

Appendix E – Service Specification for Gloucester House

1. Introduction

Gloucester House is a residential addictions rehabilitation centre offering an integrated recovery programme for men with severe alcohol and drug dependencies.

Centre staff work closely with statutory and voluntary agencies to equip and enable service users to re-enter society with the resources necessary to face issues associated with alcohol and drug dependencies and be prepared for a future in which they have a choice to be sober and/or drug-free.

2. Mission Statement

Gloucester House is a residential rehabilitation centre, managed by The Salvation Army. The work of helping those with severe chemical dependencies is motivated by a Christian philosophy to provide a holistic (bio-psycho-social) rehabilitation programme within a caring and supportive environment. The programme at Gloucester House is based upon providing a safe and therapeutic environment, an integrated treatment model using upon cognitive, behavioural and social learning therapies and an introduction to the Twelve Steps of the AA / NA fellowships. It uses group work as the primary intervention with total abstinence as the objective for a sustained recovery.

Each service user is treated with respect and dignity as an individual. Each person is encouraged to do as much for themselves as possible, to have as much choice and control over their lives as they can and to take an active part in decision-making processes. The programme includes individual treatment plans and reviews to identify and meet individuals' specific needs.

3. Aims

To help service users face issues associated with alcohol and drugs and to equip and prepare them for a future in which they have a choice to be sober and drug-free. The work of the centre is undertaken through Christian convictions about acceptance, change, restoration, and hope for the future. Service users are not required to subscribe to any statement of belief but are offered the opportunity to explore the needs for a spiritual dimension to their lives. We aim:

- a) To provide a recognised Primary addictions rehabilitation programme for men with severe alcohol and drug dependencies (as defined in the Eligibility Criteria),
- b) To provide short-term accommodation (minimum of 3 months) for those undertaking the Primary rehabilitation programme, in a safe, secure and supportive environment, in an atmosphere of therapeutic community,
- c) To provide the rehabilitation programme to day clients living locally and not requiring accommodation,
- d) To provide a Secondary programme to those service users who are considered to benefit from living in a "semi-independent context preparing for full independent living in the community" (*Models of Care, 2.7.1.4*),
- e) To provide a self-catering "half-way house" for those on the Secondary programme to develop other life-skills in conjunction with the rehabilitation programme.

4. Objectives

- a) To provide good quality premises, facilities and resources with the support of The Salvation Army and Salvation Army Housing Association (SAHA),
- b) To work with referring agencies to facilitate admission to Gloucester House as promptly as possible (subject to availability) and to maintain contact for continued support and re-housing as appropriate,
- c) To provide a Primary addictions rehabilitation programme in accordance with research-based evidence and evidence-based practice.
- d) To provide general support including practical advice and assistance with general health and hygiene, budgeting, cleaning, and social skills,
- e) To work in co-operation with the Swindon Community Safety Partnership, Drug and Alcohol Action Team and Swindon Primary Care Trust in order to provide services in co-operation with other local drug and alcohol agencies,

- f) To co-operate with referral agencies and housing providers to facilitate the accessing of move-on accommodation (without being able to guarantee any provision of such accommodation),
- g) To provide a Secondary programme including assistance in accessing training courses and voluntary work,
- h) To provide Basic Skills training on the centre in co-operation with specialist providers,
- i) To provide Smoking Cessation Classes for those wishing to address tobacco addiction.

