

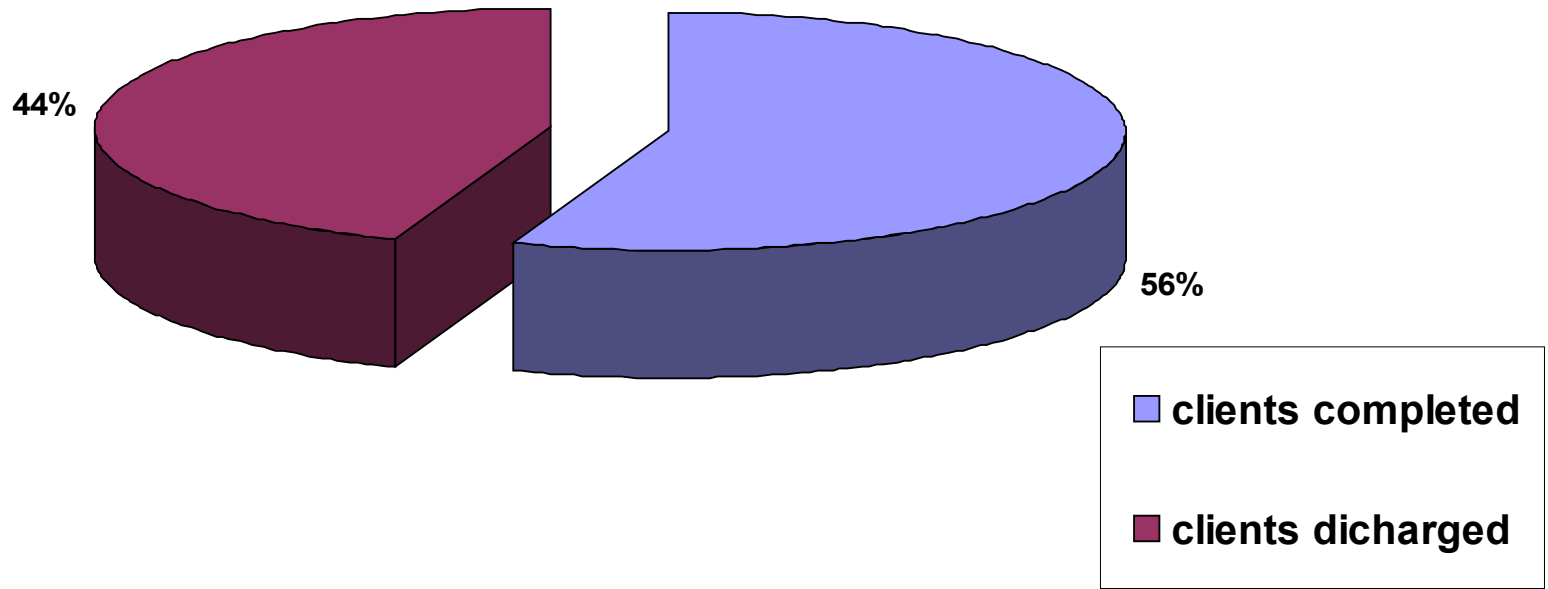


# SOMEWHERE HOUSE

ANNUAL AUDIT

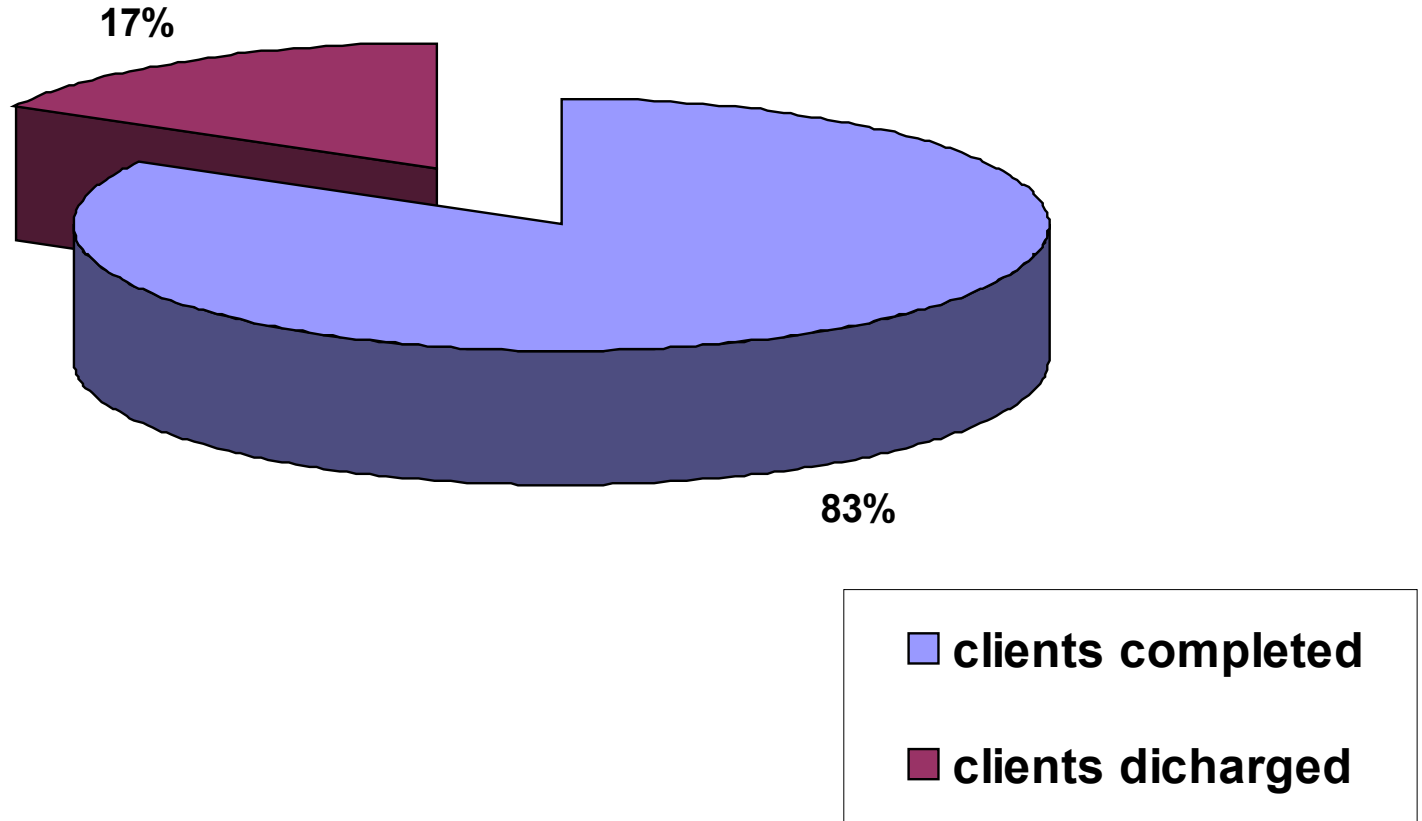
APRIL 2009 – MARCH 2010

# Total Clients Admitted April 2009 - March 2010



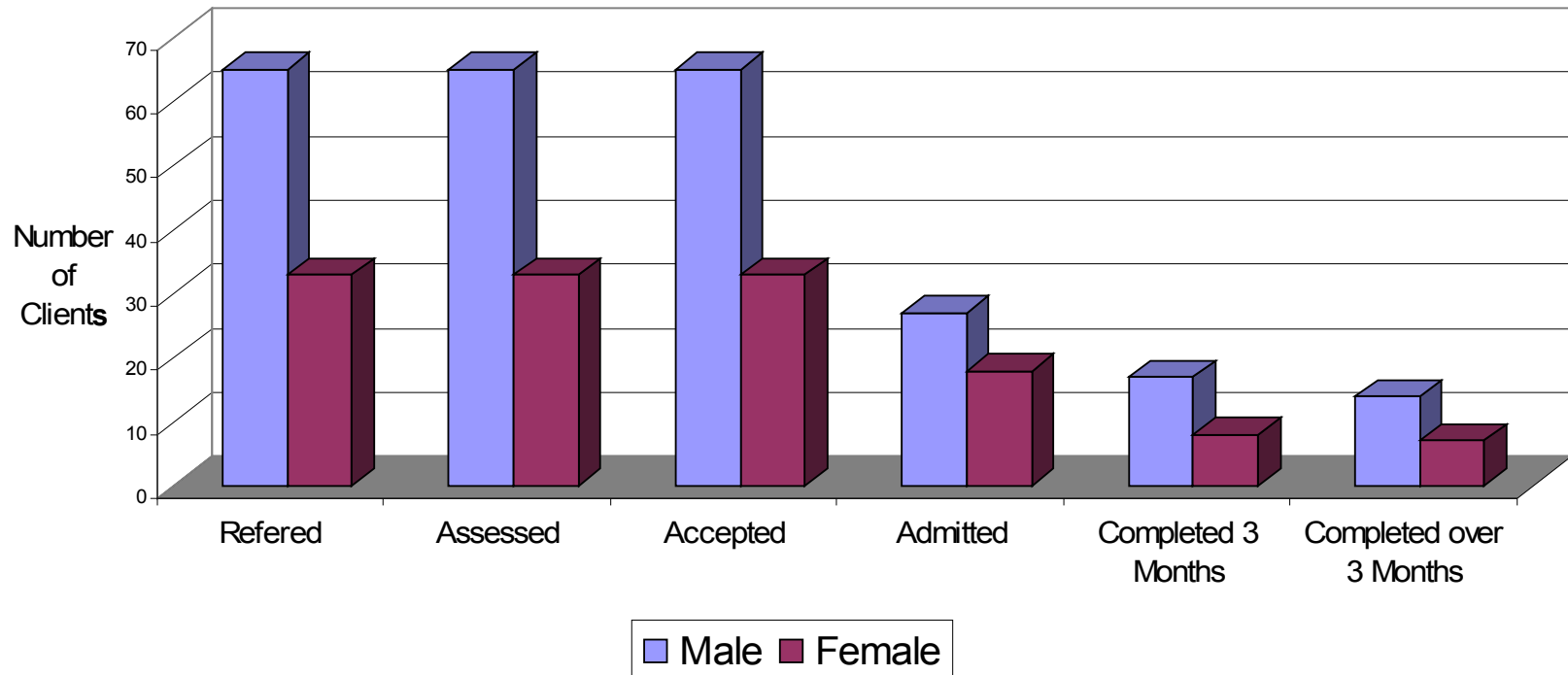
- **Total number of clients admitted = 45**
- Total Clients Completed = 25
- Total Clients Self-discharged = 19(**Sexual relationships, drugs/alcohol use, left service, transfer to another service**)
- Total Clients discharged = 1
- Total Clients carried over to 2010/11 = 7

