

**Holgate House Ltd.  
Drug & Alcohol Rehabilitation Unit**

Brookdell  
11 Foreside  
Barrowford  
Lancashire  
**BB9 6AB**



**Registered Manager Zoë Weare**

**Information pack**

**Person Centred Therapy, Cognitive Therapy, Individual and Group Therapy,  
12 step framework**

Tel: (01200) 445 200

Tel (01282) 859747

Email: holgatehouseltd@aol.com

[www.holgatehousebarrowford.co.uk](http://www.holgatehousebarrowford.co.uk)

## **INTRODUCTION**

This booklet will provide you with an overview of the Addiction Treatment Programme at Holgate House.

Hopefully it will answer some of the questions you already have in your mind and will provide answers to others, which may arise later. You will be able to refer to it throughout the course of your treatment.

Most residents who go through treatment, complete an intensive, structure, inpatient programme synonymous with their core needs. We believe this is the best opportunity to arrest the addiction and begin to make the changes necessary to live an abstinence-based life.

Outlined on the following pages are the main stages you will experience as part of your treatment. Our aim has been to keep this introduction simple, so at this stage explanations are brief. You will be guided through each stage of treatment and more in depth explanations will be given as you arrive at each stage.

## **Content**

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Organizational structure  
Mission statement  
Admission criteria  
Treatment, and facilities  
Resident's privacy and dignity  
Referrals and application  
Admission process  
House expectations  
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Residents contract  
Complaints procedure  
Programme

## STAFFING

It is the policy of Holgate House to only employ those staff whose qualification, skills and experience, allow them to undertake their responsibilities competently. All employed staff is subject to a process of continuing appraisal, and additional training needs are continually identified and met.

All staff is required to undertake a number of mandatory training courses e.g. moving and handling, customer care, fire training.

### Managing Directors

Bryan Holgate	Over 10 years experience working in this field First Aid Medication Management Training for Senior Care Home Staff.
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### Manager of Home

Zoë Weare	Diploma in person-centred counselling Nebis Diploma in Management First Aid Certificate of Completion Medicines Management Training for Senior Care Home Staff.
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### Counsellor

Marlene Holgate	Diploma in person-centred counselling Advanced Management in Care. City and Guilds National Counsellor Accreditation First Aid Certificate of Completion Medication Management Training for Senior Care Home Staff
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### Social-coordinator

Jason Ingham	Team leader NVQ level II NVQ Registered Manager NVQ level 4 in management First Aid Health and Safety Fire Training Food Hygiene Infection Control Certificate of Completion Medicines Management Training for Senior Care Home Staff
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Danny Bones

Level 4 Diploma in Therapeutic Counselling  
Level 5 Diploma in Psychotherapeutic  
Counselling (QCF)

Secretary  
Rachael Weare

First Aid  
Infection Control Level 2  
Safeguarding Adults  
HNC Business & Finance  
Principles of medication Management  
Medication Training

Group Facilitators

Cinzia Guidetti

First Aid  
NVQ Level 3 Health & Social Care  
Counselling Skills Level 3  
Infection Control Level 2  
Safeguarding Adults  
Fire Safety  
Medication Training

Lorraine Pennington

Health and Social Care Diploma Level 3  
Foundation Degree in Mental Health Work  
Counselling Level 2 Certificate  
First Aid Certificate  
Medications training  
Fire Safety  
Counselling Concepts  
Drug Awareness Level 2  
Principles of medication Management

