

**Stanfield House  
4 Stainburn Road  
Workington  
CA14 4EA**



**Information Handbook  
(Including Statement of Purpose)**

**January 2022**

## **Introduction**

### **Turning Point**

We turn lives around every day, by putting the individual at the heart of what we do. Inspired by those we work with, together we help people build a better life.

Turning Point is the UK's leading social care organisation. We provide services for people with complex needs, including those affected by substance misuse, mental health issues and those with a learning disability.

Turning Point is a registered charity, number 234887, a registered social landlord and a company limited by guarantee number 793558 (England & Wales)

Registered UK office - Standon House, London

[www.turning-point.co.uk](http://www.turning-point.co.uk)

## **The Aims of the Project – Statement of Purpose**

The project aims to provide a supportive abstinent environment where residents can engage in recovery. This may include gaining a greater understanding of the role of substances within their life, the triggers for this and how to manage this more successfully in the future. In addition, skills around communication are looked at as this can enhance people's opportunities and options in a wide range of areas such as relationships, training and/or employment, social networking, engagement and general self-worth and well-being.

## **Stanfield House – Residential Rehabilitation and Recovery**

Please take the time to read this handbook, it has been designed to make your entry to and stay at Stanfield House as positive as possible. It provides you with a range of useful information about the project and should answer many of your questions about entering this service.

If you have any questions or queries then do not hesitate to ask your keyworker or a member of staff, we are always pleased to help you in anyway we can during your stay here. We are always seeking to improve our services and are grateful when we receive constructive suggestions and/or feedback.

Stanfield House is a ten-bed unit for either male or female adults with substance misuse issues (drugs and/or alcohol). The length of stay will depend on several factors but is usually at least three months.

Within this framework residents are encouraged to take responsibility for their own progress through the programme. In addition to the core programme will be a range of other associated activities and key work sessions that are tailored to individual need and this may include a more intensive approach to anger management (run internally) and signposting to external specialist services such as bereavement and other forms of counselling.

We believe it is important to strike a balance with internal and external services so that all clients can start to develop community links, external networks and independence.

All rooms are furnished and more details about the accommodation/requirements are detailed in the licence agreement. While it is acknowledged that communal living may be difficult, we believe that the benefits of a supportive and protected environment along with peer and professional support is an important foundation that enables people to make positive and constructive change and develop skills to maintain this change while adapting to a substance free lifestyle. The main theme at this stage is to explore your substance misuse and look at coping strategies through the group work programme and key worker sessions.

As Stanfield House is required to register under the Care Quality Commission standards the registered Manager is Emma Pooley

As a regulated service we are required to adhere to certain standards and will be subject to inspection and reports in relation to the quality of the services we provide. These reports can be provided within the service or through:

**Care Quality Commission  
Citygate  
Gallowgate  
Newcastle-upon-Tyne  
NE1 4PA**

**Tel: 03000 616161**

The Project does not provide Nursing Care. The staff team have a range of qualifications and adhere to Turning Point's internal competent worker training programme. Staff are also encouraged to adopt a continuous development models. The role of the staff is seen as primarily as facilitating, supporting and co-ordinating residents through their own period of change.

Additional support is sometimes required to enable a resident to reach their full potential and we will work with residents to signpost them accordingly and where this care can be delivered as part of the programme during their stay this will be facilitated and will include education and training opportunities. However, sometimes the level and/or type of care required may necessitate a referral to another care facility.

In both sets of circumstances, we will work collaboratively with a range of agencies to ensure the best outcome for the resident while respecting their rights and legislative requirements.

The Project is staffed every day but times will vary dependant on the activities being run. Out of hours the service is un-staffed but an On-Call staff member will be available and this includes attending the project if there is a requirement to do so.

Stanfield House has kennels; this provides an option for potential residents to bring their dog with them. This is assessment dependant for both the resident and the dog.

### **Moving In**

Admissions are only taken during staffed hours Monday to Friday. On your day of admission there are various forms of paperwork that you will have to fill in, you will be allocated a GP in the locality, if any other health agencies are required such as a dentist or optician, then please inform your key worker who will arrange this for you.

