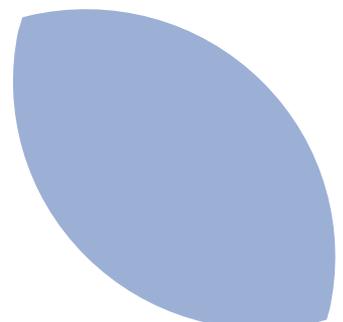
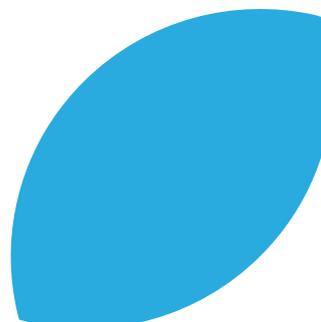
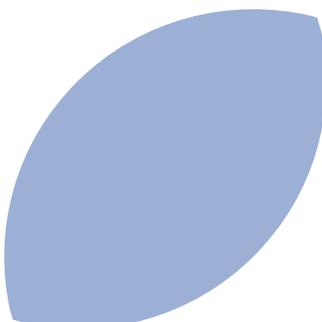
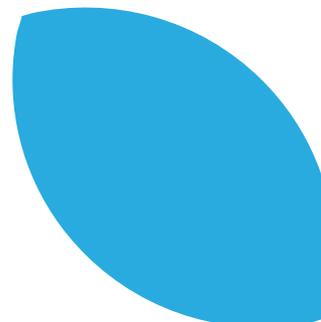
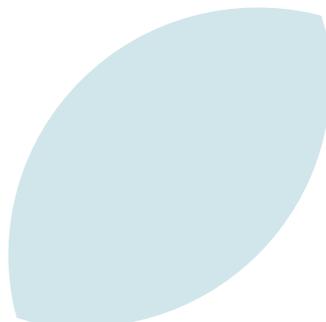
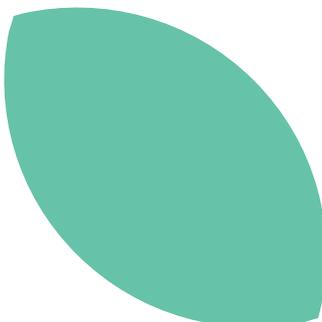
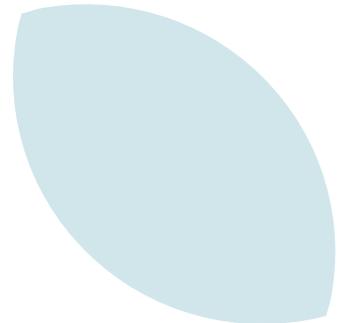
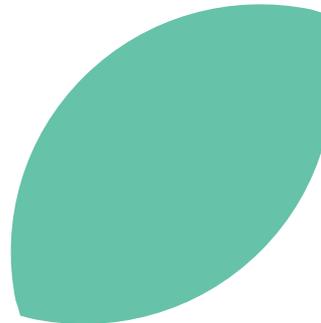
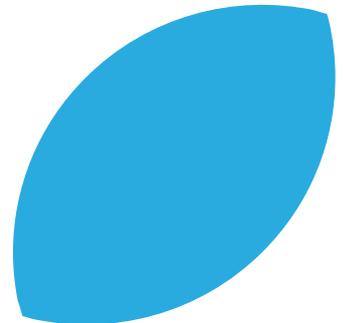
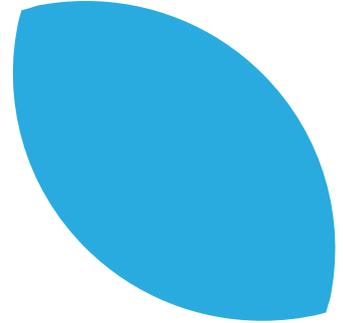
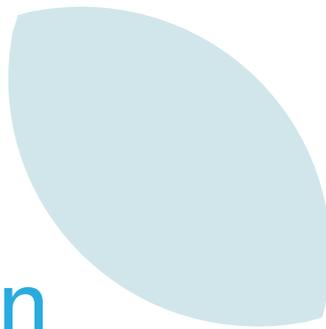


# Hafan Wen

## Statement of Purpose 2018

Hafan Wen is registered with Healthcare  
Inspectorate Wales (HIW)



## About CAIS

CAIS is a registered charity and leading voluntary sector provider of personal support services in Wales

We help people who are having problems with addictions, mental health, employment, offending and other life challenges, as well as offering assistance and information to their families and friends, in the belief that people can and do change. Our wide range of services includes residential treatment and rehabilitation, counselling, peer mentoring, assistance to military veterans, supporting people in their homes, assisting people back into work or education, group work and other motivational interventions. We can also offer a comprehensive range of training courses, together with training and support for employers. We are very active in the field of employment interventions including the development of our own social enterprises.