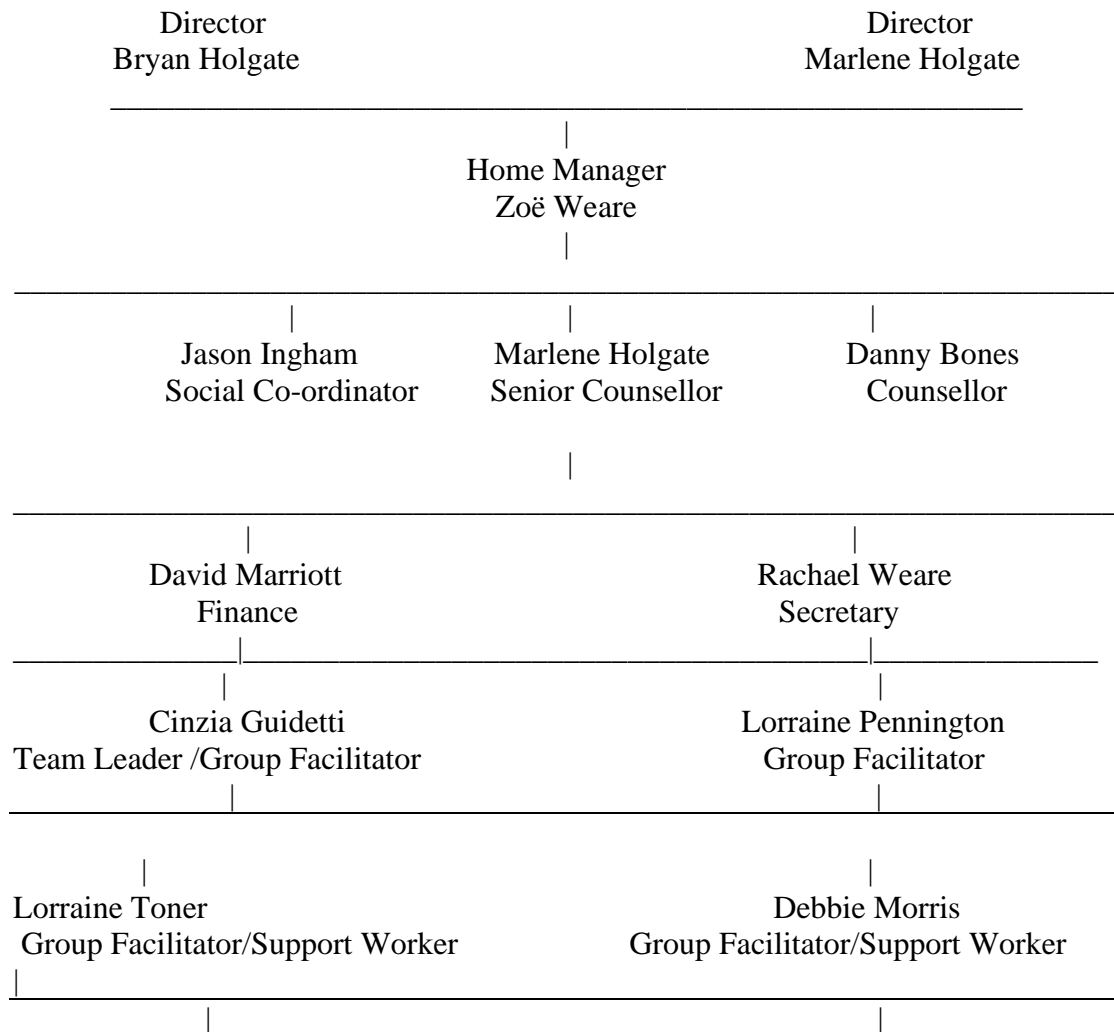
Lorraine Toner

NVQ Level 3 Health and Social ongoing  
Level 3 Supervising Food Safety  
Level 3 Health and Safety at work  
First Aid at Work  
Level 2 Customer Service  
Complimentary Therapies  
Reiki Level 1  
Indian Head Massage  
Principles of medication Management

Debbie Morris

NVQ level 2 Health and Social Care  
Counselling Concepts  
First Aid Certificate  
Medication Training  
Fire Safety  
Safe guarding Adults

**All Staff are bound by the code of practice of care worker or professional bodies.**



**Mission Statement**

We are dedicated to help you, support, and empower on going abstinence from drug and alcohol dependency exploring opportunity for personal growth and development.

## **TREATMENT, SERVICE AND FACILITIES**

Holgate House Residential Rehabilitation unit offers a twenty-bedded unit. Holgate House is situated in the village of Barrowford, Lancashire.

Holgate House residential unit is staffed twenty-four hours a day. It offers a structured programme, i.e. looking at dealing with unresolved issues, along with here and now issues that would be too painful to deal with, without using mood altering substances. It is warm, friendly, safe and a healthy environment for people who struggle living without any mood altering substances for a period of time, and as a professional team we can offer support, structure and discipline in a caring nurturing way.

Our treatment, approach is person centred therapy, cognitive therapy to help service users find the real self after months or years of being mood altered, we also use narcotics and alcohol anonymous meetings. The resident will be involved in the day to day running and upkeep of their home, cooking cleaning and shopping all on a rota system.