Upon arrival all potential residents will be required to undertake drug and alcohol testing, admission is dependent on negative testing. All residents are required to provide breath or urine tests when asked by a member of staff.

These tests will be conducted randomly throughout their stay and will form part of the treatment and care planning process.

You will be allocated a key worker on admission, the first couple of days you will go through your induction, with your key worker. This process will include completing an initial support plan which will identify key areas such as G.P's, dental provision, benefits advice, debt (if applicable) and any other significant health referrals required. You will also be required to sign a licence agreement in respect of your accommodation, and this outlines all the requirements expected of you and also what you can expect in return.

For the first 2 weeks of your stay, you will be advised to leave the premises only if accompanied by a suitable person that staff have given permission to accompany you. If at any time you test positive for either drugs or alcohol then you may be served on a 28-day notice and required to undertake group work again to reinforce your commitment along with a relapse prevention workbook, this is circumstance depending and an immediate discharge can be given.

We do liaise with the Care Manager in respect of these and a co-ordinated approach is taken.

### **Payment of financial contributions.**

You may be asked to contribute towards the cost of your care. You will be told as soon as possible how much it will be. If you are having trouble with any aspect of your finances, please do not hesitate in speaking with a member of staff.

It is the responsibility for residents who have to pay their own financial contribution to do so on time. There are sanctions for non-payment of financial contributions, we do not allow debt to accumulate and if not paid will lead to a discharge.

This is to help clients understand that it is important they learn to budget, and they understand that there are always consequences for not paying financial contributions, whether it be here or when they move to their own accommodation.

All issues will be picked up as part of the key-working process, this allows prompt action to be taken to ensure arrears do not occur.

### **Service Provision**

## **Your Care Plan**

The initial first week is about getting you inducted into the service and completing the recovery star. This provides a snapshot of your current position and is repeated every month to demonstrate your progress during your stay and is a fundamental part of the care planning process. This also allows us to identify the relevant priorities in an appropriate order so that our work is as effective as possible in respect of your recovery. You can request a copy of your care plan at any time.

The care plans are designed to identify your needs and promotes problem-solving skills in the developing ways to achieve you own stated goals. If you are having problems attaining you desired goals in your care plans, discuss this with your key worker and review them to suit your needs at that particular moment in time as your needs may change.

Your Care Manager/Social Worker/Drug or Alcohol Worker will be invited to your care plan review meetings to assess your progress and contribute to future targets. Your key worker will remain in contact with your Care Manager to enable them to monitor your progress throughout your recovery with us and to assist if a problem should arise.

## **Group Work**

The various groups, sessions and activities are designed to support residents in their recovery. Turning Point have developed and adopted Psychosocial Intervention in terms of its group work programme. This programme allows flexibility in terms of incorporating various models but provides an overarching framework from which to work to provide evidence-based outcomes.

The programme is based on three main areas of work: Recovery Skills, Mood management and Mindfulness. The group programme is designed to deal with the here and now and how we can influence present day.

Once you have committed to a group it is important that this is maintained and that you be punctual and conduct yourself in an appropriate way. You have the right to express your opinions, but other people have the right to express theirs, you should treat members of the group with the respect that you would wish to have yourself. Some groups can be emotive, and differences of opinions do occur. Ground rules for groups are discussed and reviewed regularly.

## **Key Worker sessions**

The 1-1 sessions are designed to meet the needs of the individual and of achieving their own personal growth. They give you the opportunity to further develop themes and issues from the groups. The style and format of the sessions will depend on the individual. Your key worker will record in your file the main issues that have come out of these sessions. They focus on identifying and negotiating individual goals. They take place initially once a week although additional sessions may occasionally be necessary. In time, less frequent but nevertheless regular sessions may be negotiated. The information you disclose in these sessions is confidential within the staff team. If the team feel there is a need to inform any other person directly involved in your care then your permission will be sought.