### Our Mission Statement

**CAIS** aims to empower positive changes in the lives of people affected by addiction, adverse mental health, unemployment, offending and other life challenges through a range of services and support delivered by skilled and experienced staff and volunteers.

### Our Values

We deliver the **CAIS** mission as a team, underpinned by a set of shared values that help us to make a positive impact to individuals and society:

**People** We will empower people to reach their personal and professional goals and fulfil their potential

**Listen** We are committed to our work and our mission, we will listen to and learn from our service users and customers to ensure we are providing the right services and support

**Quality** We will strive to meet and surpass the expectations of commissioners, service users and customers

**Partnership** We will continue to develop partnerships with organisations who share our vision

**Community** We value and support those who volunteer to assist us. We will strive to understand and meet the needs of different communities who seek our services

### Our Aims

**Support** and **empower** people to make positive lifestyle changes

Help people improve their **physical** and **emotional wellbeing** to lead happier and healthier lives

Inspire and support people to reach **personal** and **professional goals**



## Hafan Wen Services

Hafan Wen offers in-patient detoxification for adult men and women whose lives have been affected by misuse of drugs, alcohol or both.

Hafan Wen is staffed 24/7, 365 days per year.

The in-patient detoxification unit is an established 25-bed service situated on the site of the Wrexham Maelor Hospital, at Gate 4, Watery Road, Wrexham LL13 7NQ.

Hafan Wen is managed by CAIS, a registered charity (number 1039386) and company limited by guarantee (company number 02751104).

The registered Head Office is at: 12 Trinity Square, Llandudno, Conwy, LL30 2RA

The service is registered as an independent hospital in accordance with the minimum care standards of Healthcare Inspectorate Wales (HIW).

The nominated individual for Hafan Wen is Geraint Jones, CAIS director of residential services, who can be contacted at our head office.

**Phone:** 01492 863 000

**E-mail:** Geraint.Jones@cais.co.uk

The day-to-day management of Hafan Wen is the responsibility of registered manager Melanie Garbutt, who is registered by the regulatory body HIW.

**Phone:** 01978 313 904

**E-mail:** mel.garbutt@cais.org.uk

The director of residential services is accountable to the chief executive of CAIS. The chief executive is accountable to the board of trustees in relation to the charitable status of CAIS.



## Philosophy

Hafan Wen offers flexible treatment packages, including stabilisation and detoxification, which meet the individual needs of service users. Close collaboration with referring workers and agencies ensures that a wide range of varying needs are met with a comprehensive care plan of treatment.

Our detoxification protocol has been developed in collaboration with BCUHB and is based on current public health and NICE guidelines. The consultant psychiatrist and service doctors assess all service users in accordance with local health board prescribing guidelines.

Working towards long-term recovery underpins all aspects of therapeutic delivery at Hafan Wen. We consider the whole person in our approach to providing a client-centred, recovery-based service. In doing so, we address the bio-psychosocial needs of each individual.

## Aims & Objectives

Hafan Wen is an in-patient detoxification unit, purpose-built in 1997 on the site of the Wrexham Maelor Hospital, providing medically-managed clinical treatment and therapeutic support to those working towards a substance-free life.

The unit provides responsive, flexible and clinically-effective interventions which prepare service users for ongoing, sustained recovery and ensure positive outcomes are achieved.

### Outcomes include:

- completed detoxification
- stabilisation
- improved general wellbeing
- increased motivation
- improved mental health
- improved physical health
- improved understanding of the drivers of addiction
- improved skills to prevent or manage relapse
- improved understanding of support networks available to service users
- improved understanding of the process of change
- improved confidence
- improved awareness of the wider community and service users' place in it
- improved awareness of opportunities available to service users
- the ability to develop a range of coping strategies to ensure sustained recovery and abstinence



## Admission and Exclusion Criteria

### Admission Criteria

All admissions to Hafan Wen are made as part of a planned and on-going integrated plan of care alongside community teams. All service users will be aware of their admission date and arrangements will have been made by their community workers to ensure their safe arrival at the unit. Hafan Wen is able to admit service users who:

- are motivated to achieve detoxification and work towards their personal aims and goals
- are prepared to abide by our rules and expectations as part of an agreed treatment contract
- have a full comprehensive referral submitted by their community worker prior to admission
- have confirmation of funding in place

### Exclusion Criteria

Based on our eligibility criteria, we would not be able to offer our services to clients who are identified as being in need of medical or mental health services considered to be beyond the capacity of our provision. This includes:

- service users with acute psychiatric morbidity or on sections of the Mental Health Act
- service users with serious physical morbidity
- service users who have a high risk of violence

Service users cannot be bailed to Hafan Wen.

