



Date as post marked.

Dear

Further to your enquiry, please find enclosed our Statement of Purpose, referral form, pre-assessment form and fee letter.

In the interest of good practice and to avoid raising unfair expectations for the client, we are unable to proceed further until the pre-assessment form regarding agreed funding etc. is completed and returned. We initially require the funding to be agreed for a period of six months on the understanding that if the client leaves before the end of that period funding will stop at the end of the calendar month. The average stay is for a 6 – 9 month period. Some women stay longer depending on their individual needs and issues.

If we can be of any assistance, please do not hesitate to call.

Yours sincerely

Kim Nikles
Administrator

Enc.
Statement of Purpose
Referral Procedure
Pre-Assessment Form
Application for Residency
Risk Assessment
Fees
Search Policy
Visitors Policy
Restrictions Policy
Instant Termination Policy
Policy on Housework
Aftercare Support Packages
Smoking Policy
Personal Money Policy

Statement of Purpose

Introduction

Trevi House provides rehabilitation and parental assessment for mothers with drug or alcohol dependency issues, together with their children, in a residential setting in the city of Plymouth, Devon.

Trevi House is both a home and safe place; where mothers and their children remain together as a family unit, whilst substance misuse and related issues are addressed. The needs of residents are individually assessed prior to entering Trevi House to draw up a mutually agreed Long Term Support Plan. Trevi House offers a structured rehabilitation programme mixed with flexible residential programmes arranged to facilitate the transition to an independent life, free from substance dependency.

Residents are specifically involved in determining their own recovery programme, which is designed to encourage and develop increasing responsibility for managing both their own and their families' lives. In addition to group therapy, one-to-one counselling and associated work, the programme also includes both leisure and social activities, all of which help to develop confidence and skills to cope successfully with substance-free daily living. All residents have an individually written contract, which makes clear the terms and conditions for admission to the programme and expectations.

All residents sign a Licence Agreement upon entry to Trevi House. The Licence Agreement is between the resident and the Registered Social Landlord Devon and Cornwall Housing Association.

Trevi House is drug and alcohol-free, and a resident may be asked to leave if she does not fulfil her agreed contract. Applications from prospective residents on a reduction programme are welcomed. We work closely with our local GP to manage the reduction holistically.

We offer trial days and taster sessions with the opportunity to sample communal living and see the facilities within the project to enable prospective residents to make an informed choice and ask any questions to staff and current. Please call the [Admin Team](#) on Tel: 01752 255758 or Email: office@trevicehouse.org to arrange a visit.

Aim

Our aim at Trevi House is to provide a warm, friendly environment. To treat all residents and their children as individuals, offering services that meet individual needs. To provide an understanding response to the needs and feelings of carers, visitors and others who are significant to the residents.

Objectives

PRIVACY: The residents right to be left alone and undisturbed whenever practicable.

DIGNITY: The understanding of a resident's needs and their right to be treated with respect.

INDEPENDENCE: Allowing residents to take calculated risks, to make their own decisions and think and act for themselves.

CHOICE: Giving a resident the opportunity to select for themselves from a range of alternative options.

RIGHTS: Keeping all basic human rights available to the residents.

FULFILMENT: Enabling the resident to realise their own aims and helping them to achieve these goals in all aspects of daily living, making the transition to an independent lifestyle

Philosophy

We are committed to:

1. Each individual resident having their full civil and human rights maintained.
2. Each individual resident retaining her own level of independence.
3. Each individual resident retaining responsibility for their own life.
4. Resident's having respect and their dignity maintained at all times.
5. Residents having a choice in all matters related to them and to have support if and when required.
6. Resident's having 'a say' in and the opportunity to participate in the management of Trevi House.

To achieve this philosophy we pledge the following to our residents:

1. We will treat people fairly and with courtesy.
2. We will provide clear and accessible information on all our services.
3. We will make our services available to all sections of the community.
4. We will communicate swiftly and effectively in the most appropriate way.
5. We will regularly consult with our residents to ensure that we are providing a service that meets their needs.
6. We will treat all personal information in a confidential manner.
7. We will make and keep agreed appointments with our customers.
8. We will deal with all complaints promptly.
9. We will ensure that all our staff have sufficient resources and are trained to provide a high quality service.
10. We will ensure that all our staff can identify themselves as employees of Trevi House.

Who Does Trevi House Cater For?

Trevi House is for women with children aged 0-8 yrs, who want to address their substance misuse issues. Potential residents can self-refer, or be referred by a probation officer, GP, social worker, drug worker or other professional agency, which feels that Trevi House may be the appropriate setting for their client. Referral is simple, and can start with a phone call to request an application pack, which could result in a visit and a formal application. [Telephone the Admin Team: 01752 255758](tel:01752 255758) Email: office@trevihouse.org

The majority of residents who undertake the rehabilitation programme remain at Trevi House as follows:

9mth/40wks rehabilitation with reduction and parenting assessment,
6mth/26wks rehabilitation and parenting assessment.

Trevi House or the referring agent may request to extend the duration of the rehabilitation for various reasons and extensions will always be negotiated. We feel the specified durations give the individual an opportunity to take stock of their circumstances in a safe environment and to address the changes required in their life, in a caring and supportive setting.

Trevi House has an excellent nursery provision where pre-school children will be looked after by professionally trained staff, whilst their mothers participate in the programme. Local schools welcome children of school age by prior arrangement.

Who funds Trevi House?

Trevi is a not-for-profit charity registered with the Charities Commission, registration number 3719502, and registered charity number 1075433. Devon and Cornwall Housing Association provide the buildings and are occupied by Trevi House Limited under a management agreement.

The House and Buildings

Forming a small, sheltered complex around a landscaped courtyard, Trevi House is close to Plymouth city centre. The complex consists of older style residential houses, which have been successfully renovated to provide modern comfortable private rooms with communal kitchens and a shared lounge area for the resident families.

There are thirteen bedrooms including two double units. The rooms are fully furnished. Prospective residents are encouraged to bring personal items such as photos, books, a stereo/CD player and children's toys etc. This helps to create a family atmosphere within the privacy of their rooms. All electrical items must be PAT tested prior to use at Trevi House.

Unfortunately due to limited space we are unable to store any large personal items such as furniture.

The first few weeks are important for any family, and the settling in period is crucial. A new resident will be placed in a room next to the Out-of-Hours team who are able to offer support through the night if necessary. Once settled into the Trevi House Programme, the family will move into a different room. Occasionally room moves may be necessary.

Childcare Provision

Situated around the courtyard is a range of facilities for residents' children. There is a well-equipped nursery for under-twos and a modern, light and spacious nursery for under-fives, which has a playroom, an outside playground with permanent play furniture, a kitchen and dining room. These facilities are fully staffed and available from 9am to 4.30 pm Monday to Friday, and the outside play area is available for residents to use with their children at weekends.

The staff team who manage the nursery are all qualified to NVQ 3 and NNEB standard and all the facilities and services are regularly inspected by OFSTED.

