



Residents Handbook

2015 / 2016





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The Story of Trevi House

Trevi House was opened in 1993 by three local Drug and Alcohol workers who wanted to be able to offer a residential rehabilitation service to women with their children.

The name Trevi comes from the Trevi Fountain in Rome- eliciting thoughts of freedom, serenity and peace.



Over the years, Trevi House has seen many many women leave here together with their children. There are lots of ex residents out there now, doing all sorts of amazing and inspiring things!

Getting to know the rest of the house

We understand that it can feel pretty overwhelming to come to a new place and be greeted by lots of different names and faces. Allow yourself and your child time to settle in- ***don't worry, it will happen!***

You will have been given a 'buddy'. It is their role to show you around, and help you get your bearings.

Getting to know the team

Trevi House has waking staff 24 hours a day, 7 days a week. No matter what time of day or night, someone will be around to support you.





Until you get to know us all, here is a little about us, and what brought some of us to Trevi House....

Lee Ann Wills – Deputy Nursery Manager

“I enjoy working at Trevi House because I like the work we do here by keeping the families together and giving them the tools to be that good enough mum to their children and to enjoy each other through play.”

Dawn May – Team Support Worker

“When I initially attended for a tour to see Trevi for my placement, I knew that Trevi was a place that I wanted to come and do my placement in, it was something quite unique. I enjoy working with the mums and their children and seeing them grow in a variety of areas”

Hannah Shead – CEO

“When I saw the vacancy at Trevi House, everyone I spoke to said, “That’s your perfect job” and they were right! Trevi brings together some of the things that I am most passionate about in life: children, motherhood, recovery and supporting women to be confident, independent and empowered. I always say that Trevi is a special place, I feel lucky to be part of this service.”

Keri Black – Team Support Co-ordinator

“I have witnessed firsthand what alcoholism can do to a family. I enjoy being able to support people on their road to recovery and to keep their families together sounded great, I love working here and seeing the ladies grow and change to leave here and lead independent, happy lives with their children.”

Rachael Harvie – Key Worker

I have been lucky to meet some wonderful people who have inspired me professionally and personally. I had previously been affected by domestic abuse and substance misuse, both personally and through people I have had relationships with. Without the support and knowledge others passed on to me I would not be in the place I am today. For this reason I was immediately attracted to working at Trevi.

I have formerly worked with women; my passion continues to be working alongside women and their children to find the freedom and happiness I have experienced firsthand.

Sophie Taylor – Nursery Worker

“I was drawn to working at Trevi as I thought that it would be such a different experience to previous roles I had in regular preschools/nurseries and being able to play a part in supporting residents and their children in making a new start in their lives would be very rewarding.

I enjoy working at Trevi because every day is different! “

Judith Sproson – Volunteer

“I have enjoyed being welcomed into such a warm and friendly environment where everyone you speak to has such a positive attitude- perhaps it stems from being around smiling laughing children.

Sue Jinks – Support Worker

“I enjoy the warm friendly atmosphere at Trevi, I like lunchtimes when we all sit together, mums and children and staff. It’s nice to see the changes in the girls as they progress through treatment.”

Jo Coutts – Administrator / Data Manager

“Having volunteered at Trevi for almost a year, I felt a real attachment to the wonderful work they do to help & support mothers. It truly is a special place to be a part of & I enjoy coming to work each & every day.

Charlotte Dennis – Nursery Manager

“I work at Trevi because I want to support Mother’s to be the best parent’s they can be, and to help families stay together to achieve positive outcomes; breaking the cycle of addiction. True job satisfaction comes from seeing families achieve this, and gone on to live their lives fully and in a healthy way. I feel privileged to be a part of a families journey, watching Mother and child grow together from start to finish.”

Gina Charnely - Support Worker

“I was drawn to Trevi because, I wanted to be part of a service that enabled women and their children to stay together. I love that I am able to be involved with the women and children at such a critical turning point in their lives, to see the progress they make every day and the strength and confidence they gain whilst at Trevi.”



Lee Ash – Focal Counsellor

“I had visited Trevi many times prior to working here and it always felt very warm and welcoming. I was passionate about helping people with substance misuse problems but also wanted to see children benefiting from their mums recovery too. I knew right away when the job came up that Trevi could provide me with this. And it has and more.”

Gemma Osborne – Nursery Worker

“I came to Trevi as it’s such a different and special place. It’s a great place to work and be involved in. Trevi is all about giving support to those who need it”.