### **Domestic Meeting**

This group is compulsory for all residents in recovery. Domestic chores, household duties are allocated and organised for the week. The meeting is also to discuss any visitors that service users wish to invite to the project. House repairs and replacements, relevant news items and any outings are discussed as we believe residents have a valuable input to this. This meeting is also used to discuss and agree the menu for the following week. The responsibility for food preparation is shared and residents take it in turns to fulfil this function. Those responsible for food preparation will also be supported to carry out a budget exercise in relation to the agreed menu plan. There is also a nutritional element to this process, ensuring a balanced and healthy diet.

This occurs every Sunday.

### **Service User involvement Group**

This group is led by the Service User Champion and meets on a regular basis. This group is an opportunity to have your say about the positives and negatives of the service and for you to be heard. We have a strong and ongoing commitment to our service users and their involvement in shaping and influencing the service delivery. We proactively engage with service users to promote this and also work with service users in terms of constructive challenge.

### **Policies Procedures and Health and Safety**

#### **On Call Procedure**

The project is not staffed 24 hours a day but is supported by an on-call staff member. Should you require support/advice from a member of staff you should dial:

**07736628741**

Residents are advised to treat this service with respect and any person seen to be abusing this will be served with a discharge notice.

**Fire instructions.**

Stanfield House has a comprehensive fire procedure and all service users' rooms are fitted with a smoke detector, as are the communal rooms. There is a copy of the evacuation procedure and a plan of how to get to the nearest emergency exit in all rooms. Fire procedures and tests are carried out regularly and service users will be given fire training. As part of Induction process for all new residents, staff will ensure everyone is aware of fire and evacuation procedures and will carry out regular drills.

**On discovering a fire:**

Operate the nearest fire alarm call point immediately. Phone the emergency services on 999 and ask for the Fire service. Tell the operator your address is:

**Stanfield House  
4 Stainburn Road  
Workington  
CA14 4EA  
Tel: 01900 65737**

Wait until the person at the other end has repeated the address. Do not attempt to put out the fire

**Don't put yourself at risk, get out**

- Proceed to the front of the building by the nearest available exit immediately. Do not stop to collect personal belongings.
- The first person to arrive should check that everyone has assembled.
- Use the fire safety check list to help determine who may still be inside the building.
- Let the fire officers know where the fire is situated, how many persons occupy the building and who may still be in the building and on which floor.

The fire point is situated at the left of the main house down the ramp adjacent to the lawn (if this is not accessible, we should meet across the road opposite our front gate). If there is no staff member available, then you should contact the On-Call when it is safe to do so.

**Stanfield House Communal Living Agreement**

**As part of your licence agreement signed on admission you have agreed to abide by the following:**

- Threats of violence, harassment, aggression, intimidation, bullying (either physically/verbally or written) will result in you taking your own immediate discharge from the project.
- Discrimination of any nature, either directly or indirectly will not be tolerated. Such behaviour may result in you taking your own discharge.
- Residents are not allowed off site for the first 2 weeks of your stay. Staff or peer mentors will accompany you to appointments e.g. GP registration during this period. .
- Residents must not use Alcohol or Drugs or any un-prescribed medication on or off the premises while residing at Stanfield House. Testing is carried out daily. Random drug and/or alcohol tests are also carried out randomly in accordance with the Drugs & Alcohol Procedure and Relapse Procedure. Failure to adhere to this is likely to result in you taking your own discharge.
- Stanfield House is a drug and alcohol-free environment. It is the responsibility of all residents and staff to keep it this way. The consumption of drugs or alcohol, including legal mood-altering substances such as energy drinks, is not permitted during your stay. The supply of any illicit or prescribed medication is not permitted and will not be tolerated. To breach these agreements is likely to result in you taking your own discharge from the service and may result in the police being informed.
- Wherever a resident becomes aware that substances are being sold or used on the project, please inform a member of staff immediately. The safety of the project is everybody's responsibility.
- Prescribed medication can only be taken if prescribed to you by a GP/Hospital. Medication must be booked in with the staff when prescribed or re-prescribed. Medication must be taken as prescribed. Medication must not be shared with other residents under any circumstances e.g. cough medicine, co-codomol/paracetamol for pain relief etc. You must notify staff of any changes to your medication. Please also refer to the medication procedure.
- Gambling is not allowed during your stay. If you do gamble and you think you may have a problem with gambling, please discuss this with your key-worker so we can offer relevant support.
- Residents and visitors must adhere to the Visitor's Policy. Visitors are welcome during your 2-week induction period. Visiting times are between 4.30 – 7.30pm during the week and between 1.30 – 7.30pm at weekends. Visiting times remain the same thereafter. Visitors are not allowed in resident bedrooms. Visitors are not allowed anywhere upstairs in the building. Remember there are other residents in the house so please be mindful of their rights to respect and discretion. Please ensure that your guests sign in upon arrival and out when they are leaving. Arrangements can be made for you to go out with your visitors as long as this is pre-arranged with your key-worker