We understand the children come from a background where drugs or alcohol misuse was commonplace. Many of the children exhibit social, emotional, intellectual, physical and/or language difficulties. The staff at Trevi House work to ensure that these children learn how to experience a normal way of life. Additional specialist skills are brought onto the project to meet individual needs as identified by staff or referring agencies.

Trevi House has a Health Visitor who holds a weekly clinic to offer advice and support to mothers and weight the babies. Mothers are encouraged to use this service regularly.

The project is registered with the Commission for Social Care Inspection (CSCI) and we are registered for a maximum of 13 mothers. The Nursery is Ofsted registered for a maximum of 20 children from birth to age 8. A copy of our most recent CSCI report is available online at www.csi.org.uk and the Ofsted report can be viewed online at www.ofsted.gov.uk

Trevi House Management and the Board of Trustees

The Registered Manager Claire English manages Operational and strategic Planning on a day-to-day basis. Qualified with an NVQ4 in Health and Social Care Management and Level 4 Registered Managers Award from City and Guilds with over 10 years experience of working within Health and Social Care environments.

Trevi House Board of Trustees consists of a diverse group of highly experienced individuals from a variety of sectors, whose skills and professional experience are invaluable to Trevi House its staff and resident families.

Initial Two Weeks at Trevi

All new residents and any personal belongings are searched upon entry to Trevi House to ensure the House remains a safe, secure, drug and alcohol free environment. All residents undergo an initial two weeks of full restrictions. The term Restrictions is used to describe the removal of privileges such as use of the telephone and trips to the shops.

Restrictions are a good tool for the resident to centre herself and adapt to communal life without outside influence or pressure.

Restricted Items

Razors	Mobile Phone
Nail Polish Remover	Pirate DVDs
Pirate CDs	Any over the counter medications
Candles	Sharp objects such as scissors, knives
Hair Clippers	Matches

The Programme

Rehabilitation involves intensive counselling both on an individual basis and through group work, with the mothers secure in the knowledge that the children's rehabilitation is progressed alongside their own. The rehabilitation period also gives the residents sufficient stability, time and strength of purpose to seek and define a new way of life for both themselves and their children.

The rehabilitation programme will cover the following:

- Social & Life Skills Training including budgeting, cooking
- Assertiveness Training
- Alcohol & Drugs Education
- Self Help Skills
- Health Issues
- Parenting Skills & Child Care
- Anxiety Management
- Diet & Nutrition
- Beauty Therapy
- Use of Leisure Time
- Returning to College/Work
- Physical Exercise including sailing and other outdoor activities
- Creativity – Art Workshop, Dance Therapy
- Resettlement including welfare and benefits, tenancy support and advocacy
- Aftercare

The following are sample comments from former residents and their families:

“What Trevi did for me and my alcohol misuse was amazing but even that pales into insignificance when I think of what was achieved in all other areas of my life”

“I know myself and my children, and do you know? We all like ourselves”

“There is nowhere like Trevi. I should know, I've tried them all. At Trevi I got real. It was painful but with care and support I received from Trevi I was able to be strong and work through my issues”

“Thank you for giving me my daughter back and my grand-daughter a mother”

“My daughter likes who she is, her confidence to be herself has grown.”

“Through respect from the Trevi Team I gained confidence to work on my past, I learned to laugh and have fun, and so did my children. All the drugs ever brought me was heartache and pain”

“Thank you to Trevi for giving me the opportunity to have a life, one that I enjoy. If it wasn't for Trevi my children would have been taken from me”

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8.15	MEDS	8.15	MEDS	8.15
09.00	JOBS	9.00	JOBS	9.00
09.45 – 10.30 <u>RESIDENTS' GROUP</u> 10.30 – 12.00 <u>Planning Sessions</u>	10.00 – 12.00 <u>Art Workshop or</u> <u>Individual Resident's Time</u> <i>1:1 Counselling, Personal Work, Appointments including Core Group Meetings, L.A.C. and Child Protection Reviews, Creativity Group, Housing and Welfare Benefits Appointments</i>	09.45 – 12.00 <u>PARENTING GROUP</u> <i>(Educational)</i>	09.30 – 12.00 <u>MOUNT BATTEN</u> <i>(literacy, numeracy, abseiling, rock climbing, kayaking, canoeing, orienteering, etc)</i> ALL DAY TWICE PER TERM	10.00 – 12.00 <u>FITNESS TRAINING</u> <i>Hamoaze House 1:1 Counselling</i>
12.00 – 12.30 LUNCH/MEDS	12.00 – 12.30 LUNCH/MEDS	12.00 – 12.30 LUNCH/MEDS	12.00 – 12.30 LUNCH/MEDS	12.00 – 12.30 LUNCH/MEDS
12.30 – 13.30 Quality Time with Children Health Visitor and Personal Health Time	12.30 – 13.30 Quality Time with Children Health Visitor and Personal Health Time	12.30 – 13.30 Quality Time with Children Health Visitor and Personal Health Time	12.30 – 13.30 Quality Time with Children Health Visitor and Personal Health Time	12.30 – 13.30 Quality Time with Children Health Visitor and Personal Health Time

SAMPLE TREVI HOUSE REHABILITATION PROGRAMME 2008

14.00 – 16.00 <u>Psychotherapeutic Group</u>	13.45 – 16.15 <u>Dance Therapy or Individual Resident's Time</u> <i>1:1 Counselling, Personal Work, Appointments including Core Group Meetings, L.A.C. and Child Protection Reviews, Creativity Group, Housing and Welfare Benefits Appointments</i>	14.00 – 16.00 <u>Educational Workshop</u> <i>Relapse-prevention, Assertion, Fear and Anxiety, Decisions, Relationships, Attitudes & Behaviours, Understanding and coping with feelings and Stress Management</i> <u>Appropriate intervention Groups</u>	13.45 – 16.15 <u>Individual Residents' Time</u> <i>1:1 Counselling, Personal Work, Appointments including Core Group Meetings, L.A.C. and Child Protection Reviews, Creativity Group, Housing and Welfare Benefits Appointments</i>	14.00 – 16.00 <u>Psychotherapeutic Group</u> or <u>Appropriate Intervention Group</u> <u>(Achievements Group)</u> <u>(Once monthly)</u>
		20.00 – 21.30 <u>Planning Session</u> <u>(Fri/Sat/Sun)</u>		

1615	MEDICATION	16.15	MEDICATION
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Medication and Reduction Programmes

All prescribed and over the counter medication must be handed in on arrival at Trevi House. All Key Worker, Childcare Practitioners and Out-of-Hour staff are trained in medication administration and handling.

All medication is stored centrally and we have a local pharmacist who checks our practices regularly to ensure they are robust and up to date.

Staff as detailed will administer all prescribed medications.

The Trevi House Team

Trevi House has a dynamic staff team committed to the provision of quality services, the development of the project in line with local and national guidelines, maximising effective communication and transparency throughout the organisation, and works to continually deliver best practice in the field of drug and alcohol rehabilitation.