# Percentage of Clients Completed (with Clients under 14 days removed)



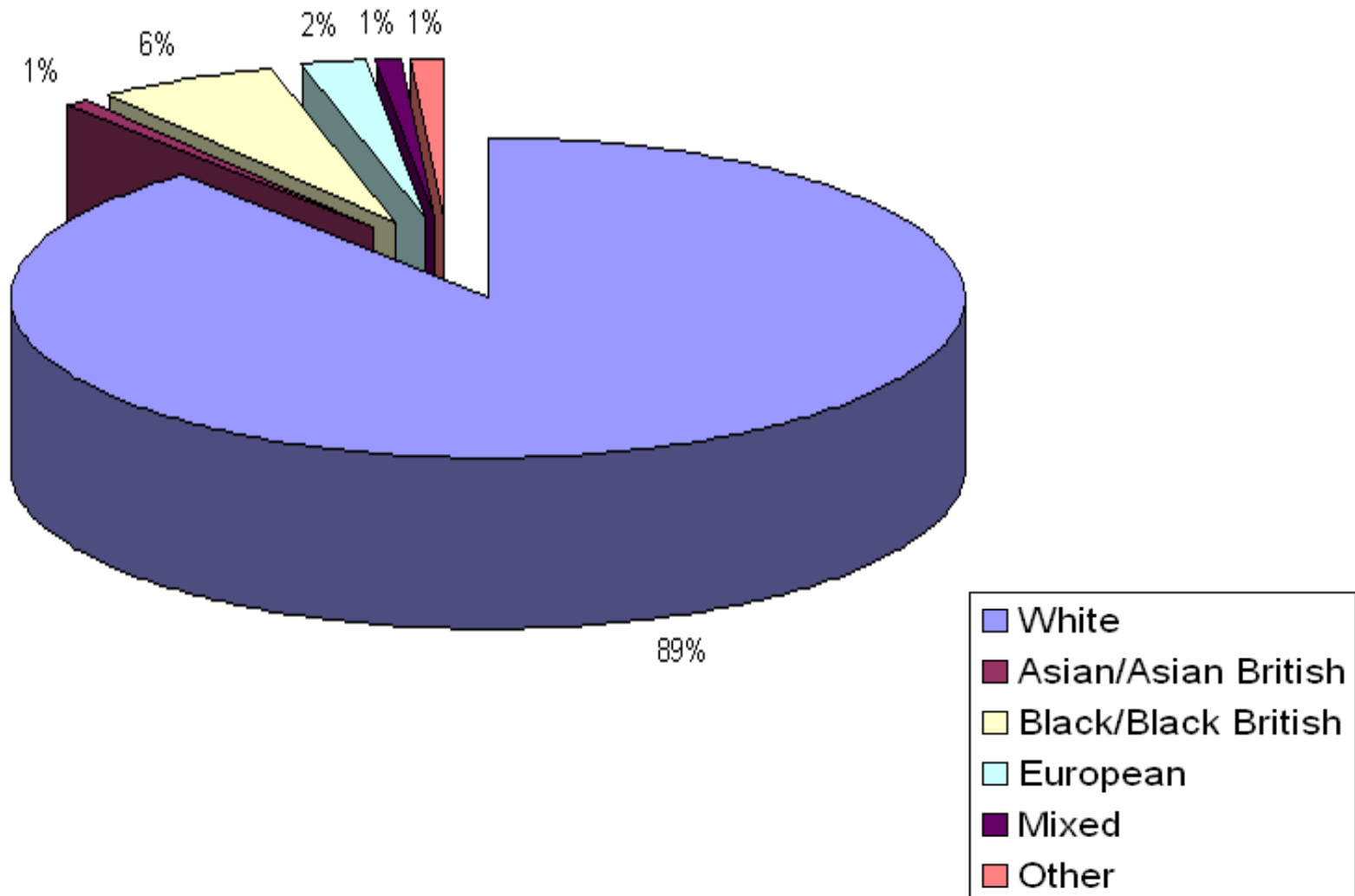
Clients that left treatment under 14 days of retention due to a lack of preparation pre treatment. When Clients who were under prepared for treatment at Somewhere House are removed from the total figures, we are left with a 83% success rate.

# Gender

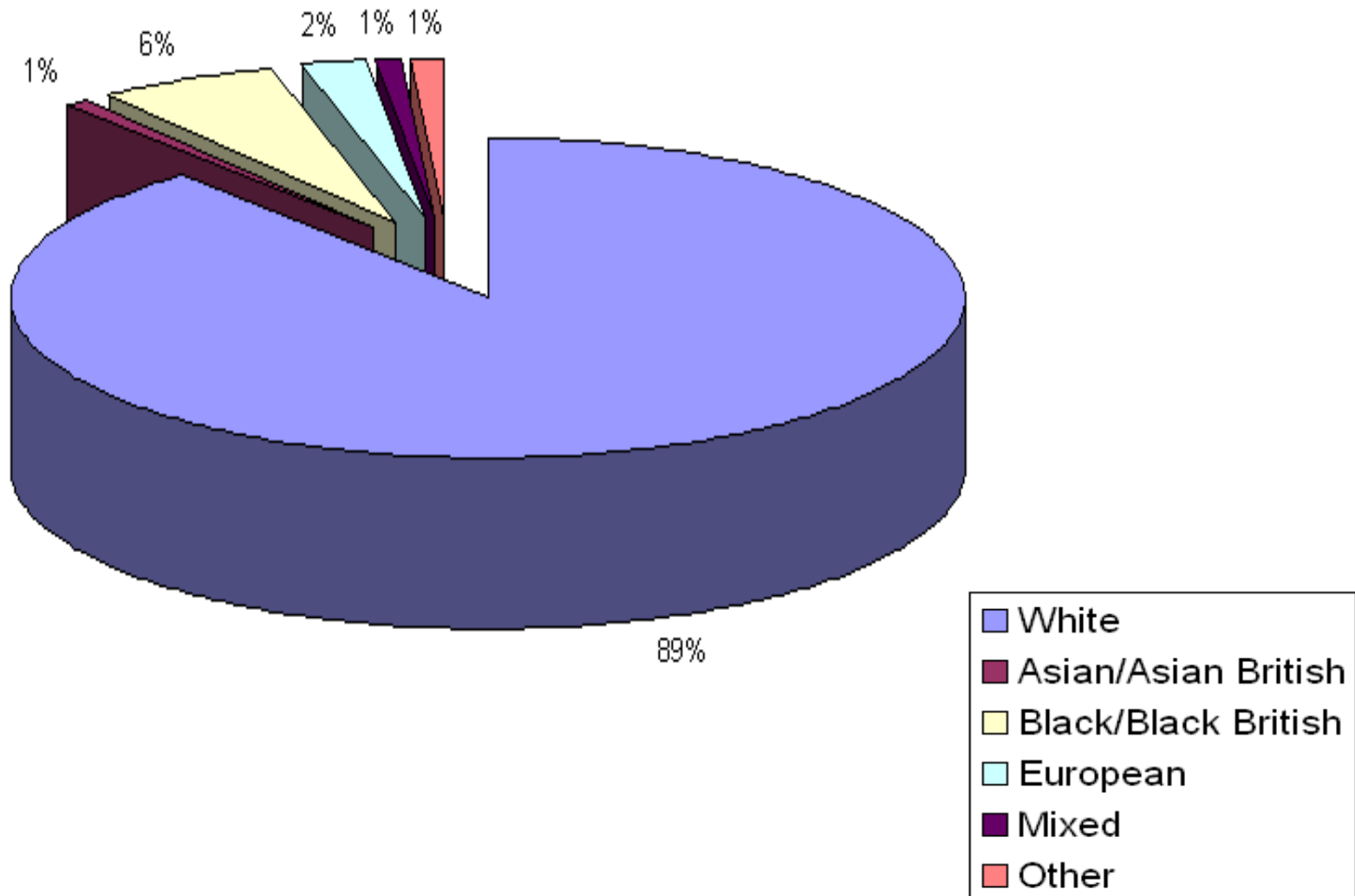


- **Total Clients Referred = 104**      **Did Not Attend Assessment = 0**
- **Total Assessed = 98**      **Total Accepted = 98.**
- **Clients to Another Service = 43**      **Total Admitted = 45**
- **Total Clients Completed = 25**      **Completed Over 3 Months = 21**

