

Assisi Community Care
at
FRANCIS HOUSE





INVESTOR IN PEOPLE

Assisi Community Care is an Investor in People and member of Alcohol Concern

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Registered No.1930110 in England and Wales Registered Office: Assisi Community Care Parkgates Bury New Road Prestwich Manchester M25 0JW

Assisi Community Care

Assisi Community Care is a Christian-based organisation, established in 1985 to assist people in their recovery from a past or present alcohol dependency at Francis House.

We provide non-institutionalised care for positive rehabilitation within a confidential and holistic community set in the countryside of North Devon.

We do not require clients to attend group sessions we have an eclectic philosophy of care which is based on the individuals motivation in recovery.

Many clients choose Francis House because it removes them from the environment where their alcoholism exists. This is the beginning of retraining the individual to cope without alcohol in the future.

Call 01271 830030 or visit us online at www.francishouse.com

Activities

Surrounding

Francis House is set in the heart of the countryside and yet only a short distance away from the local town and the coastal area.

Many people have enjoyed the beneficial effects of county walking as North Devon is an area of natural beauty.

The local town of Barnstaple include a leisure centre, cinema and theatre. During the year there are a number of local festivals.

Residents may attend local Alcohol Anonymous (AA) groups.

Further education is available at the local community college. There are numerous courses to help clients develop their skills, abilities and hobbies. Currently clients at Francis House are involved in archaeology, art foundation courses, literacy courses and personal development courses.

UNESCO decided that North Devon is an environment that ranks with some of the best in the world, and recently designated a large part of the area as a World Biosphere Reserve.

In-house

There are three specialist counsellors in alcohol dependency who are available on request for individual counselling.

There is a weekly run discussion group centering on alcohol addiction and a monthly meeting to discuss the social calendar for Francis House.

Literacy classes are available on request for individual tuition.

Devon County library services provide a fortnightly mobile library service of both books and music.

A large stock of books, magazines and various board games are available in the Therapy Rooms where we run a popular weekly art group.

All attendance at activities is voluntary.

Client View

The staff have been particularly pleasant and helpful to me, and have helped with all the paperwork that has been required to sort out my past financial difficulties and also with my imminent move to independent living. I will miss using the library and the gym, and always winning the quiz competition!

Philosophy of Care

The philosophy of care at Francis House is eclectic as it is based on the individuals own motivational sense of recovery.

Clients are offered the opportunity of exploring positive aspects of their character which have previously been latent.

These characteristics normally require a restoration of self-esteem and confidence, which we seek to achieve by the provision of a safe, structured and caring environment.

We encourage motivation towards self-discipline as the major means of change in the life of the individual.

Self-discipline is the goal and the fundamental pre-requisite to achieving trust and freedom from dependency. The client is expected to examine alternatives to their previous escapism.

Rather than impose a restrictive regime or apply 'encounter techniques,' we believe that the requirements of interactive community living will produce therapeutic situations.

This requires the individual to confront their attitudes and behaviour and clients are supported in these therapeutic encounters by Senior Staff.

This holistic method enables a process of self-advocacy, which is essential in aiding recovery.

By improving the client's quality of life in an alcohol free, homely, Christian-based environment, individuals come to terms with addiction and the concept of their sobriety by being honest in the face of change.

We promote and respect the client's self-esteem, individuality, independence, dignity, privacy and confidentiality of their affairs.

We help the client find personal fulfilment and development by providing reliable and practical support for their social care problems.

This empowers the client to have more effective control over their daily lives.

We encourage motivation towards self-discipline as the major means of change in the life of the individual. Self-discipline is the goal and the fundamental pre-requisite to achieving trust and freedom from dependency.

Support

By providing an individual counselling service, if required, clients have the opportunity to address previously unresolved issues, *ie* bereavement, separation, and family concerns, with onward referral as appropriate.

We may be able to provide help and assistance in dealing with outstanding legal actions.

Access is available for re-training, skill development, self development and basic educational needs when requested.

Individuals are helped where appropriate to prepare for re-entry into society through contact and interview with housing associations and agencies.

Clients receive care from a local GP and have access to other social and health care services as appropriate.

A skilled diagnosis of the needs of those entering the home, a personal programme of care to meet those needs and regular reviews.

The supportive relationship offered by a named key worker of client choice, where feasible.

Provision of therapeutic activity which provides stimulation and interest and is not viewed as work.

Links fostered with organisations and individuals in the local community which will encourage clients to move out of the residential setting for their social contacts.

The availability of transport.

The fostering of links with families and friends, including the encouragement of family members and friends to visit.