General Manager
Development Manager
Therapeutic Programme Manager
Nursery Manager
Admin Support Assistant
Nursery Staff (5)
Key Workers (3)
Out Of Hours Workers (9)
Chef
Resettlement Worker

The team deliver a 24 hour 7 day a week service to the resident families and those going through out Resettlement and Aftercare Programme. All staff members are appropriately trained within their field of work to deliver a proactive therapeutic programme and offer administrative support.

Trevi House operates a robust recruitment process to ensure that all staff come with two checkable references, relevant qualifications and go through an Enhanced CRB check prior to taking up their position on the staff team. An internal training programme ensures staff members are current in Health and Safety, Fire Training, Basic Food Hygiene, First Aid, Child Protection, Protection of Vulnerable Adults and Medication Administration and Handling.

Residents are invited to sit on our interview panels for prospective staff members and are given the opportunity to offer their feedback on the interviewee through a structured recruitment process and their suitability for the position.

Catering

Resident families are provided with one home cooked two course meal prepared on the premises Monday to Friday by the Chef. Trevi House operates a four-week menu, offering two main choices for a cooked lunch and a choice of desserts.

To enhance life skills, residents are expected to prepare their own breakfast for their family and evening/weekend meals. The residents with support from their key workers prepare weekly menus and Trevi House supplies all ingredients.

There are four well-stocked kitchens within the residential project and residents are tasked with cleaning to ensure hygiene and stock control.

SAMPLE MENU

MONDAY	Carbonara, Garlic Bread Tuna/Cheese Jacket Potato And Blackberry Crumble & Custard/Fruit
TUESDAY	Pork Chops, Carrots, Peas & Broccoli, Salad. Tomato Soup Bread Roll And Strawberry Cheese Cake/Ice Cream
WEDNESDAY	Beef Curry & Rice Salad Vegetable Curry And Lemon Tart/Yoghurt
THURSDAY	Roast Ham, Roast Potatoes, Carrots, Parsnips, Swede, Cabbage, Stuffing & Gravy Vegetarian Meatloaf And Cup Cakes/Fruit Cocktail
FRIDAY	Mixed Grill Cheese/Bean Jacket Potato And Sticky Toffee Pudding/Trifle

Laundry

Situated in House 4 is the communal laundry room. All residents are allocated laundry slots upon arrival. All mothers are responsible for their own laundry and their child/rens laundry. Mothers are to ensure all items where necessary are labelled/named prior to admission. Trevi House cannot take responsibility for items that go missing or are left unattended.

Cleaning Schedule

As part of living in a community, all residents are required to take part in the Trevi House Cleaning Schedule. As part of the induction process the schedule is explained to all residents and Responsible Residents are tasked with explaining each job on the list. Time is allocated daily to cleaning the project.

All cleaning products and equipment is supplied and maintained by Trevi House and Trevi holds where necessary COSHH Sheets on each product.

Health and Safety / Fire Precautions

Trevi House takes Health and Safety seriously and aims to provide a secure safe environment for all residents, children, visitors and relevant agencies.

Trevi House operates secure entry where all residents, staff and visitors must be "buzzed" into the project. All visitors must sign in and out via the admin office at reception, collecting a Pass. Staff and residents are required to use the location board situated outside reception to enable the Admin Team to ascertain who is on the project.

Due to Health and Safety parking at Trevi House is restricted to Management and essential car users only. All visitors are politely requested to use the local Pay and Display Car Parks located within easy walking distance of Trevi House. Visitor parking is strictly by prior arrangement only. Book able through the [Admin Team Tel: 01752 255758](tel:01752 255758)

Trevi House has an integral Fire Alarm System provided and maintained by the landlord Devon and Cornwall Housing Association. Trevi House carry out weekly tests of the system and practical tests for residents 6 weekly. Trevi House operates an evacuation policy where all residents and staff upon hearing the alarm must make their way in an orderly fashion to the designated meeting point.

All staff members undertake Annual Fire Awareness Training and regular refresher training.

Minibus, Travel and Trips

Trevi House has its own minibus, which is driven by the staff. The minibus enables the residents and their children to experience the wider community and take part in outings/events. As part of the residential rehabilitation programme the residents will take part in weekly outward-bound activities and gymnasium visits via accredited agencies.

The Nursery use the bus to take the children to the local park or an event to aid the children's learning and build on their experiences. All programmed travel is free. For residents days out to the beach or a park Trevi House offer subsidised travel and concessionary fees will be charged to the residents per trip.

Residents, who travel to GP, hospital or dental appointments, court dates, access days, etc must fund the travel themselves. Trevi House does not include travelling expenses in the residential fee. The referring agency will be approached on behalf of the resident to cover travel costs outside of Plymouth. Trevi where possible empowers the resident to manage their own finances and weekly budget.

Escorting Residents

On occasion it is necessary to escort residents and their child/ren to appointments such as the GP, dentist, probation, midwife, court hearings etc. Trevi House staff will escort the resident and child/ren to register with the GP initially for free. However the impact on staffing must be reduced if cover is required. Trevi House reserves the right to charge for the escorting of residents outside of this initial appointment. The charges are listed under Incidentals.

Access Visits and Accommodation For Siblings

We recognise the importance for the mother to have access where possible and to spend quality time with her absent children. Trevi House has the facility to accommodate up to two siblings overnight under the responsibility of the mother, as determined by the referring authority. A charge for this service is payable in advance as detailed in the Incidental Charges.

The visiting child/ren will have access to all the facilities at Trevi House as per any resident and staff will be on hand to support the mother and plan for the visit to make it as stress free as possible for all concerned. Overnight visits require planning and Trevi House ask all referring agents to give as much notice as possible to avoid disappointment.

Trevi House Residential Fees

Our Residential Fees are invoiced gross per calendar month in advance. Due to the unique funding of the dual Rehabilitation and Residential Programme invoicing is split between the two referring departments; Adult Social Care for the mother and Children's Social Care for the child/ren. Gross residential and rehabilitation fees are charged per resident and child/ren. Trevi House pays part of the residential fee as per Licence Agreement to Devon and Cornwall Housing Association on behalf of the resident.

All Residential Fees include utilities, fully furnished accommodation; food, snacks and drinks as per planned daily menus, domestic cleaning products as per the House Cleaning Schedule, resource materials for the nursery, the delivery of the Rehabilitation and Residential Programme, subsidised entertainment and electrical safety checks of all resident's personal electrical items.

Residents receive their personal allowance of £21.20 pw to purchase their own toiletries, clothes, washing powder and other sundries, pay for personal travel expenses, personal calls on the communal payphone, cigarettes, stamps etc. Trevi House retains £25.00** pw Child Tax Credit on behalf of the resident so they may leave with a cash lump sum to aid their resettlement. Trevi House pays the mother £20.00pw ChildTax Credit for her to purchase items for her child/ren, such as nappies, wipes, creams, toiletries, clothes, treats and trips out.