### **Home visits**

Everyone is encouraged to visit family providing the necessary risk assessment forms are completed.

### **Visitors**

Visitors to the house are welcomed providing prior arrangement has been made. Visitors are immediate family and partners. Where family are not available to visit for the duration of the resident's stay, then close friends can be an option, this is purely for safety and respect for each other.

### **Family therapy**

Can be arranged with your counsellor when this is needed.

### **Outings**

Outings consist of country walks and places of interest. Accompanied by a member of staff when organised in group and before 12 weeks.

If you need to do any shopping, then a request for this is handed in and arrangements will be made, personal shopping isn't available on group walks and group outings.

### **Questionnaires**

Questionnaires will be given to all our residents to fill out at the end of their stay. We value your views.

## ADMISSION CRITERIA

Holgate House is willing to admit you provided that:

You suffer primarily from substance abuse, dependency, or addiction problems

You are willing and able to achieve abstinence from all mood altering substances and all non-essential drugs.

You are willing to abide by our basic house rules, expectations, and responsibilities

Confirmation of funding is in place.

Holgate House is not able to admit residents who:

Are currently detained under section of the mental health act 1983

Are suffering from brain damage due to a head injury.

Are convicted arsonists.

On opiate prescribed medication.



## **RESIDENT'S PRIVACY AND DIGNITY**

It is Holgate Houses policy and practice, to at all times acknowledge and respect each resident's needs. Holgate House policy believes that every resident has the right to live with privacy and dignity.

Specifically, Holgate House will, during its care of its residents, listen to the expressed needs of all residents and their relatives and representatives. Due to the nature of treatment carried out here, we are unable to meet all religious needs. Our residents need to discuss this on assessment to know what is possible for the resident to make the right decision if Holgate House will be the right environment to meet there religious needs. Staff will maintain strict resident confidentiality, and restrict access to service users records in an appropriate way.

### **Referrals and Application**

#### **Assessment**

Any individual or agency may make the initial enquiry, an application /referral form will be sent out. Once completed and returned an assessment date will be arranged for individuals to come and look around the home and meet the staff at Holgate House.

The assessment will be carried out by a member of the team on a 1 to 1 basis. The resident and any agencies are welcomed to view the home by appointment at your convenience. A decision can be made on the day, and then we will notify you of the conformation within 24 hours.

Funding will need to be secured in writing before a place will be offered.

## **ADMISSION PROCESS**

The length of stay at Holgate House is between three to six months, depending on the individual's needs and funding available. Reviews are carried out every three months with the resident, care manager and the resident's key worker at Holgate House.

The philosophy at Holgate House is the 12-step abstinence based programme; using recovery dynamics, group sessions, 1-1 sessions with their key worker. Extended care move on house help with college, education and voluntary work.

The bedrooms consist of 1 single disabled, 5 single, 6 double and 1 temporary overflow bedroom. All bedrooms (apart from 1 double and a single - which share a bathroom) have en-suite.

The philosophy at Holgate House is a 12-step abstinence based programme using recovery dynamics in group, each service user receives 1 to 1 counselling with his or her key worker every other week.

We offer second stage treatment for men /women in the community recovery houses in Colne, Lancashire. The community support is in walking distance in Colne, however transport can be provided within a certain distance. Residents benefiting from good public transport, with easy access to shops, college and voluntary work.

We are able to accommodate residents who are taking prescribed medication for mental health reasons. This must be agreed prior to admission we take referrals from primary treatment centres and or a recognised prison programme. We are open to working with individuals who are currently on D.T.T.O. Sadly opiate-based prescribed medication cannot be administered here at Holgate House.

Holgate House Ltd  
**Residential Unit**

## House expectations

It is never easy to accommodate a number of people in close proximity. Differences in age, and background, can lead to problems developing between individuals – problems that could detract you from the primary aim of your stay at Holgate House.

If, at any time, you have questions, please either asks your counsellor or the Support Worker for assistance. They will be happy to help you.

### **House expectations**

1. No drugs or alcohol in you or on you – on or off the premises
2. No sexual relationships with other service users.
3. No violence or threats of violence
4. No gambling permitted (e.g. going into betting shops, amusement arcades, or lottery)
5. No self-prescribing medication. Only by permission of the Manager.
6. Any member of the group holding onto any unhealthy information may be asked to leave.