Choice of either single or shared accommodation where feasible.

Regular meetings where residents and staff can express their views on matters relating to their daily life.

Provision, by a known procedure, for client's complaints to be considered and dealt with.

The care at Francis House takes account of the client's social, cultural, religious, emotional and personal preferences and needs.

Regular liaison with all sources of assistance in providing the necessary diagnosis, education and training.

Client View

In the summer, the gardens are lovely and peaceful, and it's a nice place to sit and read by the ponds. There are also some lovely walks in the countryside. The food is excellent, but most of all, I enjoy the companionship.

Clinical

Francis House provides a varied clinical service for client's needs. Clinical input is divided into the following categories:

Support

This includes care plans, setting up and overseeing risk assessments, regularly reviewed support for client is offered by consensual approach in the setting up and reviewing of support plans.

Senior staff provide up-to-date knowledge and research which is communicated to Care Staff.

Staff Training

Training involves reviewing clinical booklets to assist in staff development, including: alcohol and liver disease, alcohol detoxification, Wernicke Korsakoff Syndrome and information for children of alcoholics.

NVQ distance training is ongoing in care levels 2, 3 and 4. Induction and case study reviews are held that involve clinical and general issues to help give staff a clearer understanding of what quality care involves.

Francis House develops training packages for bi-monthly sessions, especially those that involve clinical issues eg. new policy legislation, care planning.

Consultant Input

Consultants work on a session basis, co-ordinated by the medical support service. This service may include a consultant psychiatrist who specialises in alcohol addiction, a clinical psychologist, an audiologist and other therapists as may be necessary.

Assessment

Assessments are carried out for the client initially and then at regular intervals. Assessments for independent living are carried out in conjunctions with the Care Manager.

Client View

On arrival, I found my first couple of days were difficult, but everyone was very friendly and tried to help not only the staff but also the other residents. I have been at Francis House for nearly a year. I do want to have a drink at sometimes, but at least now I can talk about it, both to the staff and the other residents.

Facilities

Francis House is a seventeenth century manor house with a distinguished history which offers twin-bedded rooms and three lounges.

Clare House is a modern building that offers single accommodation and provides two lounges, a snooker room,* a pool room and a conservatory.

For the more energetic a fully equipped gymnasium is to be found within the Clare House complex, and an additional mini gym.

The total area of the grounds is approximately seven acres. Within the grounds there are three landscaped and ornamental trout ponds where residents may coarse fish.

An all weather surface area allows for both individual and team sports and games. Half an acre serves as a kitchen garden. Three greenhouses enable cultivation of indoor plants for the house and grounds.

Our service aims at encouraging both interest and hobby whilst at the same time providing an opportunity for maintaining or re-awakening a skill for later use within society.

Clients have use of the Therapy Rooms which include a music room, with two pianos and a guitar, a chapel, a library and a housekeeping room.

Courtesy Minibus Service

A service normally runs into Barnstaple twice a week available for appointments or to go shopping or swimming at the Barnstaple leisure centre.

Hospital transport may be available for appointments and regular public transport runs from Swimbridge.

* booking is available during the evening from 1830–2130

Client View

I have found that the peaceful and tranquil environment has enabled me to be able to take a serious look at my alcohol dependency problem. During community activities I have been assisting the Chef in the kitchen which I will find useful in the future when I move on to independent living.



Francis House



Vegetable Garden



Community Area



Single Room



Gardens



North Devon Coastline



Clare House



Countryside Walks



Original Jack Russell Kennels



Mini Gym



Snooker Room



Table Tennis

Staff

The Managers and Senior Care Staff are in residence and have expert experience of working in the substance misuse services.

Care Support Workers are skilled in dealing with the problems associated with addictive behaviour, learning disabilities, cognitive impairment, physical disabilities and mental health problems.

Senior Care Support Workers are qualified counsellors each with over 18 years counselling experience in the alcohol field.

All staff have experience of residential work and are trustworthy and competent, respecting the need for the client's dignity, confidentiality and privacy.

Client View

There is always a member of staff on hand to speak to if I should have any problems or wish to discuss anything, and I feel that this form of supportive care will assist me in my quest for total sobriety.

Training and Qualifications

All care staff are fully conversant with current legislation and have certificated qualifications in: Health and Safety, Food and Hygiene, First Aid Moving and Handling, and Fire Safety.

Care staff who administer medication hold the Safe Handling of Medicines certificate and understand the guidance of the British Pharmaceutical Society for the control of prescribed drugs.

Staff training is ongoing via the local college and distance learning for NVQ'S 2, 3, and 4. Francis House, in accordance with its status as an Investor in People works towards excellence in service through the training provision it affords its staff.