Our charges are as follows:

Weekly Residential Placement Fee 2008-9

February 08

<u>Contribution</u>	<u>Mother 18-25</u>	<u>Child Aged 2+</u>	<u>Child aged 0 to 2yrs weekly supplement</u>
Local Authority	769.98	425.38	468.22
Fees per week payable one month in advance (unless negotiated)	769.98	425.38	468.22

Resettlement and After Care

All ex-residents who relocate locally will automatically receive 3 free one-hour home visits from our Resettlement Worker within a 10mile radius as part of their programme. Any post-discharge services provided will be subject to agreement with the funding agency book able in blocks of 6 sessions.

Aftercare explicitly involves post-discharge counselling from the residents key-worker to help the ex-resident settle into their new environment and cope daily with their thoughts and feelings post Trevi.

Resettlement	Aftercare	Resettlement and Aftercare
3 x 1hr sessions free	6 x 1hr sessions = £270 post-discharge counselling	3x 1 hr Resettlement sessions plus 6 x 1hr Aftercare sessions = £330

Our residential fees are calculated gross as we do not and cannot take into account incidental charges such as:

Incidental Item	Charge	
Writing Court Report	71.32 per report	
Court Attendance	90.00 flat rate plus travel at cost and subsistence	
Pre-assessment for Court Purposes	£400.00 including report	
Reading Court Reports Prior to Admission	£400	
Drug Testing	£35.00 per test	
Escort Fees midwife, CP meeting, probation, emergency requiring hospital visit or admission, excluding travel	Key worker rate per hour plus travel. £6 subsistence if over 4hrs	
Train Journey	At Cost plus subsistence if over 4 hrs	
Overnight	At Cost plus £25 subsistence	
Car Parking	At Cost	
Fuel	47p per mile	
Admin Fee for advance of money, booking train tickets, arranging couriers, carer accommodation	£12.50 excluding bank charges	
Overnight stays for visiting siblings per night (weekly rates by prior negotiation only)	0-2yrs £57.81pn	2yrs+ £52.15pn

All referring authorities should make themselves aware of our incidental charges, as they form part of the contract for rehabilitation and will be invoiced for. Trevi House reserves the right to review the Residential Fees and Incidental Charges at anytime; where appropriate Trevi House will give all referring agencies 28 days written notice of any changes under the Terms and Conditions of Contract.

Admission Policy and Procedure

To ensure we meet the requirements under the Care Standards Act 2000, and uphold current best practice, we as a team must ensure we comply with the following procedure, to admit new residents to Trevi House.

- 1) All initial enquiries about admissions, application packs and funding are to be handled and documented by the Admin Team, where a computerised log of prospective residents will be kept on a computerised database
- 2) The Admin Team for audit and equal opportunity purposes must process any applications received by Trevi House sending a letter to the referee to acknowledge receipt. The application is then passed to the Therapeutic Programme Manager for discussion with the Trevi Management Team.
- 3) If we are proceeding with the application, a letter will be sent out offering a Pre-Assessment Interview with a date and time to all agencies involved with the prospective resident. If we are declining an application, a letter stating our reasons will be sent giving the referee 21 days to appeal our decision in writing.
- 4) All Pre-Assessment Interviews where possible should be attended by two staff, to evaluate the prospective resident holistically. The Therapeutic Programme Manager and Nursery Manager must decide whether or not to admit the resident using the information recorded during the pre-assessment interview.
- 5) The Therapeutic Programme Manager must inform the Admin Team of the decision so relevant admit or decline packs/letters can be sent to the referee and all relevant agencies involved with the prospective resident.
- 6) The Admin Team will ensure the financial paperwork is in place 48hrs prior to the resident being admitted to Trevi House for both the mother and child or children. Any discrepancies should be passed to the General Manager immediately.
- 7) The Therapeutic Programme must allocate a named Key-worker to the resident and bedroom number, informing all staff. An appointment for the new resident to meet with the Resettlement Worker is required within the first 7 days for welfare and benefit paperwork to be completed.
- 8) All mothers will meet with the Nursery Team to plan for the settling of the child/ren into the Nursery. They will meet the named Key Worker and discuss appointments with the Health Visitor

- 9) No Mother or child/ren will be admitted after 6pm. The referring agent is required to ensure travel arrangements facilitate this, for health and safety purposes Trevi House request all new residents are accompanied at admission.

	Actions to be carried out within first 14days upon arrival at Trevi House
24 Hours	Medication received, recorded and MARS updated Kitchen informed of dietary requirements
First 3 days	Trevi Induction House Rules/House Keeper Schedule Inventory Signed Fire Procedure/Peep GP Registration Pharmacy Notified of Resident Photo taken for MARS/ Allergies noted Admin notified of room allocation
First 7 days	-Risk Assessment and Long Term Support Plan written and agreed between Resident and Key worker -Nursery personal details sheets are filled in with mums -Child's nursery file to be set up by allocated key worker - Resident to meet with there child's key-worker -Nursery Expectations explained to mum -Nursery Programme explained to mum -Resident to have interview with Resettlement Worker
First 14 days	-Nursery to agree with mum when child is to see health visitor -Nursery staff to identify mums parenting strengths and weaknesses / build agreed action plan on what mum would like to achieve whilst at Trevi

Complaints Policy and Procedure

- Trevi believes that if any service user wishes to make a complaint or register a concern they should find it easy to do so.
- It is our policy to welcome complaints and to look upon them as an opportunity to learn, adapt and improve the service provided.
- This Policy is intended to make sure complaints are dealt with properly and that all complaints by service users, their relatives or their carers are taken seriously.
- The Policy is not designed to apportion blame, nor to consider the possibility of negligence, or to provide compensation. It is not part of the Trevi disciplinary policy.
- Trevi believes failure to listen to and act upon complaints, will lead to further dissatisfaction.
- The initial step in respect of any complaint should be directed to the department manager, who will do their utmost to resolve the complaint. However, you may feel that the response given is not satisfactory, and may wish to take your complaint further. In such circumstances the following steps should be taken:

Step 1

Please contact the General Manager who will investigate the problem and respond within 14 working days.

Claire English
General Manager
Trevi House Ltd
2-6 Endsleigh Gdns
Mutley
Plymouth, Devon
PL4 6DR
Tel: 01752 255758

Step 2

If you are not satisfied with the response, the matter should then be referred to the Chairman of the Board of Trustees who will respond within 14 working days:

Gwen Macpherson
Board of Trustees Trevi House
2-6 Endsleigh Gdns
Mutley
Plymouth, Devon
PL4 6DR

Step 3

If this fails to satisfactorily address your complaint then the matter can be reported to the Commission of Social Care Inspection (CSCI):

CSCI
Unit D1
Linhay Business Park
Ashburton
TQ13 7UP
Tel: 08450150120

- If the service user is dissatisfied by the response from CSCI, they can complain to the Parliamentary Ombudsman. The Parliamentary Ombudsman will only deal with complaints that have been referred to him by an MP.