5. The Buildings

a) Gloucester House was purchased by The Salvation Army in the 1960's and provides furnished accommodation to single men as follows:

- 9 men at Gloucester House (full board accommodation).
- 3 men in bungalow at Gloucester House (full board accommodation).
- 3 men in "Windrush" (self-catering half-way house) approx. 1 km from Gloucester House.
- Non-residential provision - up to four Day Programme clients can also be included on the programme.

b) Gloucester House has 9 single bedrooms (3 each on 3 separate floors), served by 2 bathrooms and 2 shower rooms, all with WC. The ground floor contains a TV lounge, pool-room, dining room, kitchen (staff only), laundry room and patio. Each bedroom has its own wash hand-basin.

c) A separate bungalow on the site contains 3 single bedrooms (one en-suite), lounge, kitchen and bathroom. There is also a group room attached to the bungalow and 3 fully equipped workshops). The gardens extend approximately 45 metres beyond the workshop building.

d) Windrush, the shared "halfway-house", is a detached property with three bedrooms. It has a through-lounge, kitchen and small gardens. It is used by service users who have been accepted onto the Secondary programme.

e) All accommodation is considered to be short-term (under 6 months for each programme) and is covered by licence agreements (with the Salvation Army Housing Association for Gloucester House and bungalow and with the Salvation Army Social Services for Windrush). No smoking is permitted anywhere within any building at either Gloucester House or Windrush.

6. A "Models of Care" Tier 4/4a service

Gloucester House provides Tier 4 interventions as listed by the DoH's *Models of care for alcohol misusers* (MoCAM) and is a Tier 4a service as defined by the National Treatment Agency's (NTA) *Models of care for treatment of adult drug misusers* (MoCDM). Tier 4(a) services provide "residential drug and alcohol misuse specific services ... aimed at individuals with a high level of presenting need (and) usually require a higher level of commitment from drug and alcohol misusers than is required for services in lower tiers. Tier 4(a) services may be abstinence based (which) require careful assessment and preparation of the client to maximise readiness, compliance and programme effectiveness By definition such programmes are highly structured" (*MoCAM 1.1.2.4.*) requires that "drug misusers in all DATs in England must have access to the following Tier 4 services, most likely provided at a multi-DAT or regional or national level." Of the 6 points noted, Gloucester House provides the following services as a Tier 4a Service:

- "specialist drug and alcohol residential rehabilitation programmes (including a range of 12-step, faith based and eclectic programmes,
- generic and drug-specialist semi-structured residential care (e.g. half-way houses),
- specialist Drug Testing and Treatment Order treatment (residential options)".

7. Client Group

The client group consists of men aged between 18 and 60 "who are seeking abstinence from their main drug problem in a controlled setting ... or individuals who have achieved a state of

abstinence from their main drug problem (or all drugs), usually through successful detoxification” (MoCAM 2.7.2.2).

8. Staffing

The Centre is staffed as listed below. The premises are staffed 24 hours per day, 7 days per week. There is always at least one Project Worker on a waking shift at all times. A member of the management or therapy team is on call as Duty Manager at all times outside office hours. Organisational policy to eliminate Lone Working has been introduced.

Therapy staff receive regular external clinical supervision. Project Workers receive internal supervision. All Project Workers are given a comprehensive TOPPS Induction leading to NVQ 3 (or equivalent) qualifications, as well as first aid and other essential training. Other staff receive training appropriate to their job descriptions.

Management Staff	Programme Staff	Practical Staff
Centre Manager *		Administrator (part/time)
	Dep. Centre Manager (Head of Therapy) *	Day Project Worker - p/t
	Assistant Centre Manager *	Day Project Worker
	Principal Project Worker *	Day Project Worker
	Workshop Supervisor	Day Project Worker
		Night Project Worker
		Night Project Worker
		Catering Supervisor
		Night Security Porter
		Night Security Porter
		Relief Project Workers (5)

FTE paid Staff 13.85

* Duty Manager

Volunteers 4

9. Rehabilitation Programme

- A) Primary Programme (with hours per week)
- Interpersonal, community and/or teaching groups each week-day morning (10),
 - Occupational Therapy in three workshops or gardens - 3 afternoons per week (9).
 - Other groups or study on two afternoons per week, including Introduction to the Twelve-Steps, Step assignments, etc (2-3),
 - One-to-one sessions with each resident / client by their key-worker for a minimum of one hour per week (1),
 - Preparation of Lifestory, to be read to the group,
 - Attendance at AA/NA meetings (at least two per week).
 - Cleaning duties (3-4).

