

# SHARDALE Ltd

## Service User Guide

### **Mission Statement**

It is our aim to create the necessary conditions for all service users to recover from their dependency to a given substance. We aspire to facilitate positive, healthy recovery, along with all service users maintaining their individuality throughout their stay and also beyond.

### **Woolfield House**

Woolfield House is a twenty six bed, mixed sex therapeutic community set on the outskirts of Bury Lancashire, about ten miles from Manchester. Woolfield House is part of the Shardale Group which is a regional company that specialises in the operation of therapeutic communities for individuals whose lives have been adversely affected through Alcohol dependency. The facility is located on an excellent transport link and is easily accessible from all surrounding areas. Most service user's stay for a period of six to nine months, however, longer stays can be arranged, if required, through the service user's local authority that is funding their treatment. Treatment can also be funded by the service user themselves if they aren't in a position to access local authority funding.

Treatment provision is predominantly for alcohol addiction, however, service users with secondary substance misuse, along with addiction to alcohol, will be assessed on an individual basis, and treatment can be tailored to individual need. The House has a secure female wing which has the ability to cater for seven female service users. There are in total 17 bedrooms of which 11 have En-Suite facilities, seven of the rooms are shared occupancy usually for service users who are early on in their treatment journey. As a service user progresses through the program at Woolfield House they will move onto a single room with their own En-Suite facility. Decisions on room sharing are always based around clinical need and individual service users will always be assessed on an individual basis for suitability.

The registered manager is Dale Mordlock. Dale has nearly ten years of working in the drugs and alcohol field in varied capacities. Prior to working at Woolfield he was responsible for managing the addiction treatment program at the respected Priory Hospital, Preston. The registered responsible person is Paul Tipping. Paul has a wealth of knowledge in the financial sector along with business management. Prior to working at Woolfield he was a financial advisor for in excess of twenty years.

### **The Purpose of Woolfield House**

The focus of all work carried out at Woolfield house is to encourage, support and empower service users to be able to lead a normal life free from the trappings of active addiction to alcohol. We aim to provide a safe, alcohol-free environment where individuals are able to explore, and come to terms with, the position they may find themselves in.

At Woolfield we aim to create a healthy community where individuals can express themselves and begin to find out who they really are. Through effective therapeutic interventions, service users can recover from the trauma they may have experienced through active addiction to alcohol. By accessing relevant support groups service users can also develop essential life skills that will be needed for their recovery to be enjoyed rather than endured. Woolfield House also encourages individuals to access the aftercare provision which is offered to them for a six month period post-discharge; the emphasis always on supporting service users to remain alcohol-free and, most importantly, enjoying an alcohol-free life.

Through regular feedback from service users, we aim to improve our services whenever necessary in order to meet individual need. Different systems are offered within Woolfield House for this process to take place, such as suggestion boxes, key working sessions, and also daily community meetings; there is also a well publicized complaints procedure for service users to follow if they ever feel they need to exercise their rights in this area.

### **Who can stay at Woolfield House?**

Any individual aged between 18 and 65 who have experienced negative consequences as a result of their alcohol misuse. Funding needs to be in place and have been authorised by the service user's local authority. Once the relevant funding is in place and the service user has been assessed by a member of the Shardale team, an entry date can be agreed. There is also the option of the service user coming to Woolfield House and spending a day with the community to see if it is the correct place to begin their journey of recovery. Service users with severe ongoing mental health issues will not find the treatment provision suitable at Woolfield House, however, individuals are assessed on an individual basis.

### **The treatment model/approach**

The abstinence-based treatment program is available to those who satisfy the ICD 10 classification for alcoholic dependence as, 'a cluster of psychological, behavioral and cognitive phenomena in which the use of a substance or class of substances takes on a much higher priority for a given individual than other behaviors'. This program is based upon Choice Theory, which synthesizes Cognitive, Behavioral, Interpersonal and Life Skills approaches. The whole program is underpinned with the Person Centered attitudes of respect, unconditional positive regard, and a challenging level of congruence. Research evidence for the efficacy of this approach is positive. The program also comprises of basic living skills and vocational training, in order to ensure that, upon completion of the program, participants have the necessary life skills to manage employment and social living. The program is entirely voluntary and no service user will be able to engage with treatment without prior consent and relevant contracts being signed. Service users are free to leave the program at any point if they feel this to be necessary. The daily program provides opportunities for peer interaction in group therapy.