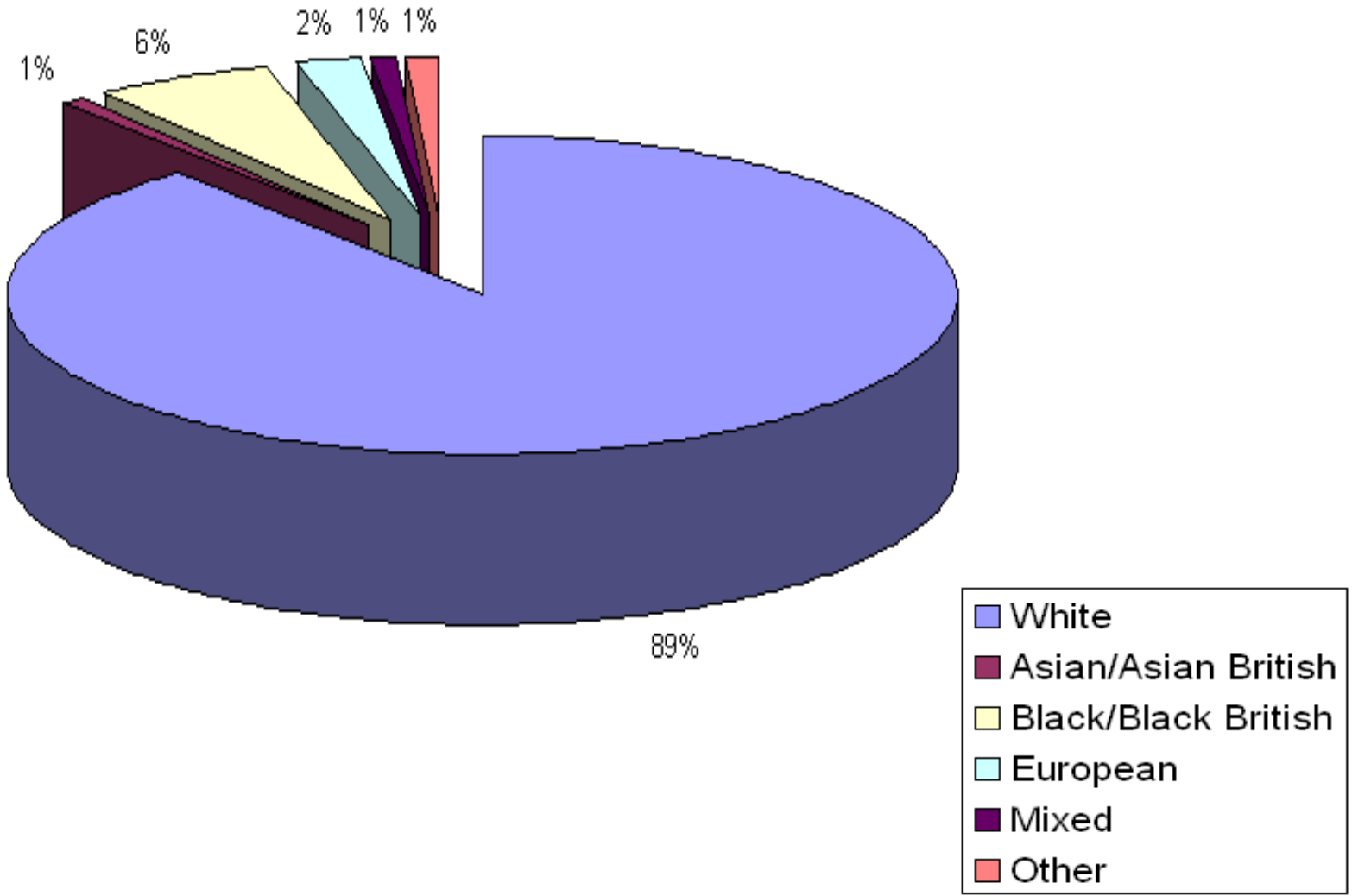
# Ethnicity: Referred



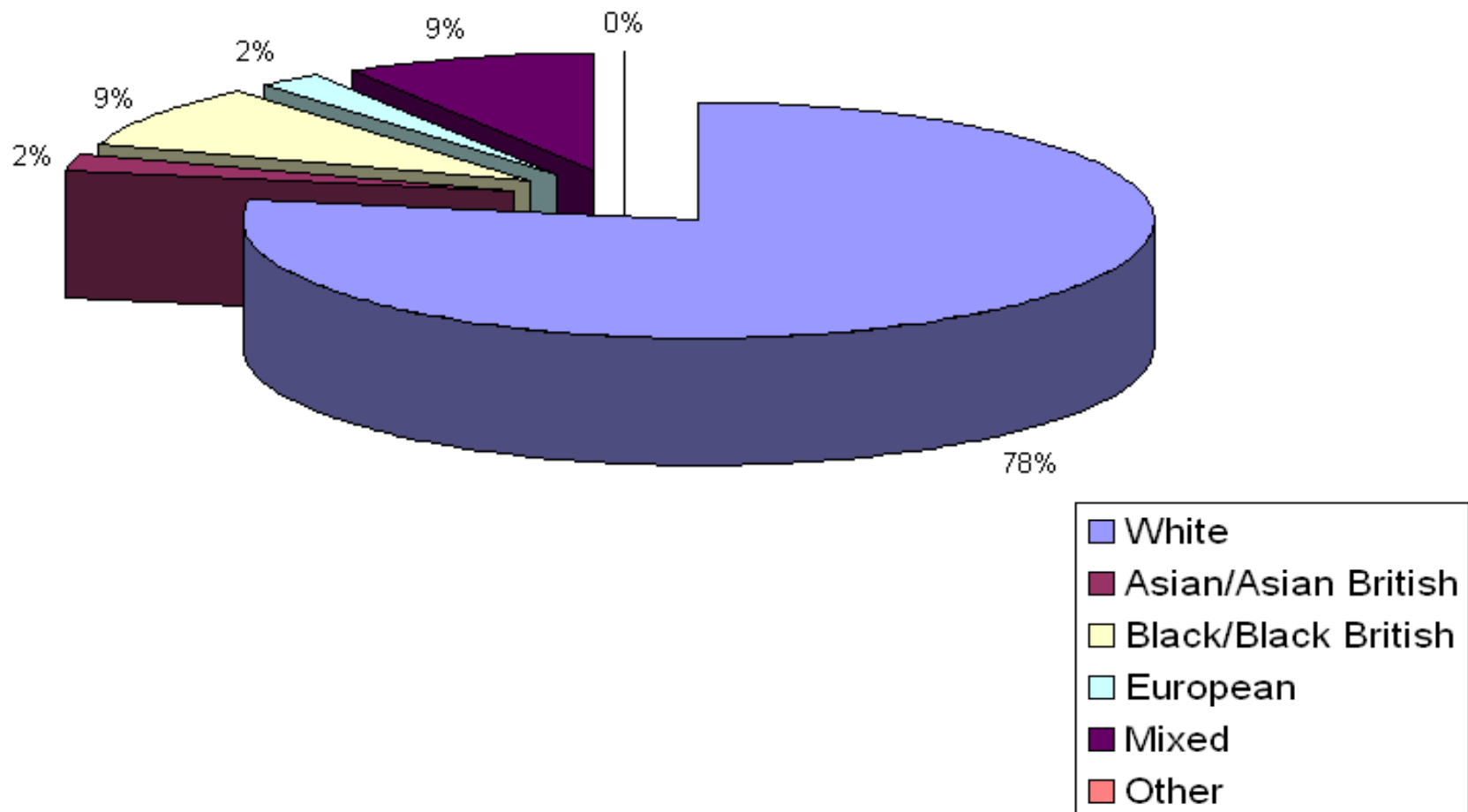
# Ethnicity: Assessed



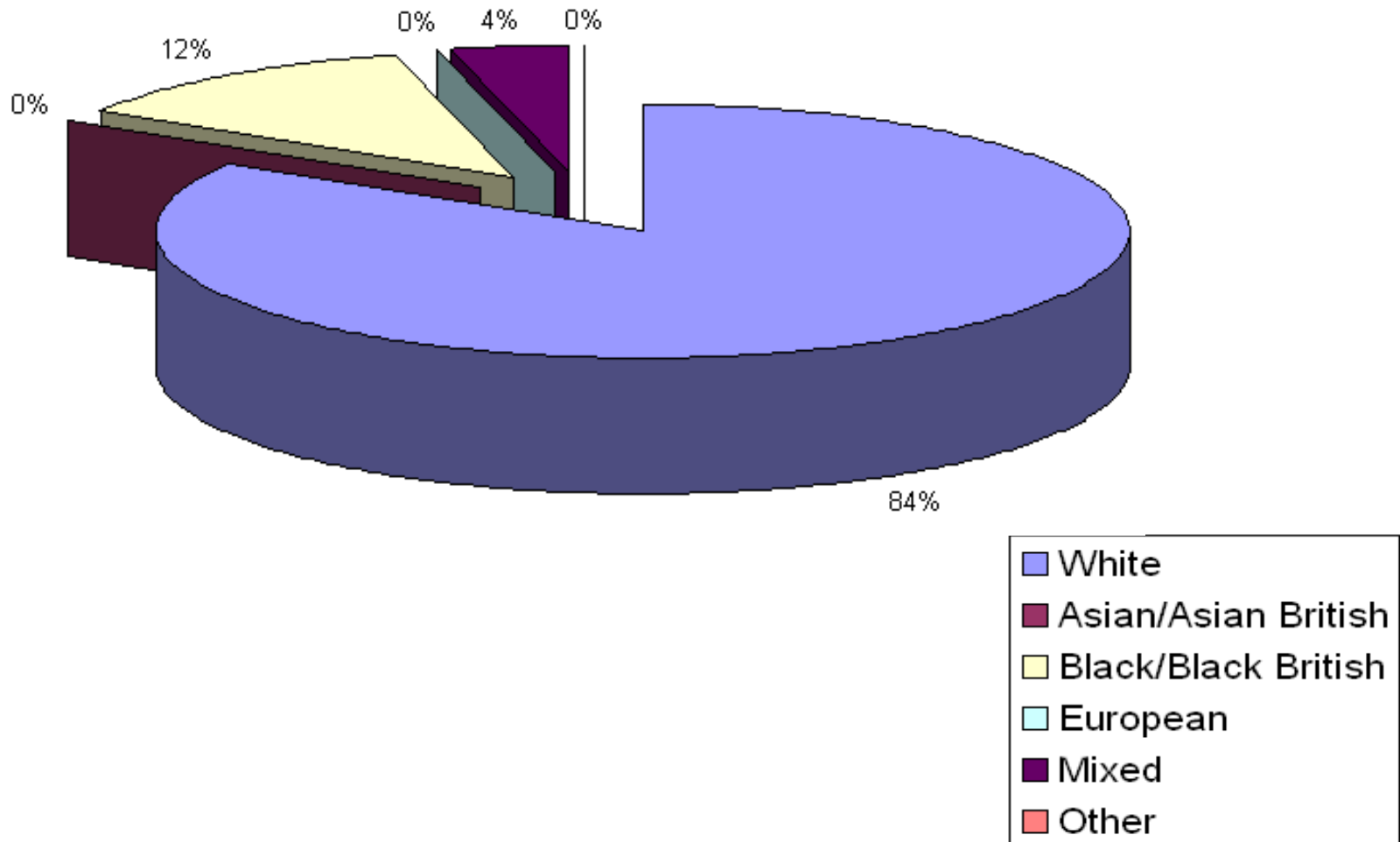
# Ethnicity: Accepted



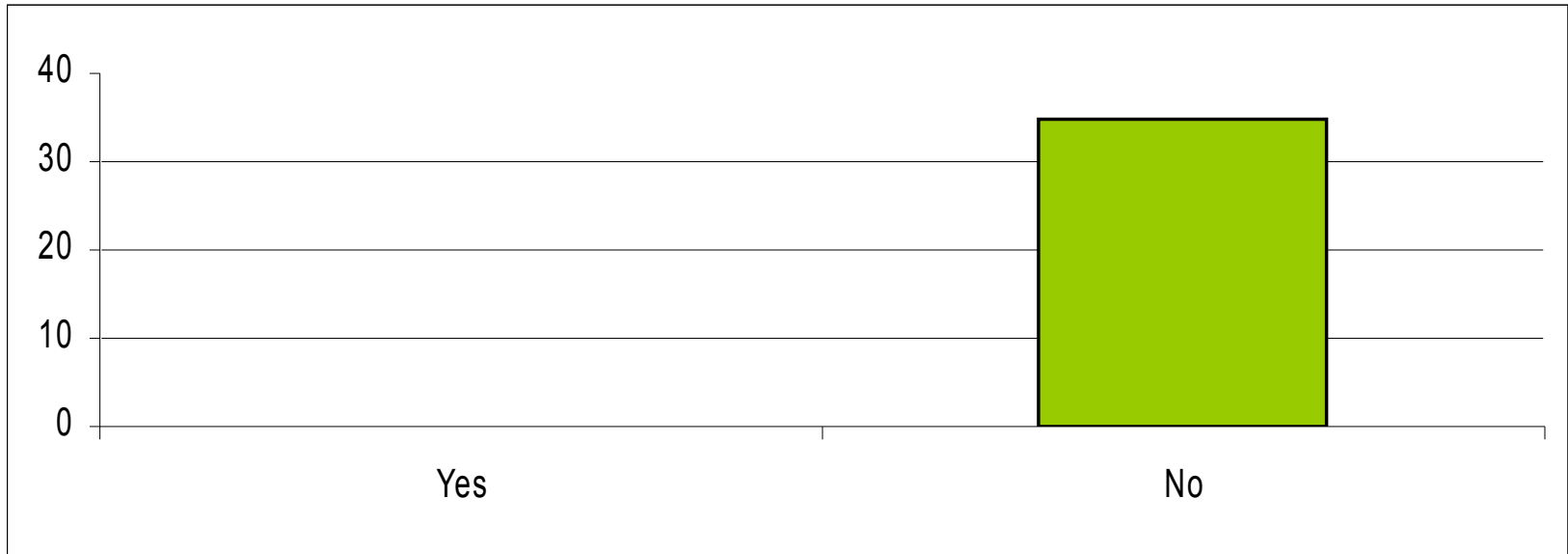