Residents Charter

We believe in the following for all Trevi Residents

- You have the **right** to receive considerate and respectful care from the whole staff team at all times
- You have the **responsibility** to treat staff and other residents with respect
- You have the **right** to an environment which is free from abusive / threatening / unpleasant language and behaviour
- You have the **responsibility** to help maintain an environment which is free from abusive / threatening / unpleasant language and behaviour
- You have the **right** to have your privacy respected and to have consideration shown for your individuality
- You have the **responsibility** to respect the privacy and individuality of others
- You have the **right** to effective and appropriate communication regarding your Care Plan
- You have the **responsibility** to participate fully in the Trevi treatment programme



Personal Work & Your Journal

There are three key pieces of personal work that you will present to your peers whilst at Trevi. You will be given the dates of these in your first week.

We will also give you a Journal to keep whilst you are with us. Keeping a written account provides the following:

- Helps you to reflect on and what you have learnt each day
- Helps Trevi to understand what additional support you need
- Gives you something to look back on in the future to help stay strong



We will ask you to hand in your Journal every night.

You will not be allowed to have your mobile phone in the evening until you have handed in your Journal

Contact with friends and family

Trevi Visiting policy

In general we support residents having visitors. Keeping 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 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.
- Visit requests must be made via our weekly Team Meeting, and a completed Visit Plan must be submitted. If that has not been done, a visit cannot proceed.
- If a resident’s 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. 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 10am and 5:30pm. The precise time of any visit will need to be agreed in discussion with keyworker in advance of the visit.
- Visits on a weekend 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.

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

Using a Mobile Phone

We want to support your privacy and independence....but we also want to make sure that nothing gets in the way of your relationship with your child, your treatment and your relationships with the rest of the house.



Upon admission you will have your mobile phone removed from your possession. It will be stored securely in a locked office until you are discharged from Trevi House.

There is a payphone which we plug in every evening and at weekends.

If you wish to have access to a mobile phone, you can opt to purchase one of the approved handsets. Numbers / contacts can be transferred to the new SIM card / phone. This will be done in the presence of a staff member.

Handset Restrictions

Trevi House only allows use of 'basic' mobile phone handsets. By basic we mean:

- Not a smart phone
- No inbuilt camera
- No internet access

Time Restrictions upon Admission

You will not be permitted to use your mobile phone outside staff offices for **at least the first two weeks** of their placement and during detox.

This is in order to ensure that staff can offer appropriate support to you, and that you can build relationships with your peers.

Time Restrictions Further into Placement

You will be able to use your mobile phones in the evenings. The mobile phone can be retrieved from the TSW office from **6:30pm** and must be returned by **9:00pm**. You will only be given your phone upon handing in of your Journal.

Outside of these times, mobile phones will be stored in the Key Worker office.

SIM cards cannot be removed from mobile phones prior to handing in.

Repeated failure to return phones on time may result in an individual's access being withdrawn.

Individual Resident Restrictions

If we are concerned about any of the following, a decision may be taken to review the amount of time that you can have access to your phone.

- Changes in attendance to your child's needs
- Changes in communal house activity
- Increase in resident isolation
- Concerns about a negative impact upon residents from contact with family / peers outside Trevi

Such changes to an individual's mobile phone usage might include a reduction in permitted time, or the request that your phone calls are made in the staff office.



House Rules

One of the most rewarding, and at times the most challenging things, about life in treatment is living together. We have found that the following House Rules help make life run more smoothly for all.

Other things may arise, and we always advise that if you are unsure, please just ask your key worker.

- No eating in your rooms and no food to be kept in your rooms
- No eating in the lounge (even for monthly take away)
- Take away once a month on first weekend of the month
- No fast food (McDonalds / KFC etc) to be purchased at weekends
- Residents are not allowed in each other's room
- Residents are not to lock their doors
- Residents are to go to their rooms no later than 11pm Sun-Thurs and 12 midnights on Fri & Sat
- No cooking in kitchen 6 after 9pm
- Kitchen 6 is to be cleaned before 9pm
- If you do not provide a urine screen within one hour of request, it will be recorded as a refusal.
- It is your responsibility to keep your room and living area clean and tidy at all times
- Piercing and tattoos are not allowed to be done whilst residing at Trevi
- No changing children's nappies in the lounge or kitchen





Resident Expectations

Upon admission you will be asked to sign a copy of the following House Expectations.

