



A COMPLETE GUIDE  
FOR SERVICE  
USERS AND

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## Welcome

Welcome to Trevi.

We are a residential rehabilitation unit and have, since 1993 been offering treatment to women with alcohol and/or drug related problems. What makes us different and quite rare is that our residents are able to live at Trevi with their children.

This makes Trevi a very special place indeed, somewhere where the concept of family healing together underpins everything we do. Our aim is to enhance the relationship between mother and child, whilst also allowing the fullest time possible to address, what are often long running and deeply rooted problems with drugs and alcohol.

Our team of experienced and qualified nursery staff provide an environment of fun and learning for the children, whilst supporting and encouraging all residents to retain parental responsibility.

Our key-working team are responsible for providing a varied programme of treatment which runs from Monday to Friday and includes sessions focusing on drug and alcohol issues, motivation, domestic abuse, parenting skills and resettlement issues.

The rest of this guide aims to give as clear a picture as possible of life at Trevi. Above all, we are dedicated to ensuring that this feels like home, somewhere that children and their mothers are safe to live together and able to begin a new life for themselves

## **The environment**

Trevi is a secure site, consisting of 5 houses all situated around a central courtyard.

We have 12 separate living quarters and each one is able to take a mother and 1-2 children.

The majority of our rooms have ensuite bathroom facilities and access to one of a number of kitchens.

Also on site is a communal lounge, with a large flat screen TV.

## **The treatment programme**

The treatment programme at Trevi House has been designed to provide a wide variety of interventions.

We view long-term drug and alcohol misuse as a multidimensional problem.

Therefore, we don't just address someone's drinking, or drug taking, or emotional life, or relationships, or parenting skills or social circumstances or educational needs.

We address all of them, and more.

In addition to Trevi staff delivering a range of interventions, we have cultivated excellent relationships with a large number of local experts, who assist us in ensuring the programme we deliver is as wide ranging and diverse as the issues presented by our client group.

The expectation is that all residents will participate full-time in the core programme during the first half of their stay with us. During the second half of any resident's stay, the focus switches to resettlement and all residents are able to construct a more flexible programme, which not only gives them continued access to the core programme but also encourages them to act more independently in accessing support and services in the community.

Some of the activities featured in the optional part of the programme - in particular those offered by the Children's Centre at Nomony, are only available at certain times.

## **Recovery Training**

Trevi House's Recovery Training programme has three distinct elements to it. The 13 week rolling programme is made up of workshops which focus on:

- Relapse prevention
- Motivational issues
- Health and relationships (Sexpression:UK)

### Session

- 1 Physical harm caused by drugs and alcohol (Sexpression:UK)
- 2 "The Hypothetical Question"
- 3 Managing Emotions
- 4 Relationships
- 5 Blood Borne viruses (Sexpression:UK)
- 6 Decisional Balancing (Pro's and Con's)
- 7 Recommitting after a Slip
- 8 Managing Anger
- 9 Self Esteem/ Confidence
- 10 Safe sex (Sexpression:UK)
- 11 Stages of Change
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## Sexpression:UK



Sexpression:UK educates young people in sex and relationship issues and aims to empower them to make informed choices about their reproductive health.

Healthcare students deliver interactive sessions to groups, creating a relaxed environment to learn about sexual health and broach sensitive topics.

Sexpression:UK is an independent student initiative, not affiliated to any religious or political cause.

Sexpression:UK visit Trevi once a month and facilitate an interactive session which covers issues such as:

- Physical harm caused by drugs and alcohol
- Blood borne viruses
- Safe Sex

## SEEDS

*(Survivors Empowering and Educating Domestic abuse Survivors)*

Kerry Whincup is the co-ordinator of Plymouth Seeds and is a qualified Counsellor with a history working in domestic abuse support services and in writing and delivering training to victims and workers in the field. She also spent several years working with Ahimsa Plymouth, gaining considerable experience in working with perpetrators of domestic abuse.

She runs the "Freedom to change programme" at Trevi House.

The 14 week rolling programme draws heavily on " The Freedom Programme", a programme commonly used in domestic violence support, but which also looks more broadly at relationship building and assertiveness

## **Trevi “Skills for Life” Programme**

The Skills for Life programme is based on the recognition that sustainable longer-term recovery can only be achieved if the individual is able to function successfully in the community.

In addition to a series of workshops (outlined below), Trevi’s Resettlement Officer works closely and individually with all residents to manage their ultimate return to the community.