### **This therapeutic interaction consists of:**

Structured Choice Theory/Reality Therapy Group Work - to examine present behaviours; plan new and more appropriate behaviours, evaluate new, chosen behaviours. Reality therapy works with the participant to create a more fulfilling life than is currently enjoyed. It necessitates the examination of current behaviours and their efficacy in meeting needs; behaviours which leave needs still frustrated are examined and changes in behaviours sought. The approach is solution focussed and provides real change in actions, thinking styles, emotional and physiological responses.

Educational Groups relating to addiction and alcohol misuse.

Open Therapeutic Interaction Groups to present individual life stories, examine the present experiences of each participant as they manage the program, and the fostering of inter-relational skills of each participant.

Life Skills Program to facilitate the deficits in life skills as highlighted by a life-skills audit: money management, shopping, cooking, accommodation, interpersonal/socialisation skills, sex education, job searching etc

Specialist Female Groups focusing specifically on domestic abuse and the complex issues victims may endure

Specialist Male Groups focusing on sensitive issues that relate to men, and especially the difficulties they may have in maintaining healthy functioning relationships

One-to-One Therapy will be delivered if included in a clients care plan. This can be delivered by therapists of three main orientations, CBT, Person Centred and also of an integrative nature. The approach will be determined by the very nature of the issues identified at assessment stage

Regular reviews by identified key worker to continually monitor and coordinate a service user's movement through the treatment process

Extensive/thorough discharge procedure where the service user plays an integral role in this process with their designated key worker.

### **Qualifications of staff members**

All staff members who are therapeutically involved with service users are trained, as mentioned earlier, to at least advance diploma level in a related subject (or alternatively degree level), such as counseling or psychology. All members of staff are trained also in mandatory fields such as fire safety, food hygiene, and first aid online training along NVQ'S in health and social care are seen as a mandatory level of qualification at Shardale for volunteers also, volunteers are expected to engage in a development plan as part of their service. If any potential staff members are in recovery themselves as standard they need to have gained twelve months of abstinence before being involved either on a paid or voluntary basis. All staff members have to attend monthly supervision with an external supervisor; this is funded directly by Shardale Ltd, the importance of regular supervision is discussed with every staff member as part of the induction process. All staff members also attend six weekly inline management sessions All staff members are also involved in yearly appraisals to identify any Training needs which may need to be catered for, along with encouraging Continual staff development.

### **How do we assure quality?**

Woolfield house is certified and inspected on a regular basis by CQC and their findings are easily accessible by their website [www.cqc.org.uk](http://www.cqc.org.uk) this Information is clearly stated on Woolfield House's Statement of Purpose. As an organisation we value service user feedback and have suggestion Boxes fixed near the entrance at Woolfield House. Suggestions can be anonymously left in the boxes not only from service users themselves but also from friends, family and also other working professionals. Through regular service user feed back forums and also community meetings It is our hope that there is a channel for honest opinions to be delivered on how service users directly experience their time at Woolfield House. Based upon the findings, better service delivery, if required, can be developed. Placed throughout the building are Shardale Ltd's internal complaints procedures along with the contact details of CQC. Service users are encouraged openly to contact CQC if complaints are not handled in a professional and prompt way.

### **Who is unable to stay at Woolfield House?**

Any schedule one offenders, along with any services user who has a conviction of arson.

As stated above, the treatment approach is not designed for individuals who suffer from ongoing mental health issues; however, individual cases will be assessed. The service user is required to be assessed as 'able to understand and consent to the treatment approach and its suitability for their treatment needs'.

### **Contact Details**

For all service enquiries and general information please contact:

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