the House

8= Professionalism of the staff

9= Relationship with counsellor

10= Group therapy

11= Balance between group therapy and one to one counselling

12= Lectures/Videos/Audios

13= Range of groups for exploring different issues

14= Weekly house meetings

15= Content, choice, presentation of food

16= Help and support of written work

17= Involvement of family

18= Discrimination policy

19= Informed in planning after treatment

20= Supported in process after treatment

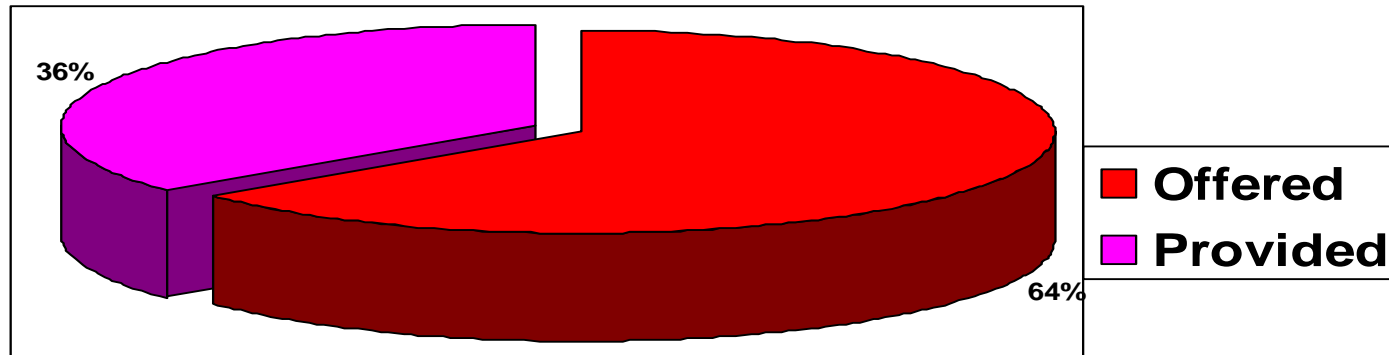
SERVICE USER FEEDBACK

The client feedback was reasonably positive I feel the influence can be led by the occasional negative way that some clients leave the service. We did address the issue of house meetings halfway through the year by consulting with the group and the feedback has reflected this.

I was very pleased with the discrimination feedback an area that can be difficult to balance particularly in a therapeutic environment when challenging can sometimes be seen in a negative light.

Overall the feedback seems more balanced and I believe a great reflection on the team as a whole. Our maintenance team have worked hard to keep the standards high and I feel this is greatly appreciated by both staff and clients.

Aftercare



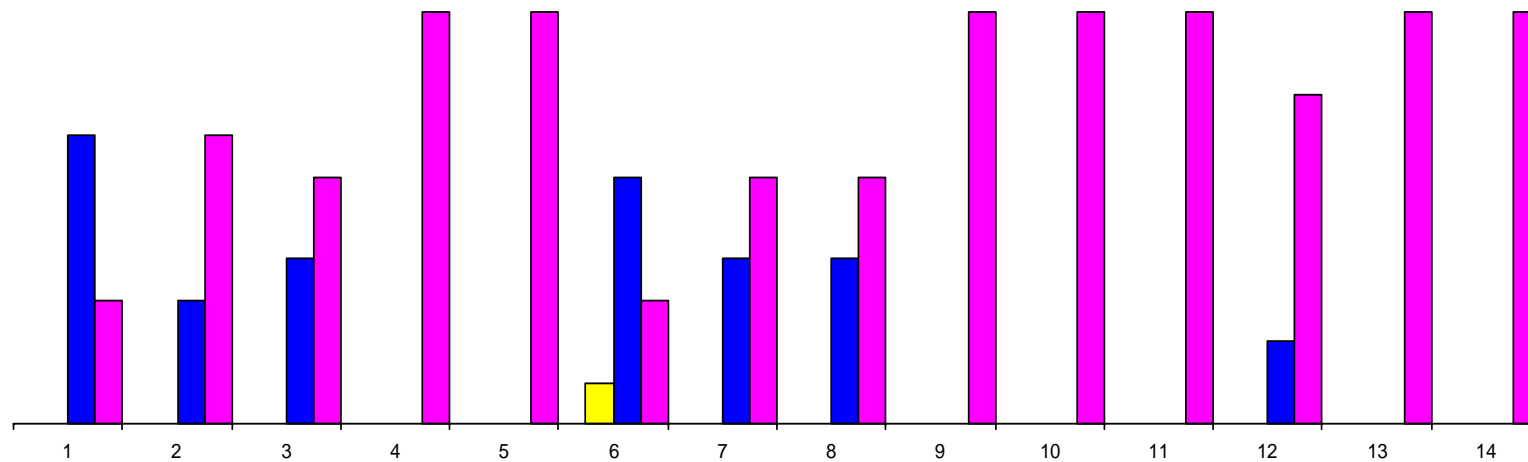
Total Clients offered Aftercare = 25
Aftercare provided by Somewhere House = 14
Onward referral to another service = 11

AFTERCARE

Our service has grown and as clients have continued to stay clean and sober and utilised the ongoing support. We have also developed our mentoring encouraging ex clients to mentor new clients leaving the service which has proved helpful to both parties. Our support work is now being shared by the whole team which we have found to be more helpful and has made the service inclusive.

Once again we are lucky to share the recovery of our clients in the community locally and a far. Most of them now taking part in either vol work or paid work. All are attending college developing their skills or complete change of career.

SUPPORTING PEOPLE MOVING ON HOUSE'S Client Questionnaire



1 = Initial assessment

2 = Personal needs information received

3 = Housing facilities

4 = Housing prevented risk of abuse

5 = Availability of staff when required

6 = Comfort and maintenance of house

7 = Professionalism of staff

8 = Relationship between self and key worker

9 = Progress made since accessing service

10 = Help received to sustain tenancy

11 = Discrimination policy

12 = Sufficient contact made by service

13 = Made aware of complaints procedure

14 = Feel able to report any abuse

■ = Excellent

■ = Average

■ = Good

■ = Poor

Overall Audit 2008/09 Overview

As you can see from our figures, we have established a core group and our retention figures have increased by 2%. We based our retention figures on a 12 week period, but as you are aware, we do extend clients time with us for up to 6 months if required.

We have had changes in staffs which has at times made the transition for the whole team difficult as well as the added impact on the clients. We have had some very difficult experiences and an increase of abusive behaviour has taken it's toll and as a result we have implemented a zero tolerance policy which seems to have made the house safer for all parties.

The male and female ratio reflects the national NTA figures and it still seems to reflect that females do not access residential treatment and that this can often be due to family responsibilities.

Our self discharge figures are still higher than we wish and identify the main reason being that of self sabotage by the clients to their treatment. We hope that this will improve in time, yet recognise that this is part of normal occurrence for many clients. This still raises the question about preparation of clients coming into treatment getting perspective clients to call in regularly we hope may lead to some change.

We didn't have a visual inspection this year but completed our AQAA and the outcome was good. The NTA also did a survey nationally and our outcome was good which we were very pleased with.

On reflection the up's and downs of running a rehab have been very apparent on the whole team and we are hoping that we never experience some of the same again. Thank you for all your support and giving the team and myself the opportunity to help.

Angie Clarke