### Length of Stay

Service users' length of stay will be agreed prior to their admission, but is typically 10 to 14 nights for alcohol treatment and 14-28 nights for drug treatment. A treatment plan will be developed in collaboration with the individual, the community worker and funding authority.

### Referral Process

Hafan Wen accepts referrals from statutory and non-statutory agencies, and self-referrals.

Referrals are made by completing the Hafan Wen referral form, with accompanying documentation to support the referral such as blood test results where appropriate.

The referral form requests information on alcohol use, and medical, social and legal circumstances. In addition, a risk assessment must be completed and signed by both the care manager and service user. Specific information which will be discussed prior to admission will be:

- length of funding period
- bio-psychosocial needs assessment and detox regime
- assessment of motivation levels
- ability to engage with the therapeutic aspects of the programme

Prior to admission, the service user and care manager will be provided with appropriate information on the philosophy and structure of the service to ensure that appropriate expectations are met and suitable treatment goals can be set.





## Staff Training

All new staff will follow a comprehensive induction programme on commencement of their employment.

To ensure nursing, allied health and other professionals have and maintain current and appropriate registration with the relevant UK professional and regulatory bodies, CAIS will:

- check details of registration with appropriate professional and regulatory bodies prior to appointment, with details of registration maintained on staff personnel files
- check details of NMC registration annually, to demonstrate good practice and as part of the requirements of Healthcare Inspectorate Wales
- ensure continuous professional training and development is provided to enable staff to gain relevant qualifications i.e. NVQ level 4
- ensure all staff are DANOS (Drug and Alcohol National Occupational Standards) competent, and are appraised annually to confirm their continued levels of competency
- ensure all staff have been trained in evidence-based recovery techniques

As part of the CAIS continuous development programme, all support workers are expected to attain a Diploma in Health and Social Care at Level 3. Performance appraisals are carried out annually. Training and development is on-going at Hafan Wen, and all staff are encouraged to access courses in-house and externally.

Hafan Wen provides mandatory clinical supervision to its qualified and non-registerable healthcare staff, and all must attend the CAIS core training provided by the organisation. Additional training needs and compliance to DANOS standards are identified during annual appraisal.

Name of Staff Member	Job Role	Qualifications
Elizabeth Jones	Independent Nurse Prescriber	RNMH, BN Independent Nurse Prescriber Life Coach, Dip ILM Certificate – Management. Level 3 Teaching and Assessing in Clinical Practice, Cert Mentorship for Nursing Students Access Social Sciences
Mel Garbutt	Registered Manager	RNMH, BN Hons Access Health and Caring Leadership & Management (Social Care) L5
Amie Ashworth	Deputy Manager	RGN, BN Hons Access Health and Caring
Kerry Spoor	Lead Nurse	RGN BN Hons NVQ L3, Health & Social Care Access, Dip, Health & Social Care