A “Skills for Life” Workshop is held once a fortnight

Session:

- 1 Budgeting
- 2 Tenancy maintenance
- 3 Cookery
- 4 Employment
- 5 Education
- 6 Benefit System
- 7 Nutrition & diet
- 8 Courts & the law
- 9 Working tax & child tax

The Resettlement process often begins on entry to Trevi House, as legal problems, tenancy or relocation issues often require immediate attention.

In addition to the workshops all residents have regular appointments with our Resettlement Officer and can also receive specific help with issues including:

- Housing
- Benefits
- ID
- Debts/Finance
- Life skills
- Criminal and Legal

## **Parenting skills programme**

Every week, specific group focus is given to parenting skills. The content of these sessions is flexible, enabling us to make full use of the range of services on offer in the local area.

Recent examples of parenting sessions have included

- a 12 week rolling programme facilitated by workers from a local children's centre based largely on Incredible Years training,
- a series of parenting evaluation sessions encouraging our residents to share parenting concerns as well as exchange experience and information
- Trevi nursery also runs, a series of parenting sessions which include sessions on:
  - Weaning
  - Potty training
  - Play and ideas for a rainy day
  - Dealing with children when stressed
  - Bonding and attachment
  - Learnt behaviour and breaking the cycle
  - Cleaning with the kids in tow
  - Dealing with guilt and shame
  - Child and baby Nutrition

## **Additional activities**

### **Achievement Training**

"Achievement Training" is a Plymouth based training provider, established in 1996, and providing a wide range of courses.

Residents at Trevi are able to access, free of charge

- Basic literacy and numeracy courses (to NVQ level 1 and above)
- IT courses ( including ECDL- European Computer Driving Licence)
- Beauty Therapy basic, NVQ 2

Days and hours of attendance can be negotiated so as not to coincide with the rest of the programme at Trevi.

## **Mindfulness Training**

Mindfulness training is a form of relaxation, which draws heavily on the influence of Buddhist meditation techniques.

Recent research supports mindfulness-based therapies for a number of medical and psychiatric conditions, notably chronic pain, stress, depression and substance abuse and recurrent suicidal behavior.

A mindfulness session is held every Friday morning at Trevi and residents have the option to attend.

## **The Gym**

Trevi are fortunate to have access to the gym at Hamoaze House (a local day service), where on two mornings a week residents can attend and use the facilities. These sessions are always supervised by fully trained gym staff.

## **Nomony children's centre**

On arrival at Trevi all residents are registered with our local children's Centre: Nomony. This then enables them to access a wide range of activities and courses on offer. Including

**Cookery** in addition to classes run at the children's centre, all residents have the opportunity to spend time with the Trevi chef, learning how to prepare meals on a budget.

**Treasure Baskets** The treasure basket is a collection of everyday objects chosen to stimulate the different senses. It is one way of giving babies a wide range of experiences as well as the chance to explore and decide for themselves what they want to play with.

**Little Bundles** sessions for mothers with babies focussing on play and communication.

**Baby massage** we are regularly visited by an expert in baby massage who demonstrates and teaches baby massage techniques to our residents

## TREVI HOUSE TREATMENT TIMETABLE

### Mornings

Core programme shaded    Optional activities- not shaded

	<b>MONDAY</b>	<b>TUESDAY</b>	<b>WEDNESDAY</b>	<b>THURSDAY</b>	<b>FRIDAY</b>
8.00	MEDS & JOBS	MEDS & JOBS	MEDS & JOBS	MEDS & JOBS	MEDS & JOBS
9.15	CHILDREN TO NURSERY	CHILDREN TO NURSERY	CHILDREN TO NURSERY	CHILDREN TO NURSERY	CHILDREN TO NURSERY
10.00	OPEN GROUP	GYM  1 TO 1	RECOVERY TRAINING GROUP	FREEDOM TO CHANGE PROGRAMME	GYM  MINDFULNESS TRAINING
11.00	1 TO 1 PERSONAL WORK JOBS	PERSONAL WORK  JOBS	1 TO 1 PERSONAL WORK JOBS		
12.00	LUNCH	LUNCH	LUNCH	LUNCH	LUNCH
12.45	PICK CHILDREN UP FROM NURSERY	PICK CHILDREN UP FROM NURSERY	PICK CHILDREN UP FROM NURSERY	PICK CHILDREN UP FROM NURSERY	PICK CHILDREN UP FROM NURSERY