Trevi House CODE: _____

Pre-Assessment Details

Client: _____ Age: _____ D.O.B: _____

*Agreement to fund for a minimum of 6 months: Adult: Y/N

Finance Address for Monthly Invoicing Adult only

.....
.....
.....

Remarks re. Funding: _____

Agreement to fund for a minimum of 6 months: Child/ren: Y/N

Finance Address for Monthly Invoicing Child only

.....
.....

Remarks re. Funding: _____

**Agreement to fund unborn child (if applicable) Y/N

Invoice Address for unborn child.....

.....
.....

Remarks re. Funding: _____

***Please note application cannot proceed further until the above is completed and returned. All funding must be agreed in writing for a minimum of six months subject to your reviews and the contract in place prior to admission.**

****If the client is pregnant and will not be bringing other child/ren with her, the family unit must be paid for i.e. the unborn child must be funded.**

Cont.

TREVI HOUSE - Pre-Assessment Details

Care Managers:

Adult _____

Address: _____

Tel: _____

Child/Children:

D.O.B:

.....
.....
.....
.....

.....
.....
.....
.....

Child

Care Manager: _____

Address: _____

Tel: _____

Reduction Programme

Will client undergo detox prior to admission? YES NO

Will Client Undergo reduction programme whilst at Trevi House?

YES NO

If yes has reduction programme charge been agreed? YES NO

Name and Address of reduction programme funder:

.....
.....

TREVI HOUSE - Pre-Assessment Details

Current Prescriber (if applicable): _____

Address: _____

Tel: _____

Child Protection Issues e.g. On at risk register/ in care: _____

Planned case conference/court appearances due over next 12 months.
Please give dates and venue.

Any other information that we need to know.

Signed: _____ Date: _____

Position: _____

Please note assessments are on a Wednesday at 1.30 PM. approx. duration one and half-hours. We suggest that children if appropriate should accompany their mother. Our in-house nursery will be available during assessment, please let us know if children are to attend so that we can notify our Nursery Manager.

TO BE COMPLETED BY CLIENT

PRIVATE AND CONFIDENTIAL

**TREVI HOUSE PROJECT
PLYMOUTH**

**Trevi House
6 Endsleigh Gardens
Plymouth
Devon
PL4 6DR
Tel. 01752 255758**

Application for Residency

Name.....

Name, number & ages of
Children.....

.....
Current Address.....

.....

.....
Telephone number.....

Date of birth.....

Name & Address of
Consultant/GP.....

.....

Referral Agent.....

Contact Address.....

.....

Telephone number.....

Date:.....

ADULT SOCIAL WORKER

NAME			
ADDRESS			
Tel No:		Fax No:	

ADULT SOLICITOR

NAME			
ADDRESS			
Tel No:		Fax No:	

ADULT FUNDER

NAME			
ADDRESS			
Tel No:		Fax No:	

PROBATION

NAME			
ADDRESS			
Tel No:		Fax No:	

CHILDS SOCIAL WORKER

NAME			
ADDRESS			
Tel No:		Fax No:	

CHILDS SOLICITOR

NAME			
ADDRESS			
Tel No:		Fax No:	

CHILDS FUNDER

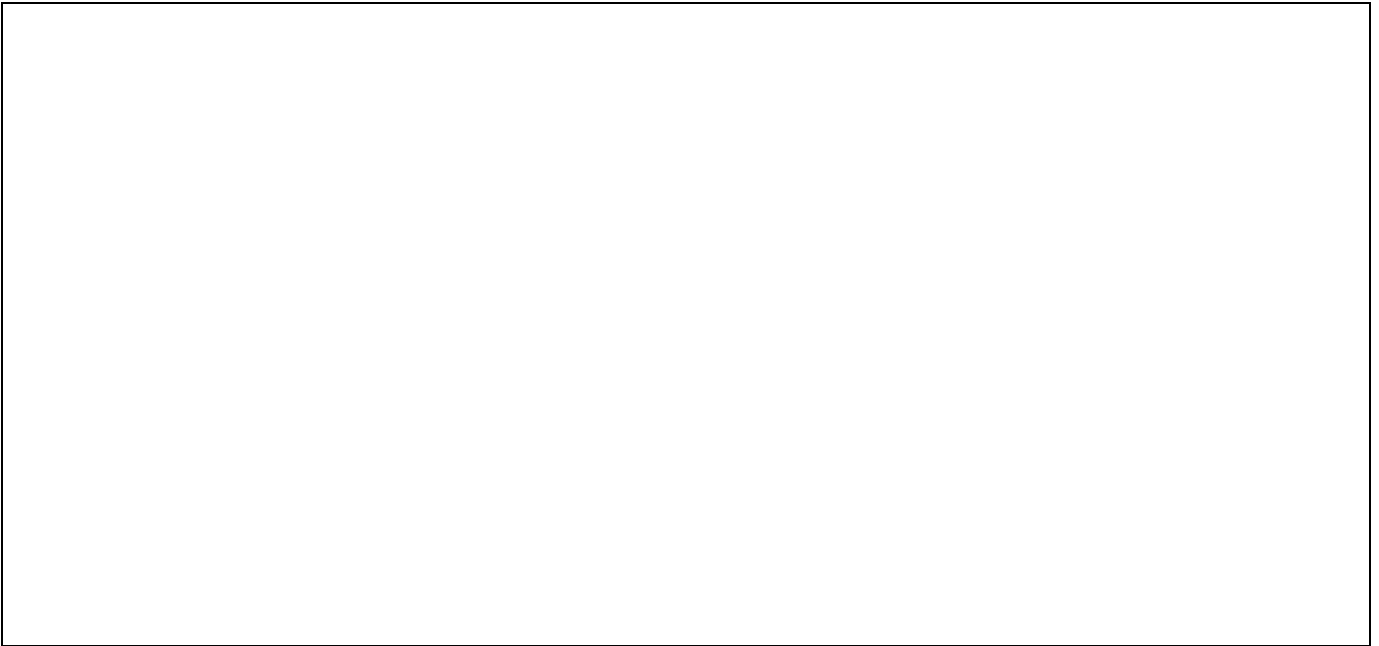
NAME			
ADDRESS			
Tel No:		Fax No:	