Name of Staff Member	Job Role	Qualifications
K.L'C	Staff Nurse (R)	QCF 5 Health & Social Care (Adult Residential Management) DipHE RNMH
I.M	Staff Nurse (RGN)	RGN BSc
P. D-H	Staff Nurse (RMN)	Mental Health Nurse, Level 2 Registered Nurse Mentorship for Nursing Students
D. F-G	Staff Nurse(RMN)	RNMH, Dip Substance Misuse – Foundation Degree Psychology, Degree Preparing to Teach, Cert Counselling skills, Cert Mentorship for Nursing Students
N.N	Staff Nurse (RGN)	RGN, Dip Open University- Diplomas in Health and Social Welfare
A.M	Health Care Support Worker	Working towards Health and Social Care, Dip Level 3
J.H	Health Care Support Worker	Working towards Health and Social Care, Dip Level 3
E.R	Health Care Support Worker	Health and Social Care, Dip Level 2. Working towards Level 3.
M.J	Health Care Support Worker	Due to commence Health and Social Care Dip Level 3
P.H	Health Care Support Worker	RNMH, Dip Social Science, BS Health and Social Care, Level 3 Counselling, Level 3
P.B	Health Care Support Worker	Health and Social Care, Dip Level 3
K.H	Health Care Support Worker	Health and Social Care, Dip Level 3
V.G	Health Care Support Worker	Health and Social Care, NVQ Level 3
K.J	Health Care Support Worker	Working towards Health and Social Care, Dip Level 3
S.P	Health Care Support Worker	Health and Social Care, NVQ -Level 3 Group Work, Cert
E.R	Health Care Support Worker	Btec Health and Social Care, Level 2 Due to commence Health and Social Care Level 3 Drug and Alcohol Misuse Awareness, Level 3
S.R	Therapeutic Co-ordinator	Access Health and Care Criminology and Criminal Justice, Ba Hons PGCE
S.H	Therapeutic Worker	Health and Social Care, Dip Level 2 Health and Social Care, Dip Level 3 Health and Social Care, Dip Level 5 (working towards)
S.E	Art / IT Tutor	BA Hons PGCE – Post Grad Cert Education
J.S	Therapeutic Worker	CMT 2 (Combat Medical Technician) Mental Health First Aid Intuitive Recovery



Name of Staff Member	Job Role	Qualifications
A.H	Admin / Reception	Medical Shorthand Typing Pitman/RSA Medical Shorthand RSA Stage 3 typing AMSPAR Diploma Intro – British sign Language NVQ Level 2 Customer Care Medical IT skills & Terminology OCR Level 2 Cert, IT
D.H	Catering Manager	Catering and Hotel keeping, A level HND Hotel and Catering Management Basic Food Hygiene, Cert Food Preparation, NVQ Level 1 Food Safety, Level 3
A.L	Chef	Level 2 Food Hygiene 2014
J.S	Chef	Aylesbury College of Further Education R.I.P.H.H Certificate & Diploma in Food Hygiene Royal Air Force School of Catering City & Guilds 706/1 and 706/2
S.P	Admissions Manager	Social Work, Dip Assessor D32/33/34, City & Guilds Caring For Children & Young People, NVQ1 Advice & Guidance, Level 3 & 4, City & Guilds



Clinical provision is led by a consultant psychiatrist and the service is staffed 24/7 by qualified nurses and an experienced team of support workers. The therapeutic programme, which supports clients through detoxification, is led by the therapeutic co-ordinator with assistance from a cognitive behavioural therapy (CBT) specialist who has developed a range of evidence-based psychosocial interventions. These interventions are intended to empower change and engage service users in the programme whilst drawing heavily from evidence-based therapeutic principles such as:

- cognitive behavioural therapy
- mindfulness
- acceptance and commitment therapy



### Example weekly timetable

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
<b>8am – 9am</b>	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast
<b>Morning</b>	9.30 am -10 am Morning Meeting 10 am -12 pm Computers & Art Therapy <b>Or</b> Community Meeting	9.30 am -10 am Morning Meeting 10 am -12 pm Computers & Art Therapy <b>Or</b> Therapeutic Activity	9.30 am -10 am Morning Meeting 10 am -12 pm House Meeting	9.30 am -10 am Morning Meeting 10 am -12 pm Computers & Art Therapy <b>Or</b> Therapeutic Activity	9.30 am -10 am Morning Meeting 10 am -12 pm Computers & Art Therapy <b>Or</b> Therapeutic Activity	9.30 am -10 am Morning Meeting 10 am – 12 pm 1:2:1 Key work Sessions	9.30 am -10 am Morning Meeting 10 am -12 pm 1:2:1 Key work Sessions
<b>12 – 1pm</b>	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch
<b>Afternoon</b>	1:30 – 3:30 pm Peer Mentor Led Activity (Full Circle)	1:30 – 3:30 pm Psycho-social Group	1:30-3:30 pm Educational Group	1:30-3:30 pm Psycho-social Group	1:30-3:30 pm Recreational Session	1:30-3:30 pm 1:2:1 Key work sessions	1:30-3:30 pm 1:2:1 Key work sessions
<b>5 - 6 PM</b>	Tea	Tea	Tea	Tea	Tea	Tea	Tea
<b>Evening</b>	Leisure and Relaxation	Leisure and Relaxation	Alcoholics Anonymous (AA) Meeting	Narcotics Anonymous (NA) Meeting	Leisure and Relaxation	Leisure and Relaxation	Leisure and Relaxation