- Overnight passes are not usually permitted during your first 8 weeks. Overnight passes thereafter will be permitted once a week, at weekends only, so this does not interrupt the group work timetable. Your care manager should be informed and in agreement if you plan to stay out. A contact name and telephone number must be left with staff. Overnight passes will be subject to risk assessment and will form part of your move on plan.
- Residents should be back on site by 8.00pm unless you are attending a Mutual Aid meeting such as AA/NA/ACT or SMART. Please inform staff if you plan to attend Mutual Aid.
- Please respect the communal facilities at all times. Please show respect for other residents. Please show respect for all staff and other professionals working at the project.
- Noise and disturbance that causes distress to others is not acceptable and will not be tolerated. Please keep TVs and music to a minimum at all times.
- Stanfield House operates zero tolerance toward racist/sexist/homophobic/all violent and aggressive behaviour and all other discriminatory language. Failure to adhere to this is likely to result in you taking your own discharge.
- Smoking/Vaping is not permitted anywhere in the house at any time. There is a designated smoking area outside in the back yard. Failure to adhere to this is likely to result in you taking your own discharge.
- Please keep your rooms tidy at all times. All items of clothing/shoes/bags/suitcases etc must be stored in the facilities provided ie wardrobes/drawers
- Residents are not permitted, at any time to be in any other bedroom than the one allocated to them. Intimate relationships with another member of the house are not permitted and if discovered may lead to the discharge of one or both parties
- On occasion staff may ask residents to change rooms as required for practical purposes. Whilst we understand this may be disruptive, please be assured this is not our intention.
- There will be random urine/breath testing which may occur without prior notice. This will be done with the utmost of dignity and respect for the resident.
- On occasion room searches may take place, it is important that you co-operate. This will be done in line with the 'entering client's rooms' procedure and risk assessment.
- Residents are expected to give a urine sample within a 1-hour period, failure to do so may lead to a review of your care and treatment with Stanfield House.
- Please make sure you submit itemised receipts for food shopping. Failure to provide correct receipts may result in the money being deducted from future food budgets or in you being asked to pay the money back.

- Wherever you are expected to pay financial contributions, this will apply because your financial assessor has decided that you should contribute to the cost of your placement. This must be paid in advance; the personal contribution will be agreed between you/your care manager and/or the body who funds your rehab placement. If the financial contribution is not paid, you may be asked to leave. If you need more information about this, please ask your care manager for an explanation
- Please show consideration and respect for our neighbours at all times. Please keep noise to a minimum and do not use foul language whilst in the garden or back yard areas.
- In the interests of health and safety, residents are not allowed to have microwaves/kettles/irons/ ironing boards etc in bedrooms. The only electrical appliances allowed in your room are a TV/music system (cd player/radio etc) hair dryer/straighteners/curling tongs etc. Please be aware, these appliances are your responsibility. In the interests of health and safety please ensure appliances are switched off at the mains when not in use. **Irons must only be used in the utility room.**
- Furniture from the communal areas is for the communal areas only. Please do not take furniture from any of these areas for your bedrooms. If staff find such items of furniture in any bedrooms, it will be taken and placed back where it belongs.
- Please do not stick any pictures or posters up on the walls in bedrooms. If you wish to put photographs up, please do so only with free standing picture frames. You will need to purchase your own picture frames. Staff will remove any posters or pictures placed on walls.
- In the interests of health and safety and general wellbeing, staff will check all bedrooms Monday to Friday between the hours of 10.30 – 12.30
- All residents must take part in the day to day running of the house. This includes:
  - Contributing to the day-to-day cleaning of communal areas.
  - Participating in communal shopping
  - Participating in communal cooking