## TREVI HOUSE TREATMENT TIMETABLE

### Afternoons

Core programme shaded    Optional activities- not shaded

	<b>MONDAY</b>	<b>TUESDAY</b>	<b>WEDNESDAY</b>	<b>THURSDAY</b>	<b>FRIDAY</b>
1.45	CHILDREN TO NURSERY	CHILDREN TO NURSERY	CHILDREN TO NURSERY	CHILDREN TO NURSERY	CHILDREN TO NURSERY
2.00	PARENTING PROGRAMME	SKILLS FOR LIFE PROGRAMME/ HOUSE GROUP (alternate weeks)	PERSONAL PRESENTATIONS GROUP	ACHIEVEMENT TRAINING	WEEKEND PLANNING GROUP
3.15	GROUP ENDS		GROUP ENDS		NOMANY ACTIVITIES
3.45	PICK CHILDREN UP FROM NURSERY	PICK CHILDREN UP FROM NURSERY	PICK CHILDREN UP FROM NURSERY	PICK CHILDREN UP FROM NURSERY	PICK CHILDREN UP FROM NURSERY

## The nursery

In order for our residents to have the time to focus on their own issues Trevi operates an on site "Nursery".

The "Trevi Nursery" is an OFSTED registered creche which provides a range of support and care for children from birth up to the age of 8.

It is well equipped, providing a wide range of, learning resources, toys, a computer and an outside play/learning area.

The nursery staff have specialist training up to NVQ level 3 and extensive experience in facilitating the Early Years Education Programme and are committed to providing an environment in which the whole of the child (physically, emotionally, intellectually and socially) is supported.

For children of school age we go to great lengths to identify a suitable local school placement for the duration of the child's stay.

The mother and child rehabilitation process focusses on positive parenting.

Mothers are offered 1:1 sessions with the child's nominated keyworker to discuss any issues and concerns and agree Care and Action Plans. Support and assistance is offered with implementing routine, positive play and behaviours. We aim to empower the mother to use coping mechanisms and strategies effectively.

We understand how important it is that the mother and the child/ren have the opportunity to grow together.

## **Trevi's expectations of its residents**

Our primary aim is that Trevi feels like home, for our mothers, and in particular for their children. To this end we try to ensure that whilst the environment is kept as safe as possible we don't overwhelm our residents with lists of rules. However, any unit such as this can quickly descend into chaos if there are not clear expectations of how our residents should conduct themselves. Our list of expectations was recently revised in complete collaboration with our resident group and is detailed below

### **Reasons for terminating a placement**

- Verbally abusive or aggressive behaviour will not be tolerated and could lead to a resident being removed from the project.
- Disruptive Behaviour (physical/verbal) will not be tolerated and could lead to a resident being removed from the project.
- NO illicit drugs/alcohol to be brought onto or used on the premises. If we find that you have used illicit drugs/alcohol we may take immediate action in removing you from the project. We will also inform all agencies involved with you and your child/ren.
- If we have reason to believe you are drinking, using illegal substances or sharing/misusing medication, we will inform all workers and agencies concerned immediately.
- If you return to the project under the influence and unable to care for yourself or your child, we are unable to care for you. If duty staff feel that you pose a risk, and are unable to be left alone, then they will contact all the relevant services and agencies.
- Emotional and physical abuse of children will not be tolerated and will be dealt with on an individual basis.
- Any Criminal/Illegal activity (inc: shoplifting or theft of any kind, any fraudulent activities, arrangements to participate or organise criminal/illegal activities) may result in immediate removal from the project.
- Refusal to pay the weekly charge could result in your licence being terminated; we do not actively encourage the debt of rent building up.
- Failure to comply with the terms of your rehabilitation programme or the individual contract agreed with your Keyworker may result in the termination of your stay.
- Any behaviour, which causes persistent nuisance or annoyance to other residents or which, may endanger the progress of other residents or the project as a whole. Included in this area are sexist and racist remarks and behaviour may result in your stay being terminated.

## **Confidentiality and Respect**

- All residents are expected to respect confidentiality both on and off the project.
- Residents to observe confidentiality of conversations, during group and after group sessions around the project.