## Key to Weekly Timetable

<b>Computers &amp; Art Therapy</b>	includes creative arts, sculpting, creative writing, basic computer skills, and painting
<b>Therapeutic Activity</b>	includes relaxation group, meditation group, self- esteem and confidence building exercises
<b>House Meeting</b>	enables discussion of day-to-day issues in the house and a forum for residents to discuss service delivery issues with the staff team
<b>1:2:1 Key Work session</b>	An individual working session designed to address needs identified in your care plan, which also looks at developing coping strategies
<b>Psycho-social Groups</b>	A range of evidence-based interventions to help understand your addiction
<b>Peer Mentor Led Activity</b>	Run by Full Circle, it provides an opportunity to speak to ex-service users who have been through what you are going through
<b>Gym &amp; Recreation</b>	Allows service users to improve their physical health by attending the gym with our volunteer instructor, or simply relax whilst enjoying the company of others

## Care Planning Arrangements

A care plan will be developed in collaboration with the service user and the referring community team to ensure that care plan priorities are identified prior to admission. This will include:

- testing to aid identification of recent substance use
- assessment of signs of withdrawal
- the taking of a history of drug and alcohol misuse and to make note of any previous attempts at detoxification
- a review current and previous mental / physical health
- consideration of risk in relation to self-harm, and tolerance levels as regards the withdrawal from substances

This initial care plan will inform a comprehensive care plan on admission to the unit, and a full assessment of client needs with a view to maximising the opportunity to complete detoxification successfully whilst meeting the holistic needs of the individual.

## Personal Healthcare and Support

Hafan Wen provides appropriate levels of personal healthcare and support to all residents throughout their stay.

Nursing care is provided, and staff ensure that the healthcare needs of the residents are assessed and met in full.

Specific procedures and policies are in place with regards to the dispensing of medication.



## Accommodation

Facilities at Hafan Wen have been carefully designed and are being continually upgraded to meet the diverse needs of particular groups of clients. Features include:

- disability-friendly accommodation — lifts, seated showers, hearing impaired
- fully-accessible main building with wheelchair access
- female-only and male-only lounge areas
- 25 single-occupancy en-suite bedrooms

There are four lounge areas, with one dedicated solely to female service users, one solely to male service users, and two for communal use. In addition, Hafan Wen features disabled access showers, a lift to the first floor, and a client laundry room. Each lounge also has a small kitchenette with microwave, tea- and coffee-making facilities, and dining area.

- kitchenettes in all four lounges
- laundry
- relaxation room
- art & computer room
- recreation room
- group work room
- gymnasium

Hafan Wen is able to accept individuals who need to use a wheelchair, as a lift and disability adapted rooms are available.

### Grounds

Hafan Wen is situated in well-established grounds, giving clients the opportunity for time to themselves or to reflect whilst enjoying the garden, pond and surrounds. Residents often report seeing a wide variety of wildlife, including foxes, rabbits, badgers, squirrels, and ducks.

### Kitchen

Hafan Wen is equipped with a modern kitchen staffed seven days a week by experienced chefs. Food is cooked fresh to order, and every effort is made to provide you with nutritious meals that meet your dietary needs, personal preferences and help you recover more quickly and comfortably.

### Lifestyle

Hafan Wen encourages residents to maintain appropriate and fulfilling lifestyles and relationships whilst in the unit. Residents are supported and encouraged to take part in recreational activities, such as basketball, or by playing pool, and developing interests and hobbies through the use of our art and IT facilities.

### Visiting

Due to the nature of the unit, and to allow service users to focus solely on their needs and recovery whilst in treatment, Hafan Wen does not allow any visitors.

However, if an individual has a family emergency, every effort will be to accommodate this based on individual needs and alongside your community worker.

Families are able to speak to a member of staff regarding an individual's care if appropriate consent is in place.



## Privacy

Hafan Wen aims to maintain as much privacy as possible for all residents by ensuring:

- all confidential information about residents is stored in personal files in lockable cabinets
- all residents have locks on their bedroom doors
- residents are issued with a key to their bedroom
- all bedrooms have en-suite facilities

## Religion

Hafan Wen actively supports residents to pursue their religious beliefs by ensuring clients' religious needs are met within the restrictions of the unit.

## Dignity

The ethos of Hafan Wen is to work with residents with respect, and to provide a non-judgemental environment which treats every person as an adult on an equal basis.