### Group Sessions

As part of your stay at Stanfield House you agree to:

- Attend all group work sessions (your key-worker will go through the timetable with you)
- Dress appropriately for group
- Not bring mobile phones into the group room during group work sessions
- Wait for breaks to use the toilet so as not to disrupt the group session – unless in emergency
- Refrain from swearing during group work sessions
- Refrain from talking over each other during group work sessions
- Not leave the room to answer the front door during group work sessions

- Refrain from making appointments during group time – unless in emergency

If you require any further information on these conditions or if you would like to take a look at our policies, please speak to your key-worker:

### **Confidentiality**

General Data Protection Regulation (GDPR) is very important to the way we work at Turning Point. It's not just about the ethical and legal responsibilities we have to protect our service user's confidentiality and uphold their rights, good General Data Protection Regulation also protects Turning Points staff from legal action.

A copy of the Information Governance Policy (Procedures for Sharing Personal Information with Third Parties) can be found in the staff office should you wish to read it.

### **Rights**

#### **Service Users Rights**

- You have the right to privacy and peaceful enjoyment of the accommodation
- You have the right to respect at all times
- You have the right to access information held about you by Turning Point
- You have the right to expect this information to be treated confidentially (for further information ask the staff to see the confidentiality policy)
- You have the right to a safe and secure environment and to be free from harassment
- You have the right to a supportive, professional, and consistent service
- You have the right to control over your personal living space
- You have the right to be treated fairly and equally and for social, emotional, religious and cultural differences to be respected
- You have the right to complain and make suggestions as to how the service can be improved
- You have the right to be listened to
- You have the right to be involved in deciding your recovery and the elements of your care plan. However, if you chose not to engage, we may ask you to leave as this project.

### **Accommodation Rights**

Your accommodation rights are set out in the licence agreement that is kept in your file and you signed when you first arrived at the project.

- You have the right to live at the project as long as you have funding, require the help and support Turning Point offers and adhere to the rules of the house, engage in a positive recovery and the licence agreement.
- If the licence agreement is breached, you have the chance to amend the situation via the relapse policy unless the use of violence or harassment were involved.
- Continuation of breaching the agreement will result in you being asked to leave the project. Service users have contributed to the formulation of a lapse/relapse protocol for the project and this will be in use and revised through the service user group on a regular basis.

#### **You have the right to:**

- Have the project kept in good repair
- Be notified and asked about the day to day running of the house and any suggestions/opinions will be taken into account.
- Privacy in your own room, unless there is an emergency, cause for concern or you are in a shared room.
- Use the communal facilities in the house.
- Live in the residence without being harassed by other residents, staff or visitors.
- Have your own personal effects in your room, (within the constraints and limitations of living in shared accommodation and any legal requirements such as a TV licence)
- Have visitors, (in relation to the visitor's policy)

#### **External links; local facilities and leisure opportunities**

Developing recreational interests and making use of free time in a constructive way is an important part of your recovery. Many people with substance related problems find

they have few substance free friends and have often lost interest in leisure pursuits, opportunities to train and gain educational qualifications or to join interest groups. This can result in isolation, boredom and lack of physical and mental stimulation that can lead back to previous substance misuse.

The project offers residents opportunities to participate in a number of leisure activities, training and/or education opportunities and other projects that can enable social networking, building confidence and skills around community engagement or develop new interests or hobbies. You can also become involved in further education, literacy classes or voluntary work that can be very rewarding in itself.

