

Service User Information Pack

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Statement of Purpose

To provide an environment where Service Users can access help for their addiction, using a Christian 12 Step programme in conjunction with any alternative interventions that support recovery.

To provide a clinically effective and comfortable detoxification regime for people who suffer from addiction to various substances.

To provide a safe family orientated environment in which Service Users can address their own behaviours and issues associated with their addiction.

To treat all Service Users with respect, with regard to sex, race, religion, disability, sexual orientation or class whilst taking into account their individual needs.

Statement of Purpose continued..

As a positive and therapeutic component of the treatment process, Service Users will be in shared bedrooms. Livingstone House provides two bedrooms containing two/three beds in each. Bedroom 1 to 5 is where Service Users on detoxification and sleep and Serenity House is where Service Users in Primary Care sleep. We also provide a comfortable lounge, with TV and DVD, kitchen and laundry facilities, dining room/group therapy room and a counselling room. All dormitories and communal area comply with the National Minimum Standards.

Detoxification and treatment are achieved by the provision of a clinically safe, professional and caring environment where individuals are readily integrated into the process. The detoxification regime is prescribed following strict detoxification protocols fully administered by Nursing and Support Worker Staff who have had appropriate education and training in Substance Misuse. All treatment is tailored to the individual needs of each Service User. There is full consultation with other members of the multi-disciplinary team.

Livingstone Sanctuary is directly across the road from Livingstone House and is classed as one location under the Essential Standards. Livingstone Sanctuary is a 3 storey building with 5 bedrooms which may be shared depending on therapeutic needs. It has a counselling room, communal lounge, dining and kitchen facilities and shared bathroom facilities. Service Users who are in Secondary Care occupy Livingstone Sanctuary.

Both houses are staffed 24 hours a day by appropriately trained and qualified staff with both groups of Service Users coming together at times for shared group therapy.

Livingstone House have a sober living environment called Livingstone ARK in Small Heath, Birmingham for up to 16 Service Users who have completed their time at Livingstone House.

Use of alcohol or any other drugs, not prescribed by Livingstone House medical staff is not tolerated and may lead to discharge from the centre.

To encourage the initial changes necessary to promote an effective detoxification from alcohol or other drugs, and to maintain a safe environment, Livingstone House operates within a clear set of Rules and Expectations.

Aims

To provide a residential detoxification and treatment programme for men between the ages of 18 years and 64 years with addiction problems within a 12 step family environment, operating within a multi disciplinary framework.

Objective

To assist Service Users to achieve their goal of detoxification from alcohol, other drugs and behaviours, and commencement of an abstinent lifestyle.



To treat each person as an individual during their time in Livingstone House, whether or not they complete the treatment programme.

To support and encourage each Service User to develop through counselling, group work, education and alternative therapies/interventions, thereby making more informed choices about their future plans and lifestyle changes.



Key Personnel

Chairman	Mike Delaney
Home Director	Sally Livingstone
Registered Manager	Thomas Jones
Nurse Consultant	John Hagans

The Team consists of dedicated nursing, counselling staff who are supported by Substance Misuse Support Workers, whose role is to assist the team with the smooth running of the programme and to be a direct support to Service Users.

RULES AND EXPECTATIONS

Due to their considerable experience within this field, the staff team have developed a number of rules, responsibilities and expectations which you are asked to observe for the duration of your stay. Compliance with these will help both the staff, and you, to make the most of your time here and will help to prevent difficulties from arising. If, at any time, you have questions, please ask either a member of staff on duty for assistance. They will be happy to help you.

LIVINGSTONE HOUSE MAIN RULES

1. No drinking, taking drugs, pills or any mood altering substances, on or off the premises.
2. No sexual/special relationships as this can have a detrimental effect on the treatment process.
3. No threats of violence, acts of aggression or intimidating behaviour.

A comprehensive copy of the Rules, Responsibilities and Expectations will be given to you on admission. Violation of any of the above may result in your automatic discharge from Livingstone House Treatment Centre.