CHILDS GUARDIAN

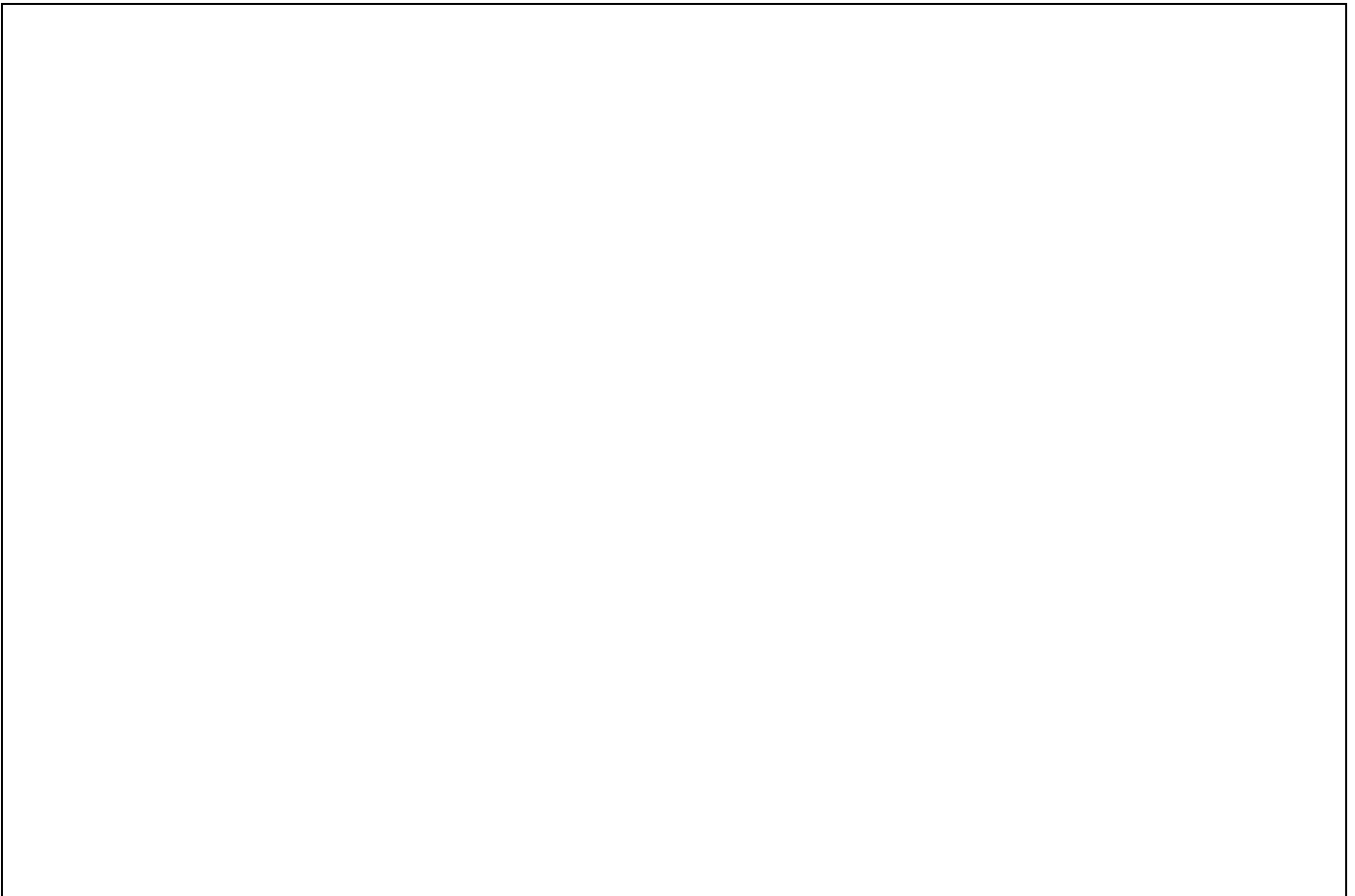
NAME			
ADDRESS			
Tel No:		Fax No:	

PRIVATE AND CONFIDENTIAL

Personal background history/lifestyle.

A large, empty rectangular box with a thin black border, intended for the user to provide their personal background history and lifestyle information.

What difficulties/worries have you had in relation to your drug/alcohol use?

A large, empty rectangular box with a thin black border, intended for the user to describe any difficulties or worries they have had in relation to their drug or alcohol use.

PRIVATE AND CONFIDENTIAL

Children's history/lifestyle.

In what way do you think your child/children have been affected by your drinking/drug use?

PRIVATE AND CONFIDENTIAL

Significant others (i.e. partner, family, friends).

In what way do you think that others have been affected by your drinking/drug use?

[Empty response box]

PRIVATE AND CONFIDENTIAL

Drug/Alcohol Assessment

DRUG FREE? Y/N IF YES HOW LONG? _____

CURRENT USE.
PLEASE SPECIFY DAILY INTAKE OVER LAST 7 DAYS _____

HOW
TAKEN? _____

IS THIS
TYPICAL? _____

CURRENT
PRESCRIBER? _____

DAILY PRESCRIBED MEDICATION AND
AMOUNTS? _____

How long have you been prescribed this medication? _____

For what purpose is it prescribed? _____

DRUG/ALCOHOL WORKER (If any) _____

ANY SPECIFIC DRUG OR ALCOHOL
PROBLEMS/ISSUES _____

ANY RELATED HEALTH/MENTAL HEALTH PROBLEMS (Please include
injecting history/information if relevant)

PREVIOUS TREATMENT/REHABILITATION/DETOXIFICATION/DRUG OR
ALCOHOL FREE PERIODS

PRIVATE AND CONFIDENTIAL

OTHER HEALTH PROBLEMS (Including mental health, dental problems, fits, migraines, eyesight etc)

Current_____

Past_____

Allergies_____

ACCOMMODATION

TYPE_____

IS IT
SECURE/PROBLEMS?_____

COMMENTS_____

ARREARS_____

REPAYMENTS BEING
MADE/OFFERED_____

FINANCIAL SITUATION/EMPLOYMENT

INCOME (Income
Support)_____

Child Tax Credits (no. &
Amount)_____

Child Benefits (no &
Amount)_____

PROBLEMS_____

DEBT DETAILS

SOCIAL SECURITY BENEFITS

Name

NI No

Benefits Office

I give my consent for Income Support and / or Incapacity Benefit / Child Tax Credits / Child Benefit to be paid into the Trevi House Ltd No 2 Account for the duration of my treatment at Trevi House.

Plymouth City Centre Branch
14 Old Town St
Plymouth
PL1 1DG

Sort Code 56 – 00 – 63 Account 36340650

I understand that Trevi House will recover my contributions towards my care as set down by Social Services and that I will receive the statutory personal allowance less any deductions taken from my benefit at source.

I give permission for the Benefits Agency to discuss my claim with Trevi House prior to and during my treatment at Trevi House.

I understand that no changes will be made to my Benefits until after my admission to Trevi House.

Signature of Client.

Date

Signature Trevi House

PRIVATE AND CONFIDENTIAL

PREVIOUS OFFENDING HISTORY

LEGAL SITUATION

ANY PAST SIGNIFICANT LEGAL PROBLEMS _____

ANY COURT CASES PENDING? Y/N

FOR WHAT REASON? _____

PREVIOUS OFFENDING HISTORY

OFFENCE	YES/NO	How many times in the last FIVE years
Shoplifting		
Fraud		
Assault		
Prostitution/Soliciting		
Any other Offences		

PREVIOUS PRISON EXPERIENCE

OFFENCE	Which Prison	How long Served

PRIVATE AND CONFIDENTIAL - CHILDREN

FULL NAMES

DOB

CURRENTLY LIVING

ADDRESS _____

WITH _____

ANY OTHER RELEVANT CONTACTS (I.E. GRANDPARENTS, AUNTS, UNCLES, ETC.)