This programme lasts for a minimum of 12 weeks (plus monthly extensions, if required).

B) Secondary Programme

Clients and residents may apply for acceptance onto the Secondary programme when nearing completion of the Primary programme. This includes about 20 hours per week of voluntary work or training as agreed between the Centre and the resident, as well as attendance in groups at Gloucester House for one day per week. This part of the programme lasts for 3-6 months.

10. Testing Regime

Accommodation is offered only for so long as service users continue to satisfactorily progress on the rehabilitation programme. The philosophy is that of total abstinence and service users must consent (prior to admission and as a condition of acceptance) to being regularly and randomly tested for alcohol (by mouth swab) and drugs (currently by urine sample). Samples can be tested on the centre and are also sent to a laboratory for analysis. Those who drink alcohol or use non-prescribed medication while on the programme are asked to leave immediately.

11. Treatment Plans and Reviews

Within the first two weeks an initial Treatment Plan is held attended by a manager and keyworker. Reviews are held monthly thereafter. Key-workers from referring agencies are also welcome to attend all meetings, notes of which are taken and copied to the resident/client and referring agency.

12. Referral procedure

Access to the programme (residential or day client) is by referral only. Referrals may be from Social Services, Alcohol and Drug Agencies (including detoxification centres), doctors, prisons, CARAT Teams, Probation, other Housing Associations and agencies, Salvation Army centres, family or (in certain circumstances) by self. Clients on Drug Testing and Treatment Orders (DTTOs) are accepted.

Applicants (or any agency on their behalf) may request a Referral Pack which contains:

- General Information and House Rules
- Primary Programme timetable
- Guidelines on Medication
- Testing Consent form
- Notes on arriving at Gloucester House
- Referral Form
- Charges
- Eligibility Criteria
- Therapeutic Contract
- Centre brochure

On receipt and assessment of the Referral Form by staff, applicants may be offered an Initial (Assessment) Visit if there is likely to be a vacancy within the next month. On initial visit, applicants are shown around the Centre and are interviewed by therapy staff. Applicants are notified in writing of the outcome of the Initial Visit and are advised when a vacancy is likely to arise. Rooms can be reserved while applicants undertake a detoxification elsewhere.

13. Further support to residents and clients

a) Medical Arrangements

All service users who come to Gloucester House from outside the Swindon area are registered as temporary patients at the local surgery and have an assessment consultation within their first week at Gloucester House (*if possible*).

b) Move-on

The importance of move-on accommodation is recognised, and staff actively liaise with other agencies to provide this if possible. However, appropriate *supported* housing for those leaving residential rehabilitation is very limited and while Gloucester House endeavours to find such accommodation, cannot guarantee that this can be provided either from the centre or the half-way house. Applicants to Gloucester House should assume that this responsibility remains with their referring agency.

c) Arrangements with Local Council

Service users who are satisfactorily completing the Secondary Programme may be nominated by Gloucester House to Swindon Borough Council. An arrangement exists whereby 2 nominations per year are accepted for council accommodation.

d) On-going support

Former service users may, by arrangement, attend the Secondary group or spend time at Gloucester House as volunteers in the workshop where appropriate. They may also visit to see staff for support or advice (by appointment), and seek help by telephone at any time, if necessary.

14. Quality Standards

Gloucester House is part of The Salvation Army's National Addiction Service and is working towards compliance with DANOS and NTA standards as they are developed. In addition, the centre is subject to ongoing inspection by the Salvation Army, SAHA, *Supporting People* and other statutory agencies.

15. Equal Opportunities

The service offered at Gloucester House is currently available to men only without discrimination on the basis of race, religion, colour, ethnic origin, nationality, appearance, marital status or sexual orientation.

- With regard to age, an upper limit of 60 has been set,
- With regard to disability, the lack of some facilities such as a lift, etc, may be a restriction in certain cases.