The following activities **MUST** be attended, as scheduled:

1. All meals, and group therapy. In addition, residents may be requested to keep appointments with other members of staff.
2. Residents are expected to form ‘open’ relationships with members of the group, and not become part of a clique. Fraternisation is not permitted.
3. No entering other resident’s bedroom, for any reason.
4. Residents are required to be presentable (dressed appropriately) at all times. Nightwear to be worn in bedrooms only.
5. All house chores are to be completed on time.

## **Holgate House LTD**

### **Residential Unit**

#### **AIMS & OBJECTIVES**

##### **Welcome to Holgate House**

Holgate House aims to provide a safe alcohol and drug free environment. This enables the residents to become totally abstinent, and so enjoy an improved and fulfilling lifestyle, without alcohol and drugs.

The treatment will involve an assessment, and psychological evaluation, enabling us to provide a structured and disciplined care plan, tailored to the individual's needs. This will empower the resident to develop responsibility, self-confidence, and the ability to manage their own lives.

By offering support and encouragement, the resident will be able to create their own independence, choice, and have freedom from alcohol and drug dependence; thus allowing for successful dealings with normal life.

The resident will be able to create his or her own independence and successfully deal with normal daily life. The client will be encouraged to contribute to their rehabilitation, and develop awareness of addiction and its effects to an individual.

Resident's privacy and dignity are respected with the provision.

##### **The Unit's objectives are:**

- ❖ To provide help in which residents can develop existing life social skills and remedy skill deficiencies.
- ❖ To assist in the resident's personal development and encourage self-esteem. Also, to reach specific coping strategies.
- ❖ To offer help in ways that respects the individuality of each resident and their race, culture, religion, disability and sexual orientation.

**HOLGATE HOUSE LTD**

Brookdell  
Foreside  
Barrowford  
Lancs  
BB9 6AB.

**TELEPHONE: 01200 445200**

**Email [holgatehouseltd@aol.com](mailto:holgatehouseltd@aol.com)**

**RESIDENT'S CONTRACT OF RESIDENCE**



be charged, unless two weeks termination of contract is given by either party to the other.

6. In the event of death of a resident, any fees outstanding for residents will be charged to their estate. Third parties who agree to meet the resident's fees in whole or part must sign below to this effect before the said person becomes a resident.
7. Holgate House may give notice to the resident of termination of this agreement as outlined in clause 3 above, requiring the resident to leave the home under the following circumstances:
  - Non-payment of fees.
  - If, having consulted the resident and taken advice from the appropriate member of the primary health care team e.g. G.P, Consultant Specialist or Social Worker concerning the present and future care needs of the resident, Holgate House is no longer able to meet the resident's needs.
  - Any circumstances or behaviour, which Holgate House feels, may be seriously detrimental to the home or welfare of other residents.
  - The resident has, through their own actions, attained 3 lives in the 'lives system' therefore rendering their stay at Holgate House untenable.
  - In the event of a resident needing to be discharged immediately from the unit, notice will be immediate.
8. Fees will be reviewed from time to time as determined by Holgate House Ltd. An increase in fees will be as a result of inflation, or any other increase in overheads or operating costs, which Holgate House experiences for the provision of additional care and service or as a result of statutory provisions coming into force after the date hereof.

### **Medical and Personal Requirements.**

9. The resident shall from his/her own resources provide (other than medication by prescription) hairdresser, clothing, toilet requisites, and other items of a luxury or personal nature. Telephone calls will be charged at the current domestic rate.
10. Residents will be required, before taking up residence, to provide information to Holgate House on the state of their health, any treatment required and the name of the medical advisor and complete all necessary consent forms in respect therefore Access to Medical Record Act forms.
11. Holgate House staff will be responsible for administering prescribed medications for residents, except medications, which have been discussed and agreed upon by staff and the individual resident e.g. topical medications.

Insulin controlled diabetics are requested to keep their medications securely in the staff office where they can visit each day to self-administer.