## **Residents Responsibilities.**

- Residents are expected to act like appropriate representatives of Trevi House Ltd, both on and off the project.
- You are responsible for your own child/ren and their behaviour within the social framework of the house

## **Residents' Rights**

### **YOU HAVE THE RIGHT:**

- To receive considerate and respectful care at all times.
- To expect at appropriate times, for all members of staff with responsibility for your care and welfare, complete and accurate information currently relevant to your progress towards your agreed aims and goals in rehabilitation.
- To respect your privacy and consideration for your individuality to include privacy in attending to your personal needs.
- To be treated with full recognition of your dignity as a human being and a person in your own right, regardless of race, colour, religion, age, class, sexual orientation, marital status or HIV status.
- To respect for your privacy in relation to your progress in rehabilitation, including discreet case discussion and consultation where appropriate.
- To expect that Trevi House staff makes a reasonable response to your requests and/or complaints.
- To have the opportunity to participate in planning your rehabilitation programme.
- To be encouraged and assisted, throughout your time at Trevi House to understand and to fully exercise your rights as both client/resident and a private citizen.
- To be free to voice any grievance, to make suggestions or to recommend house policy changes in discussions with staff without restraint, interference, coercion, discrimination or reprisal.
- To be assured of confidential treatment of your personal records.

- To retain and use personal effects, space permitting, unless to do so would infringe the rights of other residents.

## **Policies and Procedures**

Trevi has a full range of policies and procedures which enable us to operate within clear guidelines,. A full copy of these can be found at Trevi reception. Certain issues are often of interest to prospective clients, so we have briefly outlined some key policies below

### **Trevi Visiting policy**

In general we would support residents having visitors. Keeping good contact with close relatives is a good idea as it is likely that these family members will provide the single most important support to residents once they leave here.

However, at all times we as staff need to give thought to the impact that any visitor to Trevi can have, not only on the individual resident but on the community as a whole. As a result we need to provide a clear policy and outline some essential procedures for visits:

- We recommend that no resident has a visit during their first two weeks. This is in recognition of the fact that any visit has the potential to be unsettling and it is likely to be most unsettling during the early part of their stay.
- We would expect an absolute minimum of 48 hours notice for any visit. This is firstly to enable the resident to have sufficient time to plan the visit and to prepare for any potential difficulties that may arise. It also gives enough time to make sure any "whole-house" weekend activities are not thrown into turmoil by a last minute change of plan.
- If a residents child has a Social Service involvement, any request for a visit will first need to be cleared by them. This is in recognition of the fact that there may be restrictions on certain relatives having contact with the child. If Social Services do not support the visit then it will not go ahead
- The discussion about any visit will also need to include agreement about the type of visit (on site/off site). As a general rule, residents within their first 4 weeks are unlikely to be able to leave the project with their visitors

- As a general rule, all first time visitors will be required to come during the week (Thursday or Friday preferred). This will enable staff to meet them, and to gauge whether any potential difficulties are likely during the visit. Provided no concerns are raised, it is probable that the resident will be able to leave the premises with their visitor.  
Clearly there will be times when visitors can only come at weekends. On these occasions the keyworker will aim to make phone contact with the visitor to discuss any issues regarding their forthcoming visit.
- Visits will usually take place between 10 am and 6pm. The precise time of any visit will need to be agreed in discussion with keyworker in advance of the visit.
- Visits on Thursday and Friday are less likely to interfere with the group programme and would always be preferred.
- We wish to respect the basic rights of any visitor to Trevi and will only ask to search any items or bags that contain gifts for residents. We will not reserve the right to search visitors' personal bags etc.
- It is important to state however that safety of the project remains paramount and if any member of staff is concerned that a visitor is intoxicated in any way, or behaves in a way that is not respectful to the residents or staff they will be asked to leave the site
- All residents leaving the project with visitors will be drug and alcohol tested on return.
- This is intended to provide guidance and inform residents of how we make decisions re visits. Every request for a visitor will be responded to on an individual basis and we reserve the right to make each decision based on individual circumstances. In all cases our intention is to prioritise the safety of residents' children, of the residents and Trevi as a whole

## **Trevi 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.

Children are not allowed to be in the smoking area or in the immediate vicinity.

The Smoking Shelter is available to staff, visitors and residents throughout the day. Any persons using the Smoking Shelter are requested to extinguish their cigarette and place it appropriately in the containers provided.

*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.*

## **Complaints 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 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.

Clive Edmunds  
Trevi House Ltd  
2-6 Endsleigh Gardens  
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:

June Elliott  
Board of Trustees Trevi House  
2-6 Endsleigh Gdns  
Plymouth, Devon PL4 6DR

## **Step 3**

If this fails to satisfactorily address your complaint then the matter can be reported to the care Quality Commission (CQC):

CQC  
Colston 33  
33 Colston Avenue  
Bristol BS1 4UA  
Tel: 0117 9307110

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

## **Confidentiality policy** General Rules of Confidentiality

“The ultimate point of reference for deciding who should have access to any confidential information is the person to whom it applies.”