- I will treat staff and other residents with respect. I understand that violent / aggressive behaviour of any form will not be tolerated, this includes both verbal and non verbal communication, i.e. slamming doors.
- I will not use any physical chastisement with my children, such as smacking.
- I will work openly and honestly with the Local Authority and other professionals.
- I understand the restrictions upon mobile phone use whilst at Trevi House.
- I will fully participate in the Trevi programme – this will include participation in all groups, 1-2-1 counselling and completion of personal work
- I will fully engage with the parenting programme, including 1-2-1 sessions with my nursery key worker and participation in music makers, group work / completion of personal work
- I will participate within the house Therapeutic Duties rota (jobs).
- I will undertake random drug and alcohol tests as requested.
- I understand that any positive drug or alcohol screening will result in discharge from Trevi House
- I understand that failure to comply with the treatment programme could lead to my placement at Trevi House being terminated
- I will pay resident contributions of _____ per week, to be given to Jo on a _____ unless agreed otherwise.
- I will comply with the Trevi House policy of **no Co-sleeping** with my baby
- I will ensure that the living area for both myself and my child(ren) are maintained to a high standard of cleanliness at all times
- I will adhere to the House Rules as stated in the Residents Handbook

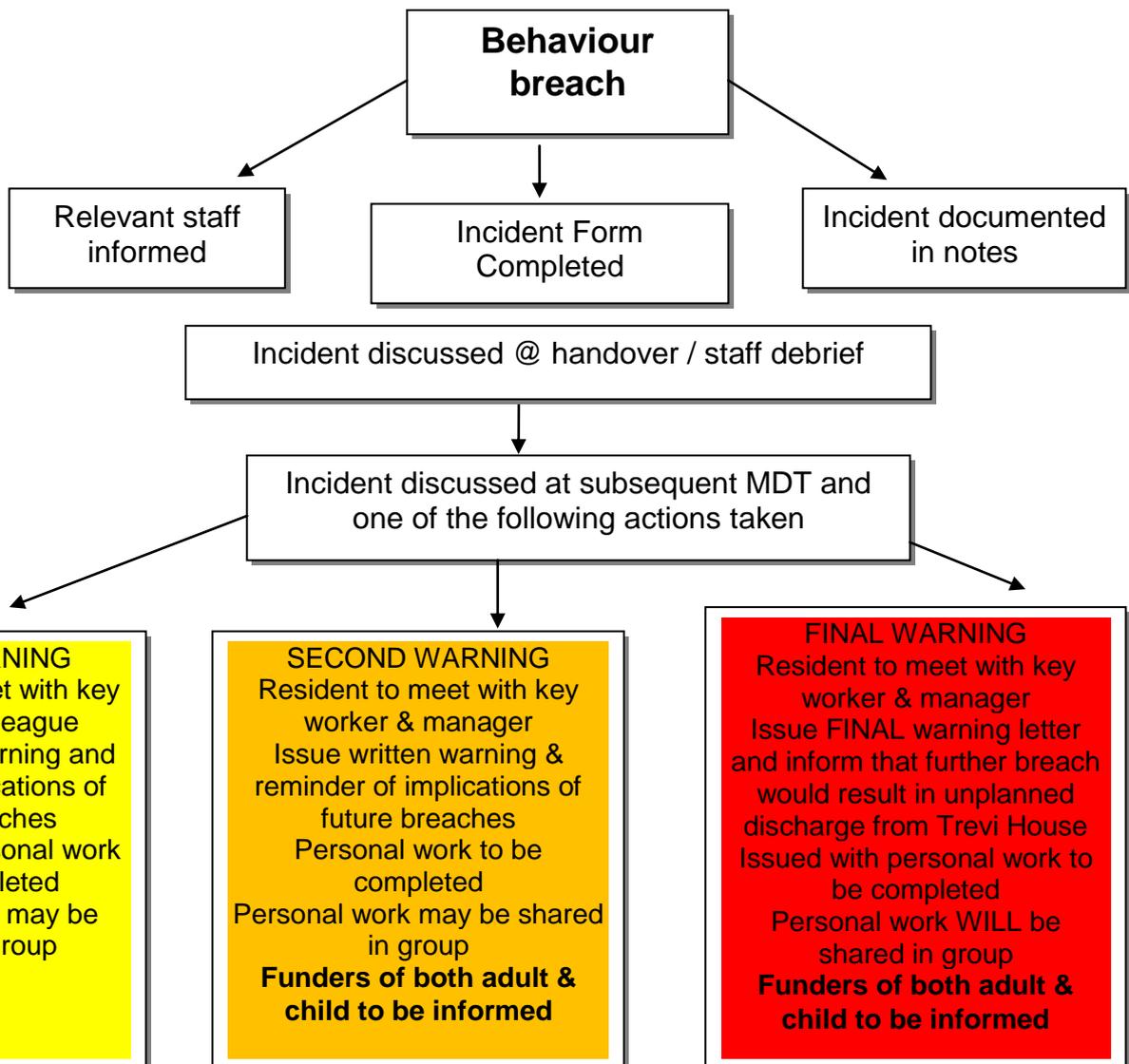
Breach of these may result in your placement being withdrawn. Your funders will be informed of any breach of the Resident Expectations.