# Ethnicity: Admitted



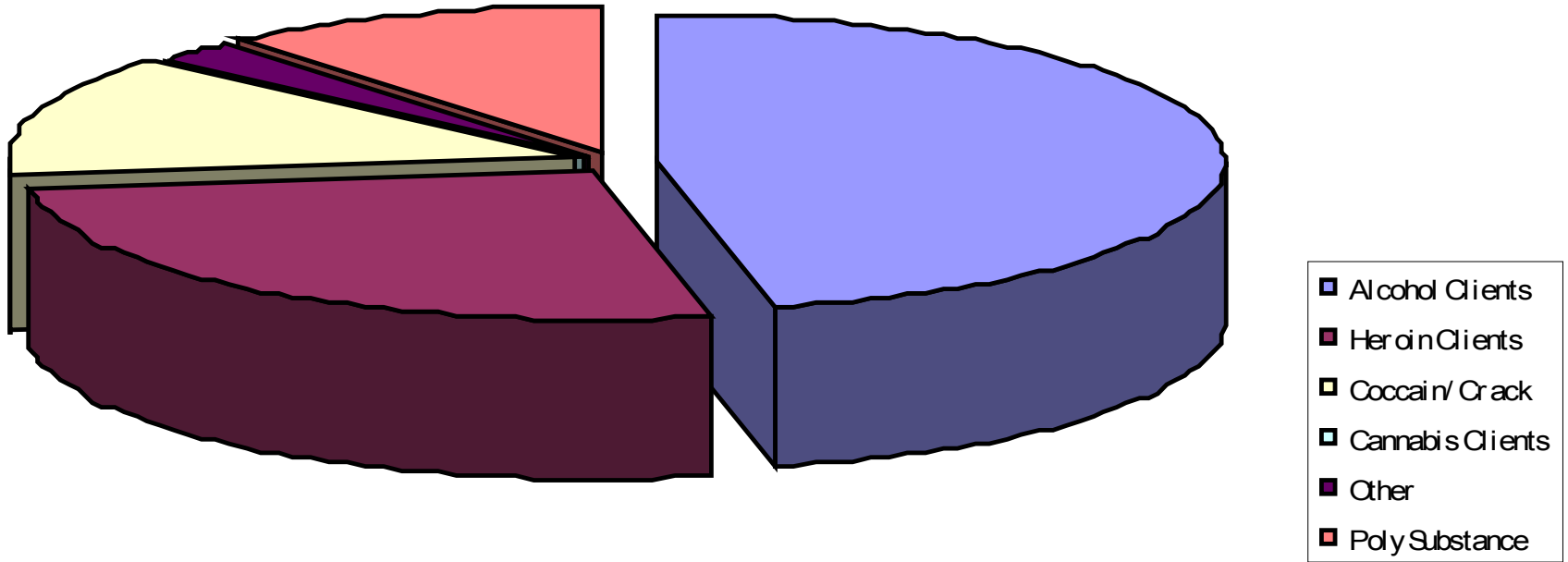
# Ethnicity: Completed



# Did you feel discriminated against?

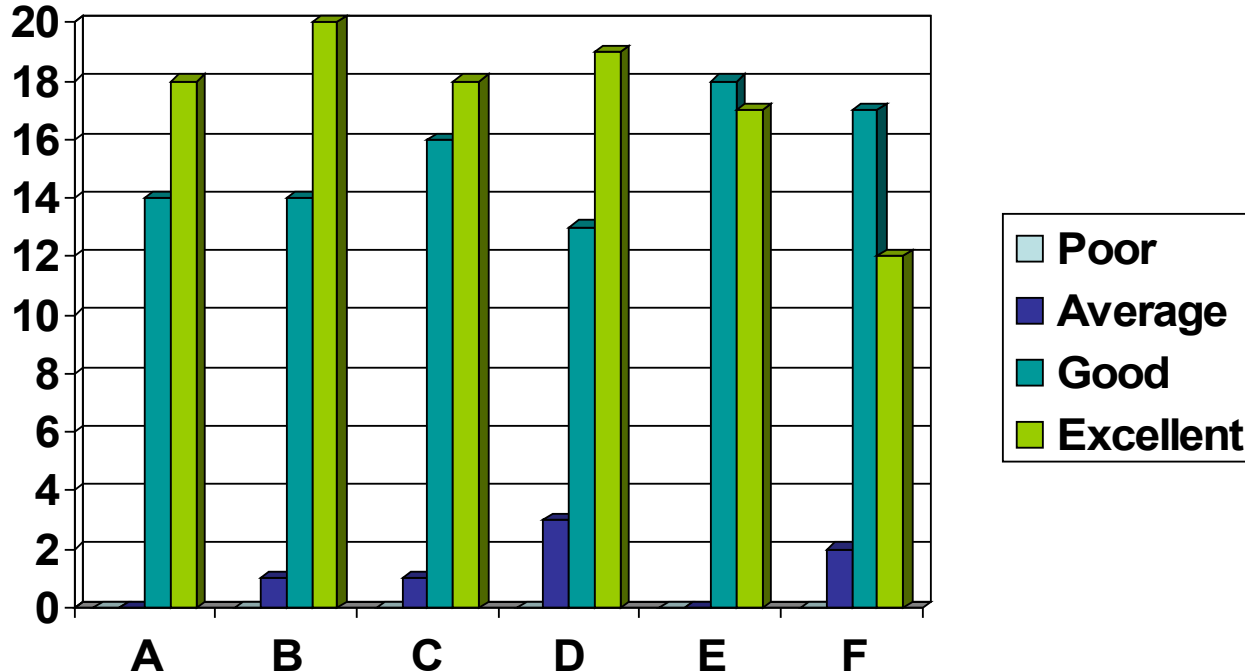


# Client Primary Drug of Choice



- **TOTAL CLIENTS FOR YEAR OF APRIL 2009 – MARCH 2010**