Trevi House guarantees its Service Users anonymity and confidentiality and will take all reasonable steps to ensure this. The Policy applies to paid staff, Committee members and all other associates.

The above Policy will not be considered binding in any events or concerns regarding children’s rights for protection or any other vulnerable person

People who have experienced discrimination as a result of experiencing drug or alcohol problems may be unwilling to use a service unless they feel sure that any information disclosed will be used in confidence.

Just because people may be vulnerable, it does not mean that they have fewer rights to confidentiality.

People cannot be denied access to confidential information about themselves. Excepting in cases where, in the opinion of a medical practitioner or other concerned persons, the disclosure of such information was likely to do the person serious harm.

### **Access**

Service users have access to confidential information held on File. This can be accessed between Monday and Friday between the hours of 0900 and 4pm, after giving 5 days written notice to their Key Worker, or Senior Key Worker.

### **Staff**

Access to personal information within Trevi is confined to those who need confidential information to carry out their specific duties. This is true not only for confidential information created by other agencies, but also for information created by Trevi House.

## **Others**

All individuals must be informed that information is confidential to Trevi House and certain staff of other agencies and not just to any one member of staff, i.e. the individual's Counsellor. As Trevi House works in close collaboration with a number of statutory body workers, including medical doctors, psychiatrists, psychologists, social workers, health workers etc., then the boundaries of confidentiality must be clearly defined. Any associated specialist staff who can accept this policy on confidentiality, whilst working with Trevi House can therefore be included as part of the team, regarding confidentiality.

Whenever the necessity arises for Trevi House to share personal information with external agencies, the individuals concerned will be consulted and written permission obtained. Exceptions to this will be when it is illegal not to provide such information

## **Storage**

All documentation and written confidential information is kept in locked storage or, if held on computer, any files containing sensitive and confidential information will be locked with access codes restricted to authorised personnel only. In accordance with the Data Protection Act.

## **Residents equal opportunity policy**

- Trevi House has a diversity Policy. The aim of this policy is to ensure that no Service User receives less respect on the grounds of sex, race, colour, nationality, ethnic origins, marital status, disability, sexual orientation, age, trade union activity, political or religious belief, HIV Status.
- Referral & Assessment criteria and procedures will be reviewed frequently to ensure that individuals are selected, and treated on the basis of their relevant merits, abilities and suitability for relevant posts.
- All Service Users will be given equal opportunities at this service.
- Trevi House will not tolerate discrimination either direct or indirect from; Service Users against Service Users, Service Users against Staff or Staff against Service Users.

“We actively support and encourage an environment that respects difference”

“We will be pro-active in ensuring that the service we deliver meets the needs of the community in adhering to this policy”

## **Health and safety**

The majority of accidents affecting people take place in the home and almost all are preventable by taking simple, yet effective precautions.

Living in shared accommodation emphasises the importance of these preventative measures, since any hazard caused by an individual can put at risk not only one's own life, but also those of fellow residents.

## **Electrical Equipment**

Any electrical equipment brought to Trevi by a resident can only be released to them for use once it has been PAT tested

## **Children**

Children must not be left unattended under any circumstances.

All exterior gates to the project must be kept securely closed at all times. The exterior gates to the children's play area must be kept securely closed at all times.

The Nursery may be used out of hours by **supervised** children and must be left in pristine condition.

## **Residents code of conduct towards children**

As part of our philosophy regarding children's needs, Trevi House has a “No Smacking” Policy. All residents are expected to abide by this policy as part of their rehabilitation programme.

## **General House Hygiene**

Premises should be kept clean at all times, and particular attention to kitchens and bathrooms.

## **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 room search or room checks and will be invited to be present if the staff team feel it is appropriate. 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. Parcels containing presents for Birthdays/ Christmas etc are subject to the above and consideration is given to pre-wrapped parcels.

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.

## **Policy for videos, DVDs, CDs and games**

Trevi House aims to only have age appropriate material for all residents and children

Staff will endeavour to ensure content follows censorship guidelines regarding offensive language, violence and sexuality explicit material.

This policy is intended to set out values and principles and a policy underpinning this homes approach to violent and sexuality explicit material

Original CDs, DVDs and Videos **ONLY** are permitted for use at Trevi House. Any copies of CDs, DVDs and Videos are not permitted for use and will be stored by Trevi House for safe keeping until the resident leaves.

We hope this has been a useful introduction to Trevi House. If you are thinking of referring any one to us, or you're someone planning on being a resident, please contact us with any questions you may have