Resident Disciplinary Procedure

Trevi House strives to create an environment that is safe and supportive for our residents and their children

The following procedure outlines how Trevi House will respond to any incidents that constitute a breach of the Expectations or Rights & Responsibilities.

Please note, that breaches of behaviour which constitute a risk to the immediate safety of the project (drug / alcohol use/ violence / child protection) will be responded to immediately and a decision made outside the following process.



Resident Rent

Trevi House is a Care Home, and you will be expected, by your funder, to make a contribution to your stay. The amount will vary depending upon your circumstances and we hope that you will know in advance how much you are expected to pay. If you have not been given a definite amount, we will ask you to pay £40 a week. You will agree with your key worker a set rent day each week and will be expected to pay rent from your first week in placement. Failure to maintain your rental payments may result in your placement being terminated and will jeopardise your future housing options.

Restricted Items

- Medication
- Razors
- Mobile Phone
- Nail Polish Remover
- Pirate DVDs
- Pirate CDs
- Candles
- Sharp objects such as scissors, knives



Medication at Trevi House

Trevi House is a registered care home. We have a legal requirement to ensure that all medication on project is signed into our medication safe. All medications (whether prescribed or bought) **must** be signed in by staff and administered to you via allocated med slots.

Please note the following Code of Conduct that we expect you to observe during meds.

- Please attend on time for meds. The dedicated med slots are:

0800
1200
1600
2100

- Wait by the dining table until it is your turn, don't wait around the meds counter
- Please all try to keep noise levels in the dining room to a minimum. Both the resident receiving meds and the staff issuing meds need to be able to fully concentrate on the task in hand

- Please try not to talk to staff or other residents whilst you are having your meds
- Tell staff what specific meds you want – this is your medication, you should know what you are taking
- Please concentrate when taking meds– this is your medication, you should know what you are taking
- At 21:00pm, please leave the kitchen after having your meds

Therapeutic Duties

Everyone is responsible for keeping Trevi clean and tidy, and a pleasant place to live. You will be included in the rota for Therapeutic Duties, and expected to do your jobs on a daily basis.

Each week, one Resident will be allocated as Housekeeper and it will be their responsibility to ensure that jobs are being done. The Housekeeper will be given a Housekeepers Book in order to note any problems.

Every Sunday afternoon, the whole house join in with Sunday Jobs, which include cleaning the mini bus, the yard and the ovens.



You will not be given your phone in the evening if you have failed to undertake your Therapeutic Duties that morning.

Keeping Safe

As many as one in four women will experience domestic abuse during their lifetime, and at least two die a week due to this as a result.

Over 750,000 children witness domestic abuse every year and desperately need support and protection.



Many women use substances as a response to a way of dealing with abuse, this may have been your experience, it may have not. The statistics show that women who experience domestic abuse are fifteen times more likely to misuse alcohol and nine times more likely to misuse drugs.



Here at Trevi we aim to empower you to make informed choices and understand the risks around previous/new relationships.

Whilst on the road to recovery we encourage you to cultivate and repair the relationship you have with yourself before embarking on a new one. Recovery must always come first.

Each step of your journey we aim to walk with you so please share any experiences you may have had or be having. You deserve only the best!

There are some things that we advise you do, in order to keep yourself, your child and the project safe. The following advice comes from our experience of many years of working with women and children here at Trevi. It also includes their thoughts and ideas.

Relationships

Whilst in recovery, any new relationships are best avoided! If you do meet someone new or perhaps someone not so new, we strongly encourage you to talk about it with us.

We can help you work out how to keep yourself and your child safe, and make sure that you are aware of any potential risks.

Remember, if a relationship has to be kept a secret, then you probably shouldn't be in it!

Giving out personal information

Think twice before you give out information to people off project. Whilst being in Recovery is not something to feel embarrassed about, we would strongly recommend that you do not tell people that you are at Trevi until you are sure that you can trust them. Again, we want to encourage you to talk to us if you have met anyone new, or if someone has expressed interest in getting to know you / your child.

Parenting at Trevi

At Trevi House, we believe in giving children lots and lots of love, warmth and care. We will use lots of praise when we see them behaving well, and we will try to use distraction techniques if they are being challenging.

We believe that consistent love and care from you as their mummy will help them grow up to be more happy and confident.

We promote Parenting with PACE:

Playfulness
Acceptance
Curiosity
Empathy



It can be hard being a parent at the best of times, let alone in an unfamiliar environment. It is Trevi's job to try to help you be the best parent that you can. We will do this through group work, one to one support and by giving you feedback as you go along.