House Expectations

The primary expectation of the Treatment Team is that you are *choosing* to enter into this treatment opportunity and are committed to engaging with this form of structured service and accept the restrictions that are in place to protect you in order to provide appropriate treatment and rehabilitation.

The following activities must be attended as scheduled :

- Group Therapy and House Groups
- Meals
- Lectures and Workshops
- Church Attendance
- NA/AA/CODA/OA Meetings
- All other therapeutic activities

You are expected to form open relationships with all members of Livingstone House and not to become part of a clique.

No visitors are allowed into bedrooms, other than those sharing dormitories with you.

You are required to be neatly and appropriately dressed. Laundry facilities are provided.



Use of Telephone – Telephone calls are received during the hours of 6pm and 7pm on a Tuesday evening, following the 6 week rule. Please be aware that this phone is for the use of all Service Users and as a result there is a time restriction. Service Users in Secondary care may have access to their own mobile telephones at more flexible time intervals but they too are subject to certain expectations. (See Rules, Responsibilities and Expectations)

Please be careful over what you say on the telephone – discussing your peers and their issues is NOT APPROPRIATE.

Service Users are asked to remain in the communal areas during the hours of 9.30 am and 5 pm unless given permission to spend time in dormitories. Please do not spend time in your bedroom during the day, you should be otherwise occupied.

Personal vehicles cannot be parked at Livingstone House during your stay. Please make other arrangements for getting to Livingstone House on your day of admission.

Fire Regulations

You should familiarise yourself with and adhere to the Fire Instructions which are posted in the dormitories and around the building. Upon hearing the alarm, the building must be evacuated as quickly as possible and you should assemble at the end of the back garden. This will be shown to you during your induction. Do not go back for anything.

Smoking

Livingstone House is a NON SMOKING facility and therefore smoking is only permitted in designated area outside the building. Please dispose of cigarette ends in the bins provided.

Security

You are requested NOT to answer the front door at any time, as this may compromise the safety of all occupants of the building.

You are responsible for all your belongings whilst in Livingstone House. Belongings left behind will only be forwarded on receipt of handling and postage charges.

During your time in Livingstone House, you should have no association with known drug or alcohol users. Those Service Users in relationships with drug or alcohol using partners will be strongly encouraged to let these relationships go for the benefit of their own ongoing recovery.

No photograph or images to be taken of any Service Users or staff during or after your stay without their consent.

Conditions of Residence

The following conditions have been developed to assist you in modifying a chaotic lifestyle by making positive changes. Entering into treatment implies a willingness to adhere to the Conditions of Residence, Rules and Expectations and any other conditions appropriate to your admission. The main Conditions of Residence are written below.

1. You must be willing to participate fully in **all aspects of the treatment programme.**
2. Livingstone House is drug and alcohol free and no mood altering chemical, other than medication prescribed by our GPs, is to be taken at any time during your stay, whether on or off the premises. Any detoxification, anti depressant or other prescribed medication is continued at the discretion of our specialist General Practitioners.
3. Breaking of the following rules may result in immediate discharge from Livingstone House :
 - a) Using or supplying alcohol or drugs, on or off the premises.
 - b) Aggression, violence or threats of violence.
4. For the security of the unit and Service Users, the following will apply:-
 - a) On admission to Livingstone House, you and your belongings will be searched.
 - b) A personal search is requested if it is suspected you may have a mood altering chemical on your person. Any medications not prescribed by Livingstone House General Practitioners will be removed and safely disposed of.
 - c) Items brought in by visitors will be searched.
5. Service Users are advised to limit personal possessions and not to bring valuables on to the premises.
6. Visitors, who are not under the influence of drugs or alcohol, are permitted on visiting day which is usually a Saturday.
7. Smoking is only permitted outside of the building. On no account will Service Users or staff be allowed to smoke anywhere else in the building. This is a fire regulation and breaches will be met with disciplinary action.
8. Television is only allowed after 6pm, at the discretion of staff and is switched off promptly at 11pm during weekdays, 6pm – midnight at weekends. Failure to comply with this may result in TV not being available.
9. Personal stereos/iPods/MPs players may be used during the same times as per television viewing – at all other times they will be kept in the office.