**Personal Effects and Personal Mobility.**

- 12. Residents are not permitted to leave the unit without permission from staff. Holgate House cannot accept responsibility for a Service User's safety away from the unit unless staff in the unit arranged the journey and any necessary supervision.
- 13. Holgate House shall first inspect all electrical items brought by the residents on admission or during occupation of the unit as to their safety before their use. Any electrical equipment over 12months old which hasn't been PACT tested prior to being brought into the unit cannot be used.
- 14. Residents are not permitted to bring items of furniture with them on admission or to have items of furniture sent in during their occupation of the unit.
- 15. The bedrooms need to be kept how the furniture was found on admission.
- 16. All valuable assets must be declared upon admission for insurance purposes. Safe keeping can be arranged at Holgate House.

**In the Event of an Emergency.**

17. The resident is asked to supply the following information to assist the staff in the event of an emergency or termination of accommodation:

A. Name, Address, and telephone number of next of kin

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B. Any social or cultural traditions that the Resident requires to Keep:

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**Status of the home.**

Holgate House is registered as a Care Home for Young Adults with the Care Quality Commission:

Signed: .....  
For and on behalf of Holgate House.

Date: .....

Signed: .....(Service User)  
Date: .....

**In the case of a resident whose fees are paid in whole or part by a third party, the undersigned appointee, representative or next of kin hereby agrees to pay any outstanding arrears arising up until termination of this agreement.**

Signed: .....  
Capacity: .....  
Address: .....  
.....  
.....  
.....

Date: .....

**Holgate House Ltd**  
**Drug and Alcohol Residential Unit**

**Complaints Procedure**

As a resident of Holgate House, your views are extremely important to us, as this allows us to continue improving our service, with an open, honest and transparent culture.

If you have a complaint against a member of staff, or any other complaint, regarding your treatment or what the home provides, then please follow the procedure of:

- Firstly discuss it with your support worker or counsellor.. If you do not feel comfortable to do this please discuss it with a team leader/ group facilitator.
- The team leader will then deal with the complaint and try to resolve it immediately.
- If you don't feel comfortable in speaking direct to a Team Leader, then you are encouraged to speak directly to your care manager/ funder and or advocate organisation on your behalf.
- \* If the Team Leader cannot resolve your complaint they will notify the Registered Manager to investigate the complaint further. If the Registered Manager is unable to resolve the complaint it will be referred to an external advisor.
- The resident will be informed of the process and kept up to date with the procedure.

The complaint procedure will be given and explained to each resident in an appropriate language, including for referring a complaint to the care quality commission, at any stage they wish to do this.

All complaints are responded to with 28 days.

Residents, and their families, are assured they will not be victimised or discriminated against for making the complaint.

A record is being kept of all issues raised or complaints made by residents, details or any investigation, action taken and outcomes.

If following the complaints procedure, you are still dissatisfied, then care quality commission does not investigate any complaint directly, but it welcomes hearing

about any concerns, [www.cqc.org.uk](http://www.cqc.org.uk) and click on the leaflet how to complain about a health or social care service.

Address:-  
CQC National Customer Service  
Citygate  
Gallowgate  
Newcastle Upon Tyne  
NE1 4PA  
Tel 03000 616 161

If still not satisfied the resident can take the complaint to the Local Government Ombudsman.

The complaint should go to:  
The Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH

All complaints will be regularly viewed to identify ways in which performance could be improved.

Signed ..... Zoe Weare.....

Position ..... Manager.....

Date Produced 19.03.2018

Date Reviewed 19.02.2019

## HOLGATE HOUSE ADMISSION CHECKLIST

As we have no extra storage space please only bring **ONE** Suitcase

What to bring, My checklist guide :-

### **CLOTHES**

Comfortable easy wear clothing (suitable for current weather) and should not be revealing or have any reference to drugs, alcohol or violence

1 Coat

1 pair walking boots/trainers

1 pair of shoes

Pj's

Watch and any jewelry that you wear every day

Alarm clock **without** radio

### **TOILETRIES** where applicable

2 towels

Shampoo

Conditioner

Shower gel /Soap

Toothbrush

Toothpaste

ROLL ON Deodorant only - not aerosol

Moisturizer

Brush /Comb

Razor

Makeup, Nail polish- not more than 1 or 2.