SOCIAL SERVICES INVOLVEMENT Y/N

IF YES - SOCIAL WORKER

NAME _____

ADDRESS _____

TEL

NO _____

STATUS _____

LEGAL

STATUS _____

CARE

ORDER _____

GP

NAME _____

ADDRESS _____

TEL NO _____

ANY SIGNIFICANT MEDICAL HISTORY (Inc diet or drug allergies)

CHILDREN - HEALTH VISITOR

NAME _____

ADDRESS _____

TEL NO _____

BEHAVIOUR ISSUES/SCHOOLING
PROBLEMS _____

DIET (Main dislikes)

SCHOOL

NAME _____

ADDRESS _____

TEL NO _____ YEAR _____

TEACHERS
NAME _____

HISTORY OF
SCHOOLING _____

ANY LEGAL PROBLEMS

CONTACT WITH
FATHER

ANY LEGAL/ACCESS ISSUES

PRIVATE AND CONFIDENTIAL

IMMUNISATION RECORD
VACCINE

	2mths	3mths	4mths
Diphtheria			
Tetanus			
Polio			
Whooping Cough			
Hib			

	12-18mths	Approx. age
Measles		
Mumps		
Rubella		

	Pre-school	Approx. age
Diphtheria		
Tetanus		
Polio		

PROTOCOL ESTABLISHED BETWEEN PLYMOUTH SOCIAL SERVICES AND TREVI HOUSE ~ OCTOBER 04

CONCERNING THE PLACEMENT OF CHILDREN AT TREVI HOUSE WHO ARE ON THE CHILD PROTECTION REGISTER

1. This Protocol concerns multi-agency liaison and decision making when a family is placed in Trevi House, Residential Rehabilitation Unit, including children whose names had been placed on the Child Protection Register of the referring Local Authority.

Should the child also be subject to legal proceedings or subject to a Care Order, there will be a need for other procedures to be implemented. It is a recognition that children assessed as being "at risk" by another Local Authority could be living in Plymouth at Trevi House for 6 – 9 months. It is in accordance with "working together".

2. Trevi House will notify Ginkgo House {where the Social Services custodian of the Child Protection Register is based} once a child, whose name is on a Local Authority's Child Protection Register, is placed at Trevi House / once the placement is confirmed.
3. Once notification is received, Plymouth Social Services will place such children on our temporary Child Protection Register.
4. Placing Authorities are expected to liaise with the Ballards House Advice and Assessment Service as to their expectations and any necessary arrangements. It is expected that the placing authority's Key Worker for the child will provide relevant case conference reports and a written contingency plan in the event of an unplanned breakdown of their placement(s) to Trevi House.
5. It is expected that the Key Worker will liaise with the Plymouth Health Visitor, or Midwife, immediately after placement in order to clarify the plan and any protection or health needs arising. Where appropriate, it is also expected that the Key Worker will liaise with the School Nurse in Plymouth for similar reasons.
6. The Key Worker for the child (ren) on the Child Protection Register will continue to be nominated by the placing Local Authority, who are responsible for the implementation of the Child Protection Plan.
7. The child's name will remain on Plymouth's temporary register until the child leaves Trevi House
8. There will be no review of the temporary registration by Plymouth Social Services. Should the placing authority decide to remove the child(rens) name(s) from their Child Protection Register, Trevi House will inform Plymouth Social Services who will immediately remove the name from its temporary register.
9. Trevi House convenes an initial review of the parent's progress within 6 weeks of admission. It is Trevi House's expectation that the child's Social Worker attends this meeting. Plymouth Social Services Advice and Assessment Team at Ballard House can provide advice and consultation to Trevi House and/or the link worker if needed.

10. In the event of a crisis, Trevi House staff will immediately notify the Key Worker for the child from the placing authority. The appropriate action to safeguard the child will be taken in accordance with the contingency plan. This may involve Plymouth Social Services taking action on behalf of the responsible authority by negotiation.
11. Should a family placed at Trevi House decide to remain in the Plymouth area on a permanent basis, an Initial Child Protection Case Conference will be convened:
 - a) To consider placing the names of the child or children on Plymouth's Child Protection Register.
 - b) In order to construct an appropriate Child Protection Plan.
 - c) To enable Plymouth Social Services to take over responsibility for implementing the plan.

The responsibility for starting this process will be the original placing authority, which will liaise with the appropriate Children and Families Locality Team in Plymouth as soon as possible and once a permanent address has been identified.

12. As soon as the family / child moves from Trevi House either in a planned or unplanned move, then Trevi House or the Key Worker will inform Plymouth link worker.
13. If a family whose children are not or are no longer on the Child Protection Register of another authority intends to settle in Plymouth, then Trevi House will consider calling a CIN meeting under the Child Concern Model to draw up a CIN Plan to access appropriate support. Plymouth Social Services to attend if appropriate.

Contact Information:

Amanda Benwill	Custodian of the Register, Plymouth Social Services, Ginkgo House 156 Mannamead Road, Plymouth PL3 5QL
Amanda Benwill	Custodian Administrator, Ginkgo House. Tel No: 01752 – 766919
Ms S Wallace	Team Leader, A & A Service, Ballard Tel No: 01752 306800
Health Visitor 222781	Freedom Health Centre, 78 Lipson Road, Lipson, Plymouth PL4 8PH Tel No: 01752
Ms L Whitting	School Nurse, Cumberland Centre, Damerell Close, Devonport, Plymouth PL1 4JZ Tel No: 01752 566622
Siobhan Wallace	Team Leader Advice & Assessment 5/10/04
Claire English	General Manager, Trevi House

N.B: Plymouth Social Services, Children & Families Division are divided into the Advice and Assessment Service, based at Ballard House and the Child Care Teams based at Midland House.

The advice and Assessment Service offers consultation and assess all new referrals. Where there is an established care plan, children's cases are managed by Social Workers in the Locality Teams. This includes children whose names are placed on Plymouth's Child Protection Register.

All agencies in Plymouth work to the multi-agency Child Concern Model when responding to children in need.

PRO-FORMA FOR CONTINGENCY PLAN

CONCERNING A CHILD PLACED AT TREVI HOUSE, PLYMOUTH

1. NAME OF CHILD(REN) WITH DATE(S) OF BIRTH AND ETHNIC ORIGIN
2. HOME ADDRESS
3. DATE OF REGISTRATION AND CATEGORY (PHYSICAL, NEGLECT, SEXUAL OR EMOTIONAL)
4. FAMILY DETAILS
5. RISK MANAGEMENT INFORMATION (RELEVANT INFORMATION AND ASSESSMENT OF PARENT CONCERNING VIOLENCE AND AGGRESSION)
6. LEGAL STATUS OF CHILD
7. ASSESSMENT OF RISK IN CASE OF UNPLANNED BREAKDOWN IN PLACEMENT AT TREVI HOUSE.
8. ASSESSMENT OF RISK IN CASE OF UNPLANNED MOVE (E.G. PLACING AUTHORITY TO ARRANGE RETURN OF PARENT AND CHILD TO PREVIOUS ADDRESS: REQUEST FOR EMERGENCY LEGAL PROTECTION OF CHILD)

DETAILS OF KEY WORKER FOR CHILD AND DUTY COVER ARRANGEMENTS, AND DETAILS OF OUT OF HOURS TEAM FOR PLACING AUTHORITY.