There are some things that if we see, we will raise with you **immediately**. These include:

- Swearing / inappropriate language
- Leaving your child for long periods in their high chair
- Using a buggy around project
- TV / music too loud
- If we see you looking after another residents child
- If you leave your monitor unattended
- If we see you changing children's nappies in the lounge or kitchen
- Having the TV on in your child's room at night



We recognise that some of this may be new to you, and we will give you lots of help and support

Baby Monitor

You will be given a baby monitor with a video link to use whilst at Trevi. This will enable you to see and hear your child whilst they are in their cot. Please ensure that you have this on you if your child is in bed sleeping and you leave the room.

When you go to bed, please hand your monitor in to a staff member. She will be on hand to support you during the night if you or your child needs anything.

Co-Sleeping

Co-sleeping refers to occasions whereby babies share their mother's bed **beyond** the time necessary to breast / bottle feed.

Mothers who are pose an increased risk:

- Mothers who smoke
- Mothers who are sedated
- Mothers who are extremely tired
- Mothers with any condition which could alter consciousness e.g. epilepsy, unstable diabetes
- Mothers with any condition which could make her unable to respond to her baby
- Mothers who are obese
- Any signs of illness in the mother or baby if the baby is premature

Whilst we recognise the potential benefits of co-sleeping, Trevi House operates a no co-sleeping policy in children under 12 months of age; this is due to the elevated risk inherent within our client group.

Accidents & Incidents

If you or your child has an accident whilst here on project, please inform a staff member so that we can ensure that you get the help you need. All accidents are recorded in our Accident Book.

At Trevi we are committed to ensuring the safety and well being of you and your child. We therefore have a system to record incident's which have resulted or could result in damage or harm to people, property or equipment

Incidents are logged using an Incident Report Form; they will be shared with you and your funder as and when this is appropriate.



Shopping, Spending & Saving

We try to encourage you to save whilst you are here at Trevi. We therefore do not support you shopping beyond essentials for you and your child. You will be allocated a day and time to pick up essentials.

We do not permit shopping at the weekends, and will ask you to keep a budget of your income and outgoings whilst with us.

Although this might sound pretty challenging, it is for good reason!

Here are just three of them...

1. If you are able to save some money, this will enable you to set up home for yourself and your child when you leave
2. Life is tough out there after Trevi; one of the greatest skills you can master at Trevi is to live within your means.
3. We want you to focus on your recovery. Be careful of any distractions – this includes shopping!



'Move On' Budget

In the final phase of your treatment, 'Move On', you will have the opportunity to receive a weekly food allowance to budget for yourself and your baby/child/ren.

Your food allowance is calculated on a weekly basis for both yourself and your child/ren. The amount you are given is to cover drinks, snacks, breakfast, evening meals and weekends. Lunch Monday – Friday is still provided for you by the Trevi cook

Once you are on your own budget you are no longer allowed to take **any** food (bread, cheeses yogurts etc.) or beverages (tea, coffee, juices etc.), from the main kitchen.

It is essential that you keep all receipts as these must be produced in order to claim your next weekly allowance. In order for us to provide this, you must ensure that your rent contributions are up to date.



Not Happy?

We do not expect every day to be perfect here, and there may be occasions whereby you are unhappy about something. We are committed to providing a high quality service and your thoughts and suggestions really matter.

We want you to give us regular feedback about our service and to tell us when we get things wrong (and right!). We encourage you to talk to staff members if you are unhappy about something, or to raise it via the Residents Meeting which takes place every other Thursday evening.

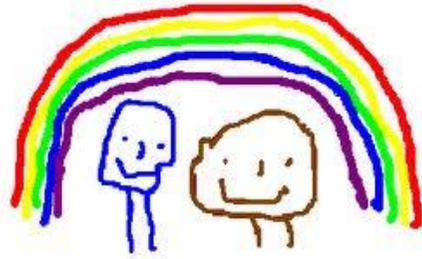
Principles of Good Complaint Handling

Trevi House follow the Parliamentary and Health Service Ombudsman's Principles of Good Complaint Handling as set out below:

- Getting it right
- Being customer focused
- Being open and accountable
- Acting fairly and proportionately
- Putting things right
- Seeking continuous improvement

We would like to assure all our residents and their family members / friends that making a complaint will not unfairly affect their treatment.

You can find a copy of our Complaints Policy on the Residents Notice board and in your Welcome Pack.



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Company Ltd by Guarantee in England & Wales. Registration Number: 03719502

Registered Charity Number: 1075433