Stanfield House believes that the core to recovery is a combination of a safe, supportive and constructive environment which will challenge individuals and help them to develop a range of skills in a number of areas.

For that reason our programme offers a range of core activities around the recovery process but compliments this with leisure, training/education/employment and community project ventures. We have entered into partnership with Northern Rail regarding the adoption of the local train station. A range of skills development such as painting and decorating, health and safety, budgeting and business planning and community engagement.

### **Move on and Resettlement**

Your stay here will be flexible depending upon your needs. The length of stay can range from three to six months depending upon your needs and funding.

We will aim to support you with your move on arrangements. We will include other key parties such as your Care Manager (if you have one) when deciding if you are ready to move on. You will be given assistance to move into appropriate accommodation.

Finding new accommodation in West Cumbria may be very difficult and it would be our aim to assist you together with your care manager to identify accommodation usually in your home area. Service users have identified that this process should normally commence at least three months before you are due to leave. However, providing or securing accommodation for you after your time in the project is not our responsibility.

Once you have moved on from Stanfield House, we will provide you with a time limited aftercare package tailored to meet your needs.

### **Unplanned Discharges**

For some people Stanfield House is not the most appropriate service and, in these cases, either an individual will choose to leave or they may be asked to leave with termination of their licence agreement.

This can be for a number of reasons all of which are identified in the licence agreement, please make sure you have a copy of this and fully understand both yours and Turning Points obligations.

For those who are asked to leave the reasons are:

- Lapse and increase risk to others in the service
- Disruption to others in the service
- Bullying or harassment
- Violence
- Lack of engagement in the programme

When an individual is given formal notice to leave they are given 28 days to arrange transfer from the service. It is the responsibility of the individual and their care manager to arrange this transfer. It is not the responsibility of Turning Point to provide funding for transport, storage of personal belongings but we appreciate that this will be a difficult time. We therefore try to adopt an approach that will tailor to the individual's circumstances and allow us to ensure their property is passed on to an appropriate person as soon as possible. We would normally expect this to be no more than twenty-eight days.

However, staff will provide you with information and guidance to minimise risk to yourself and access to services following your discharge.

In the event where your behaviour is deemed as high risk you may be given immediate notice to leave.

**Each person is responsible for their own actions and in doing so will be required to fund and access their own accommodation/travel upon discharge from the service.**

### **Aftercare**

Stanfield house has a firm commitment to aftercare and as such offers a full telephone counselling service seven days a week. This can normally be accessed between 10.00am and 7.00pm on 01900 65737. If staff are not available, please leave your name and number and they will return the call as soon as possible. In addition, we will offer up to three intensive one day refreshers for anyone wishing to partake. These will be delivered as required and previous residents should ask for this as and when they require – this would normally be within six months of leaving, but exceptions can be made.

### **Complaints procedure.**

If you are not happy with any aspect of the care you receive or the services provided, you may wish to make a complaint. You should discuss this with a member of staff who will give you a copy and explain the complaints procedure to you in detail. All complaints are taken seriously and will be dealt with as quickly as possible. A copy of the complaint's procedure is displayed on the Notice Board.

The following procedures are available:

Expression of dissatisfaction:

Any issue raised about any aspect of service provided by Turning Point with which the service user (or relative/carer/significant other/unconnected third party) is unhappy but is resolved at the time it was raised.

Concern:

Any issue raised about any aspect of service provided by Turning Point with which the service user (or relative/carer/significant other/unconnected third party) has expressed dissatisfaction, but which could not be addressed /resolved at the time it was raised but is subsequently resolved usually within three days.

Complaint:

Any concern or issue either verbal or in writing about any aspect of service provided by Turning Point with which the service user or representative (with the service user's consent) which has not been resolved as a concern and/or has specifically asked to be addressed formally.

Complaints about how the house is run:

If you have a complaint about how the house is run you can contact the Registration Officer who is responsible for overseeing Registered Care Homes. Their address is

Complaints about your care:

Contact the person who referred you to the project and arranged your funding e.g.: your Care Manager, Probation Officer, Drugs/Alcohol worker.