Signed: _____

Name: _____

Date: _____

CONFIDENTIAL

TO BE COMPLETED BY AGENCY

TREVI HOUSE

RISK ASSESSMENT

CLIENT NAME: _____

COMPLETED BY: _____

1. Is there any significant evidence of Risk in the following areas?

		Past	Current	
		Yes/No	Yes/No	Not Known
A	Risk of violence, harm to others			
B	Risk of suicide			
C	Risk of other self harm (Please state)			
D	Risk of neglect/vulnerability			
E	Risk to Staff			
F	Risk of any poor diet/eating disorder			
G	Risk of arson			

If yes please list past and present facts

Please highlight any intervention regarding the above

CONTRACTUAL CONSIDERATIONS

The Referral pack and subsequent documentation, which must be signed by all parties, form part of the standard terms and conditions of Trevi House Ltd.

Before a resident is admitted to Trevi House, a contract must be in place.

Unless otherwise stipulated, Trevi House Limited will issue an invoice on the last working day of the month in arrears. Payment terms are 30 days net. We reserve the right to charge interest on invoices outstanding for more than 90 days.

RESTRICTIONS

No contact restrictions apply to all new residents for a minimum of 2 weeks and this will be reviewed around the individual specific needs and discussed within the Team.

Residents accompany each other for trips off the Project. For example ~ doctors appointments, shop and any other activities

Telephone Contact

During your first few weeks, telephone contact is prohibited except for individual circumstances.

Personal Mail

All mail is given out by a Keyworker at lunchtimes and opened under supervision.

None of the above applies to the children.

Restrictions are reviewed by the Team and worked with the individual and their appropriate needs.

Search Policy

The purpose of the search policy is to help keep you, your family, and the other families at Trevi House safe.

On arrival at Trevi House, everything you have brought with you, including any of your children's belongings, will be searched. A non-intrusive body search will also be conducted with the resident. Two workers will be present with you through out this procedure.

During your stay at Trevi House, if the Team concerns warrant it, a room search will be conducted. You will be given prior knowledge of a room search or room check and will be invited to be present if you so wish. Two workers would be present at all times for a room search.

Any parcels, gifts and sundries you receive whilst at Trevi House, whether through the mail or hand delivered, will also be searched by a member of the Team, in your presence.

Your mail is private and whilst no member of the Team wish to invade your privacy, all letters and cards etc need to be opened in the presence of a Team member. It may be necessary on occasion to examine a card, letter or envelope. This will be conducted in your presence with the utmost respect to yourself.

Visitor Policy

We respect the importance of visits from family and friends. It is important that the visits are discussed with the Key Workers first.

- ✓ All visits must be planned and arranged in Practicality Groups, having been discussed with the Keyworker prior to this. Visits to be arranged between 10am – 6pm.
- ✓ Visitors not to exceed two visitors per resident and normally only two residents can have visitors at any given time.
- ✓ It is expected that residents will not have visitors (including telephone calls) for at least the first two weeks of their stay.
- ✓ Visitors allowed at the weekends until 6pm unless otherwise discussed and agreed with Keyworker.
- ✓ Whilst your children's friends will be welcome to visit at an agreed time, we are unable to have your adult friends to stay for meal times.
- ✓ Residents will be accountable for any damage caused by their visitor.
- ✓ Residents will be responsible for the behaviour of their visitors.
- ✓ Visitors are NOT permitted in any bedrooms or the main lounge.
- ✓ Residents will be allocated a private room for their individual visit.
- ✓ Visitors are not permitted to smoke in any room within Trevi House, or in the grounds, other than at two external designated smoking areas.
- ✓ All visitors to Trevi House whether the visitor is family, friend or boyfriend, will be treated as an individual relevant to the different circumstances of each resident.
- ✓ Each proposed visit by the same visitor will be viewed with the circumstances at that time.
- ✓ There may at times be a handover on the Project when a husband/boyfriend/partner arrives at Trevi House to collect the child. The handover timings will again be treated relevant to the individual circumstances. The timings of each visit will be agreed on both the residents plan and practicalities for the said week.
- ✓ Each visit will have its timings in respect of whether there is to be a handover period and if so how long or if there is to be no handover period.
- ✓ Visitors are requested to turn off mobile phones whilst on the project.

NON-NEGOTIABLE REASONS FOR STAFF DECISION OF INSTANT TERMINATION OF LICENCE AGREEMENT

1. USE OR POSSESSION OF SUBSTANCES DEEMED BY STAFF TO BE AGAINST THE TREVI PHILOSOPHY.
2. USE OR POSSESSION OF ANY ILLEGAL DRUGS/ALCOHOL.
3. MISUSE OF PRESCRIBED/NON-PRESCRIBED MEDICATION.
4. ANY CRIMINAL/ILLEGAL ACTIVITY (incl: Shoplifting or theft of any kind, any fraudulent activities, arrangements to participate or organise criminal/illegal activities)
5. EMOTIONAL OR PHYSICAL ABUSE OF CHILDREN
6. DISRUPTIVE BEHAVIOUR (VERBAL/PHYSICAL).
7. ABUSIVE BEHAVIOUR (VERBAL/PHYSICAL).
8. AGGRESSIVE BEHAVIOUR (VERBAL/PHYSICAL)
9. ANY CONSIDERED, SERIOUS BREACH OF CONFIDENTIALITY

**ALL THE ABOVE ARE APPLICABLE ON OR OFF THE PREMISES
WHILST IN RESIDENCY AT TREVI HOUSE**

POLICY ON HOUSEWORK.

Whilst at Trevi House a resident will be responsible for the cleaning of their own room and bathroom, to provide a safe family environment for themselves and their children.

Included in the daily programme is a housekeeping rota, with which all residents are expected to be actively involved. This requires each resident in turn to perform a weekly job toward the overall cleanliness and standard that is expected at Trevi House. Individual circumstances are taken into account and no resident would be asked to perform a task that was harmful to them, for example a pregnant resident would only be expected to do the lighter duties on the housekeeping rota.

The individual tasks toward overall housekeeping are performed either first thing in the morning before group time, in the lunch break or in the early evening. This is dependent on the nature of the task and what is the appropriate time for it to be undertaken.

Smoking Policy - Residents, Visitors and Staff

Trevi House operates a no-smoking policy in line with the *Health Act 2006*. There are two external designated smoking areas. Residents, visitors and staff are not allowed to smoke in any part of any internal building, or externally, other than in a designated smoking area.

Any resident found to be knowingly flouting this arrangement will be given a series of recorded cautions, which could ultimately result in eviction from the project.