- Total Alcohol = 21                      Total Cannabis = 0                      Total Poly = 5
- Total Heroin = 12                      Total Cocaine/crack = 6                      Other = 1

# Client Departing Feedback



A – Initial Contact

B – Level of info received from admissions team

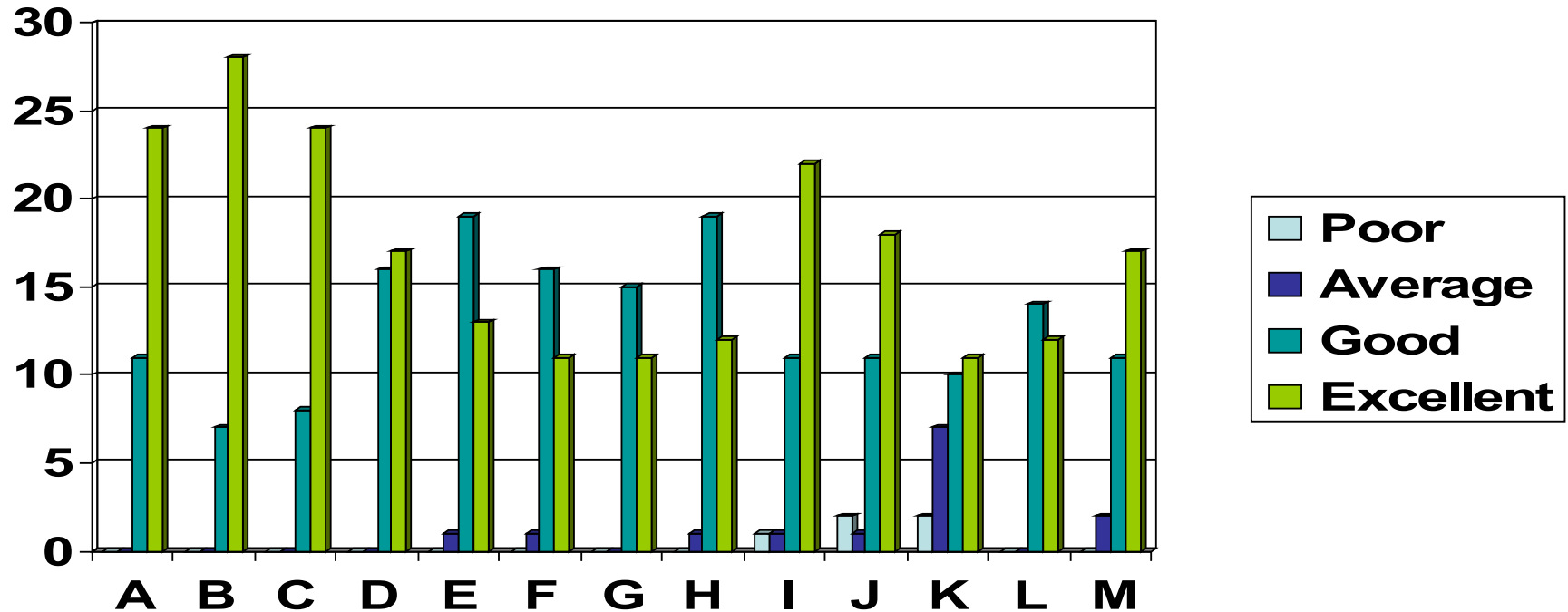
C – How did you feel about the assessment?

D – Welcome received by team on admission

E – Welcome received from peers

F – How useful was the welcome group?