10. You are expected to keep your personal bed space clean and tidy and to maintain good personal hygiene and be responsible for your own laundry.

Service User's Rights

You have the right :-

1. To be treated with respect by staff, other Service Users and visitors.
2. To be treated without discrimination at all times.
3. To be free from abuse.
4. To have appropriate confidentiality maintained. You may share sensitive information and these issues will only be discussed, when necessary, within the staff team unless they contain details of child abuse, acts of terrorism or potential harm to anyone. In these instances the information may be passed to other relevant agencies.
5. To formally apply to see any information recorded about you by Livingstone House staff, in your Service User Care File, within the policy framework of Livingstone House.
6. To work, with your counsellor/support worker on your own goals and objectives within the confines of the Treatment Programme.
7. To self discharge from Livingstone House at any time unless there are risk factors which require medical/psychiatric assessment prior to departure.
8. To make a complaint if you find any situation or behaviour warrants this.
9. CSCI Inspection reports are available for you to view at your request.

These rights are designed to aid you in obtaining the maximum benefit from your stay, in a comfortable and safe Christian family environment.



SERVICE USER GUIDE

The object of Livingstone House is to provide a family environment where Service Users can access help for their addiction, using a Christian 12 Step Programme, in conjunction with any alternative therapies that support recovery. This will include providing detoxification for addictive substances in a controlled and medically supervised environment via an agreed clinically indicated detoxification protocol all facilitated within the Christian 12 Step Programme (talking therapy). 12 step therapy is based upon the 12 step programme originating from Alcoholics Anonymous.

Therapy is via group and a one to one process and will access any alternative therapy which is complimentary to the programme, i.e. healing by prayer, peer evaluation etc.

Service Users will have access to in house/local Narcotics Anonymous/Alcoholics Anonymous/Overeaters Anonymous meetings and there are family groups which take place at Livingstone House at specifically arranged dates and prior to visiting. Following treatment, Service Users who have completed the programme benefit from aftercare for up to three months and if they are still abstinent, Livingstone House offer an open door policy.

Admission will be granted following assessment by staff at Livingstone House with follow up care planning as required.

Occupancy will be under the proviso that the Service User fully engages in the treatment programme and observes the terms of the Individual Service User Contract.

Termination of the contract will be either :-

- At the end of the agreed treatment term.
- By the Service User giving notification to leave against staff advice.
- The Service User being discharged due to contravention of their terms of Contract.

Fees are negotiable on an individual basis for private Service Users and are fully inclusive (accommodation, meals, therapy, assessment and medication plus aftercare, specialist GP input is provided by the NHS under the negotiated LES contract of which Livingstone House is part of.)



CONFIDENTIALITY

Please respect yours and your peer's confidentiality. What you share, or hear shared in group, as well as informally around the building, should remain here. Please do not spread gossip or share issues with people outside of Livingstone House (i.e. on the telephone, with visitors, with members of 12 step meetings outside of Livingstone House). Such behaviour breaches trust and can be extremely damaging and insensitive for those involved.

Due to issues of confidentiality, the use of photographic/video equipment is not permitted at Livingstone House unless prior permission has been sought by the Registered Manager and permission granted by the Service Users and staff.

VISITING

Family members and relatives are encouraged to visit Service Users. If you have children visiting, you are required to take responsibility for them. Pets are not allowed on the premises.

Visitors to Livingstone House are requested not to drink alcohol or take drugs on the day of their visit as this is inappropriate in a therapeutic setting. We reserve the right to ask anyone to leave the premises.

You and your visitors are expected to stay within Livingstone House and its grounds, unless you have been given special permission by the staff team.