The programme is focused on encouraging empowerment and self-efficacy.

## Smoking

Hafan Wen has a no smoking policy, therefore smoking is not permitted in the unit and only in designated areas as per the CAIS smoking policy.

Visitors are not permitted to smoke on the premises as per the CAIS smoking policy.

## Fire Procedure

The premises have been approved by North Wales Fire and Rescue Service.

Any changes to the structure of the building are communicated to the fire service.

A fire officer inspects the unit on a regular basis.

Fire alarms are tested weekly and emergency lighting monthly. Tests are communicated to every person in the unit at the time of testing.

The fire assembly area is outside the front of the building by the entrance barrier.



## Discharge Procedure

Hafan Wen has a comprehensive discharge procedure to ensure service users feel supported during this vulnerable time.

Whilst we hope that everyone leaving the service does so in a planned and positive manner, we also recognise service users may be requested to leave due to breach of their treatment contract.

Hafan Wen will ensure that everyone who is asked to leave due to breach of treatment contract will be discharged in a constructive, positive, non-judgemental manner, with appropriate consideration of risk made.

## Quality Assurance

CAIS is committed to maintaining and improving the quality of the service delivery at Hafan Wen, and are currently in receipt of the Investors in People award.

We have a comprehensive policies and procedures manual, which is systematically reviewed and revised.

All staff are supervised in accordance with minimum standards and training provided to ensure continuous improvement.

Hafan Wen is registered under and regulated by Healthcare Inspectorate Wales (HIW), which undertakes annual and impromptu inspections of the unit and can identify quality improvement requirements and recommendations within its reports.



## Complaints Procedure

CAIS recognises that from time to time service users may become dissatisfied with the services that they have received and may wish to make a complaint about their experience. In such cases CAIS would welcome formal complaints from or on behalf of existing or former users of its services and/or from its partners and the wider public. The company shall use the experience as both a learning and a developmental opportunity through which to improve its services. CAIS understands the need to investigate thoroughly all complaints, brought against the organisation and the services it provides. There is a procedure in place to support complaints of a formal nature.

### How to make a complaint - Step 1 – Informal Resolution

Where possible, issues of concern should, in the first instance, be raised on an informal basis with your CAIS worker. If a resolution cannot be achieved at this stage, please advise your CAIS worker that you wish the issue to be raised with his/her manager, who will be responsible for dealing with the matter speedily, sensitively and effectively. You should expect to receive feedback on the outcome within 7 days.

### Step 2 – Formal Investigation

If your complaint is of a more serious nature, or if informal efforts to resolve it have failed, then you should submit your complaint formally, in writing, to: Complaints, CAIS, 12 Trinity Square, Llandudno LL30 2RA or by email to: [complaints@cais.co.uk](mailto:complaints@cais.co.uk)

You will need to set out clearly all the circumstances surrounding your complaint, including names, dates, etc where possible, and also provide your contact address and telephone number.

The Chief Executive will be responsible for allocating a suitable investigating officer and determining the appropriate method of dealing with the matter. This may involve a review of documentation or in more complex

matters a fuller investigation involving interviews with the key participants. In some cases the matter will be referred to CAIS's Independent Complaints Investigator.

However the complaint is dealt with, you should expect to be advised of the method, to receive regular up-dates of progress, and to be informed of the outcome. Unless there are exceptional circumstances, the entire process should not take longer than 21 days.

### Step 3 – Independent Review Panel

Following the findings of the Chief Executive or Independent Complaints Investigator, if you are still dissatisfied at this stage you may have recourse to the Independent Review Panel. You must request this in writing within 21 working days of the date of the Chief Executive or Independent Complaints Investigator's formal response following Stage 2. You should address your request to: Designated CAIS Board Member, CAIS, 12 Trinity Square, Llandudno LL30 2RA

The Designated CAIS Board Member will acknowledge your request in writing within 5 working days of receipt. Before deciding whether to convene an Independent Review Panel, the Designated CAIS Board Member will wish to obtain a written statement from you detailing your remaining grievances and the reasons why you are dissatisfied with the results of the formal investigation.

Hafan Wen service users also have the right to complain direct to:

**Healthcare Inspectorate Wales, Welsh Government,  
Rhydycar Business Park, Merthyr Tydfil CF48 1UZ.**

**Phone: 0300 062 8163 Fax: 0300 062 8387  
E: [mail: hiw@gov.wales](mailto:hiw@gov.wales)**