# Client Departing Feedback Continued



A – Comfort and maintenance of the house

B – Professionalism of the staff

C – Relationship with counsellor

D – Group therapy

E – Balance between group therapy and individual counselling

F – Lectures/Videos/Audio

G – Range of groups for exploring different issues

H – Weekly house meetings

I – Content, choice, preparation of food

J – Help and the support of written work

K – Involvement of family

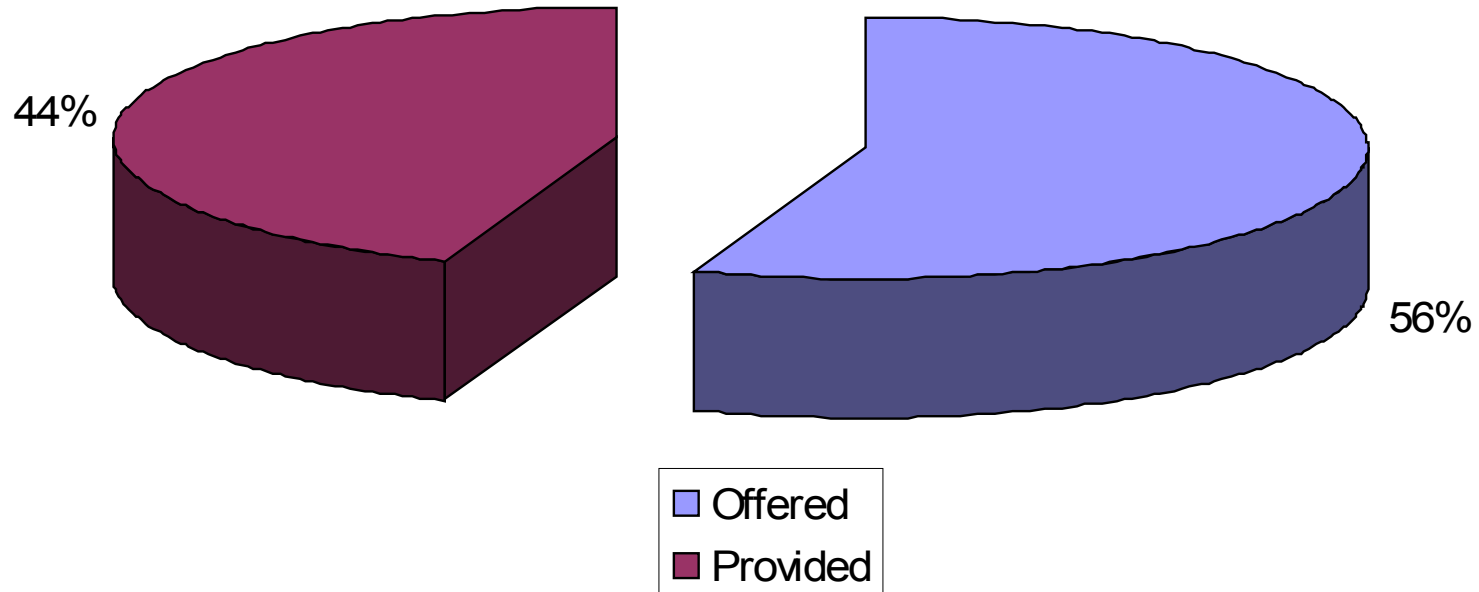
L – Adequately informed in the planning of rehabilitation after treatment

M – Support in the process of completing treatment

# SERVICE USER FEEDBACK

- The client feedback was very positive and most of the questions were predominantly rated good or excellent. We have taken the feedback from last year and improved on any highlighted areas.
- We were very pleased with the overall feedback this year especially in areas such as discrimination, comfort and maintenance of the house and clients relationship with/professionalism of our staff.
- Overall the feedback seems more balanced and we believe a great reflection on the team as a whole. Our maintenance team have worked hard to keep the standards high and we feel this is greatly appreciated by both staff and clients.

# Aftercare



- Total Clients offered Aftercare = 25
- Aftercare provided by Somewhere House = 20
- Onward referral to another service = 15

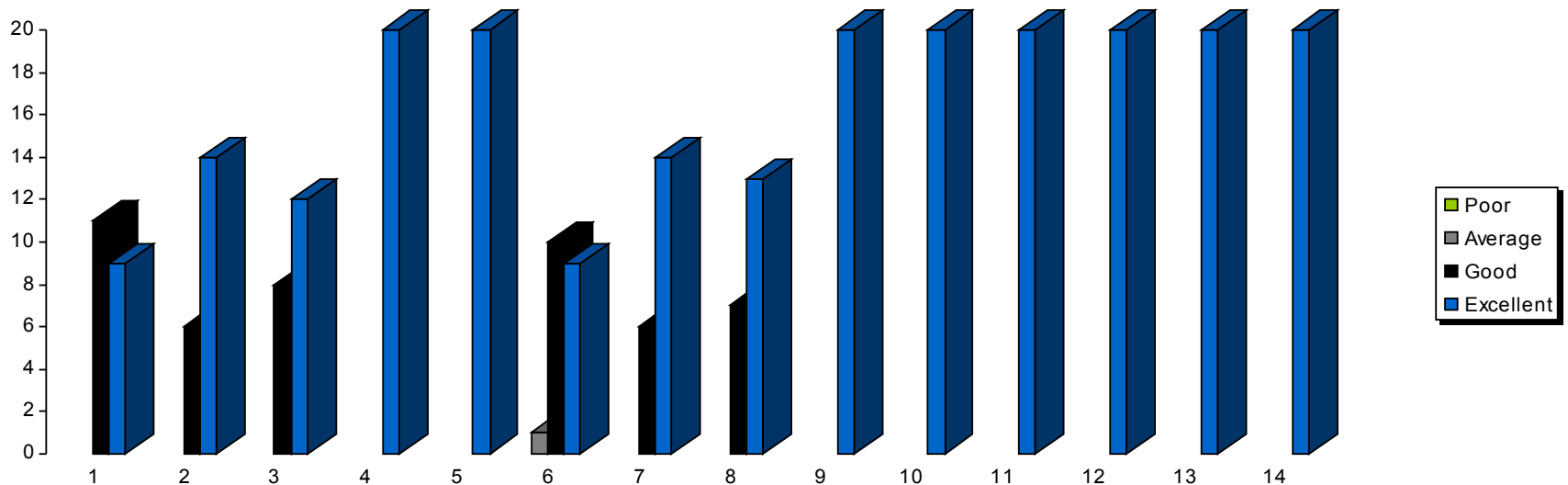
# AFTERCARE

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 voluntary 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 worker

6 = Comfort and maintenance of house

7 = Professionalism of staff

8 = Relationship between self and key

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 2009/10 Overview

Once again the team have worked incredibly hard and our figures reflect this. The shocking reality of all the hard work that is put in by all the teams before admission is perhaps the area if we all had a crystal ball would we admit and indeed suggest that individuals wait. As a team we have made clear changes and have started to give the assessment clients a true reality of how hard treatment is how difficult it can be in Somewhere House and also how there is no where to hide. Informing them about the rules which can be difficult to adapt. Some of our clients chose to complete in three months four months etc and as a result our figures have included all of those who have reached three months and above according to their needs.

We sadly had a change in staff but have been fortunate to have two new staff who are proving their skills to be a great asset to Somewhere House. Training and development being the key part of our plans, mental health training, suicide assist, health & safety, handling medication, counselling courses, NVQ4 and many more. The student programme growing and testing the team in supporting new professionals in the field of counselling.

We have at times had more women than men and are pleased to offer a safe place for all individuals. 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. We have adopted the therapeutic discharge which gives individuals a time away from treatment to reflect if they want to return to treatment or not and give them the opportunity to commit.

Our excellent rating has validated all the teams hard work including those in the background providing a fabulous standard in regards to maintenance. We are planning to expand this year by another two beds, a new group room and extension to the office, come and visit.

Angie Clarke