Visitors to Livingstone House are required to attend a Family Group which takes place prior to visiting and also at other specifically arranged times. This group is in place to offer support for family members/children who may be struggling to understand addiction and its effects.

During your stay at Livingstone House you may feel that you need to have a meeting with family members/partner etc in order to talk honestly about situations which may have occurred, or perhaps to discuss present and future relationship problems. In order to help you with what can be a difficult situation, we offer facilitated meetings which can take place before visiting or at another arranged time. During these facilitated sessions, a member of staff will be present to ensure that all sides are able to be heard and supported. Please ask a member of the Livingstone House staff if you wish to arrange a facilitated meeting.

Relationships Whilst In Treatment

Misusing drugs and alcohol has very negative effects on relationships, with families, friends and partners. Whilst under the influence of drugs people often develop unhealthy and damaging relationships. Many people enter Livingstone House with a history of unstable, transient or broken relationships. Some have a history of violent or abusive relationships.

The process of coming off drugs and alcohol, involves developing a stable pattern of life, working through emotions and addressing relationship problems; plus, sorting out the many other issues people carry with them.

It therefore takes time and the influence of therapeutic programmes for Service Users to develop understanding of their own dependency and relationship needs. People undergoing detoxification and rehabilitation are often vulnerable and insecure. Most adapt and settle in to the new environment, which aims to be relaxed, friendly and supportive.

It is easy to develop new friendships and respect for other Service Users. *It is less easy to begin to change old habits and patterns of behaviour. People sometimes form relationships with other Service Users which repeat previous manipulative, dependent or "quick fix" patterns.*

The programme at Livingstone House allows time for people to talk, discuss, learn and grow. Livingstone House hopes that everyone will form mutually supportive working friendships whilst at Livingstone House. *Developing sexual relationships with other Service Users is not healthy or respected within Livingstone House.* Apart from the physical risks associated with STDs, HIV and Hepatitis, it disrupts the ability to work through emotional issues. It also interferes with an individual's capacity to concentrate on the programme, creates problems for other community members, and, is therefore actively discouraged. If two people are found to be developing a 'close' or possibly sexual relationship several actions may happen :-

- *The individuals concerned can be challenged in group.*
- *Their counsellors/keyworkers will take time to explore the behaviour, it's causes and consequences.*
- *Discussions will take place with funders to put them in the picture.*
- *The individuals will be seen by staff team members and could be given a written warning/contract about future conduct.*
- *Transfer or discharge if there are repeated behaviours.*

Developing control is an important part of recovery. Every one at Livingstone House wants you to have self respect and meaningful relationships. If you feel that you need help with troubled relationships please talk to your keyworker.

COMPLAINTS PROCEDURE

At Livingstone House, we strive at all times to provide a high quality professional service to our Service Users and, with this in mind, we welcome any feedback or suggestions as to how we could improve our service. The following is the procedure you should follow in the event of you wishing to complain about our service.

1. If you feel you have legitimate grounds for complaint, in the first instance, this should be made verbally to the Registered Manager, unless the complaint directly involves him, when you should begin the process at Section 2.

If you are not satisfied with the response you receive, then the complaint should be formally put in writing (or tape: see note at foot of page) to the Registered Manager who should respond, in writing within 7 working days.

2. If you are still unhappy with the response then the complaint and response should be sent to the Director of Livingstone House

Ms Sarah Livingstone
Livingstone House
290 Mansel Road
Small Heath
Birmingham
B10 9NN

Again, you should receive a response within 7 working days.

3. Livingstone House is registered with the Commission for Social Care Inspection and is bound by the Care Homes Regulations therefore if, your problem is still unresolved, and you have the right to contact them at the address below, where your complaint will be further investigated.

Address to be found

N.B For Service Users who feel that their literacy skills are poor, we can support you in putting your complaint in writing. If you prefer, we can also provide a “Dictaphone” in order that you can record your complaint on tape and then follow the above procedure.