Sanitary items

All creams, deodorants must be alcohol free

Hairdryers/straighteners can be brought in and kept in your room, only if under a year old and you have the receipt, otherwise they will have to be PAT tested at a cost of £8.00 each item

### **NOT to bring -**

**NO** aerosols

**NO** perfumes

Please note these will be disposed of if brought in

### **DO NOT** bring the following:-

Laptops

i Pads

MP3 players

Alarm radios

Kindles  
CDS or DVDS  
Candles or incense  
Food or drinks

### **Medication**

Important information if you are on medication

In order for the smooth transition of you being registered with our doctors and the re ordering of your medication please bring

- \* At least 2 weeks worth of medication but no more than 2 months
- \* Medication must be in its original box with the pharmacy label showing your name and directions clearly
- \* Please bring a copy of your prescription showing the medication you are currently taking

### **Stationery**

Please bring  
A4 pad  
Pen  
Ring binder file

### **Personal info**

Please bring your own telephone number and full address

Phone number and address of next of kin

Your current doctors

Name  
Address  
Telephone Number

Cash card  
Small amount of change for payphone

If you have any special dietary needs, please notify us before admission



	7.00	8.00-8.30	8.30-9.00		10.00-12.30	12.30-1.30	1.30-3.00	3.15-5.00	5.30-7.00	7.00-10.00	10.45-11.00	11.00
Monday	Rise & Dress	*Meditation Reading Peer led	Group Break fast	Feelings Diaries Support worker or group facilitator	Personal Development Group facilitator	Group Lunch & Duties	Menu/rotas Step-work Kitchen Group facilitator	Personal Development Group facilitator	Group Meals & House Duties Support Worker	Free time Step work Support worker Sig Event by 9pm	Diary, thought & feeling diary	Lights out
Tuesday	Rise & Dresses	*Meditation Reading Peer led Group room	Group Break fast	Feelings Diary's Support worker / group facilitator	Personal Development Group facilitator	Group Lunch & Duties	Menus and Rotas Group work or step work Group facilitator	Personal development/processing of individual work Group facilitator	Group Meals & House Duties	Free Time or Assignment/step work/AA meeting alternate weeks Sig Event by 9pm	Diary, thought & feeling diary	Lights out
Wednesday	Rise & Dress	*Meditation Reading Peer led Group room	Group Break fast	Feelings Diary's Support worker / group facilitator Group room	Shopping After-care meeting Monthly group outings Group facilitator	Group Lunch & Duties	Group work Group room Group facilitator	Group work Group facilitator Group room	Group Meals & House Duties	Free Time or Assignment Sig Event by 9pm	Diary, thought & feeling diary	Lights Out
Thursday	Rise & Dress	*Meditation Reading Peer led Group room	Group Break fast	Feelings Diary's Support worker / group facilitator Group room	Risk assessments and process work Group facilitator Group room	Group Lunch & Duties	Lecture & Group discussion/ processing of work/house meeting Group facilitator Group room	Lecture & Group discussion/processing of work/walk Group facilitator Group work	Group Meals & House Duties	N/A Meeting Alternate weeks Sig Event by 9pm	Diary, thought & feeling diary	Lights Out

Friday	Rise & Dress	*Meditation Reading Peer led Group room	Group Breakfast	Feelings Diary's Support worker/ group facilitator or Group room	Weekly house Clean	Group Lunch & Duties	Free time and or group walk  Support worker/ group facilitator	Free time And or group walk  Support worker/ group facilitator	Group Meals & House Duties	Free Time Assignment/ step work/ group quiz Support worker  Sig Event by 9pm	Diary, thought & feeling diary	12am Lights Out
Saturday		Rise dress and breakfast 8.30-9.00 peer led/ group room	Meditation 9.00-9.15 peer led/ group room	Feelings Diary's 10.00-11.00 support worker/ group room	Step work or free time	Group Lunch	Family Visits 1.30pm-5pm		Group Meal	Free Time Assignment step work/ group quiz support worker  Sig Event by 9pm	Diary, thought & feeling diary	12am – Lights Out
Sunday		Rise dress and breakfast 8.30-9.00 peer led group room	Meditation 9.00-9.15 peer led group room	* Feelings Diary 10.00-11.00 support worker/ group facilitator or	Step work/ free time Support worker	Group Lunch	Family Visits 1.30pm-5pm		Group Meal	Free time assignment /step work/ group quiz  Sig Event by 9pm	Diary, thought & feeling diary	Lights Out