Fire drill instruction by the registered Fire Officer is held every six months.

Francis House operates a client's key worker system and each member of care staff has a number of individual cases.

A key feature of residential work is our ability to work as a team in partnership with other organisations, including social workers, care managers, GPs, psychiatrists, psychologists, probation officers, police, housing and associated agencies, referral agencies and other professionals.

Referral

Referrals are made via completion of an application form. An application form should be enclosed with this brochure, if not then please call us on 01271 830030 or visit our website at www.francishouse.com

On receipt, and following discussion by staff, contact will be made with the individual or referring agency to arrange an interview. If appropriate we can fast-track admission to take place on the same day.

Conditions of Residence

Clients must be over 25 years of age and must have commenced detoxification and/or be 24 hours drug free. They must be looking towards become abstinent from alcohol and drugs.

Whilst the main criteria for residency is that an applicant is alcohol dependent at the point of application, we recognise that there are other categories of difficulties, ie offences of a sexual nature, hard drug dependency or extreme violence, which we cannot accommodate.

As a condition of residence, all community members must accept and comply with four main rules:

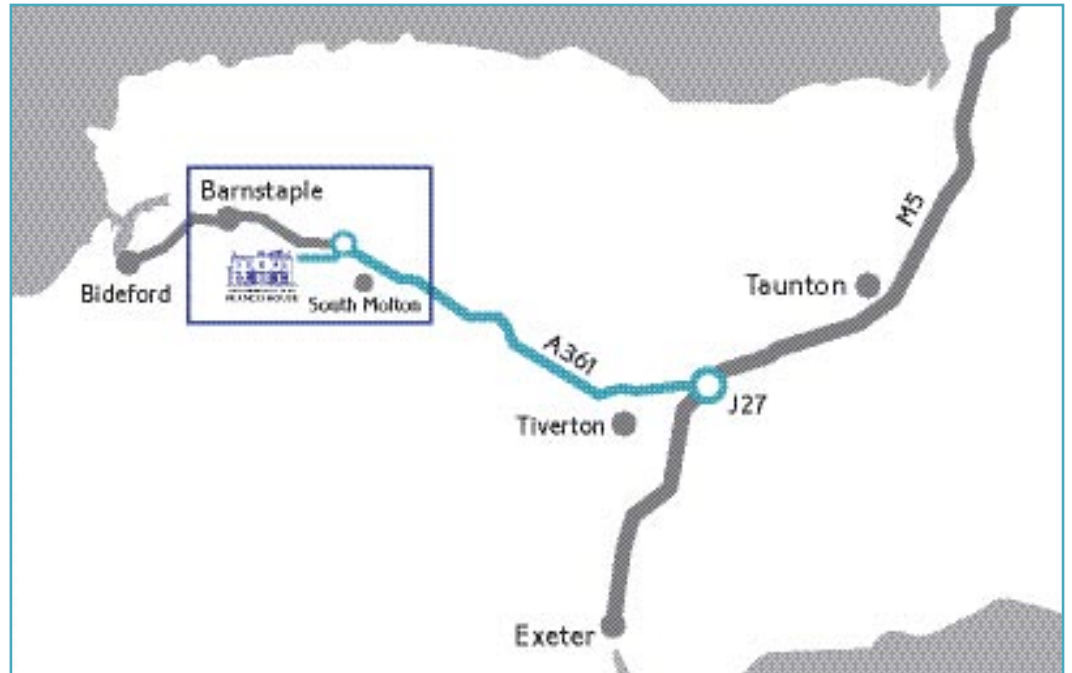
- No drink on or off the premises.
- No drugs other than prescribed.
- No violence or threat of violence.
- No smoking apart from designated areas.

If a client contravenes any of these rules then they automatically discharge themselves from the service. Verbal abuse will not be tolerated and any violence will result in prosecution.

Client View

As a previous resident I have appreciated all the help that I have received so that I can now live normally again, even with a disability which I received through my drinking. If I hadn't come to Francis House, I'd be dead by now.

Directions



Car

M5 leave at Junction 27.

Join A361 towards Barnstaple.

Leave A361 at North Aller roundabout turning left toward Hill Village then take first right signed Hill Village and Swimbridge.

Follow this road through Filleigh Village to Kerscott.

Turn left at the fork in the road marked with a triangular warning sign of falling rocks sign signed Bydown & Dennington and proceed to end of this lane.

Turn left at T Junction, Dennington Cross signed Dennington, Cobbaton and Chittlehampton.

Turn first right signed Wrimstone & Cobbaton.

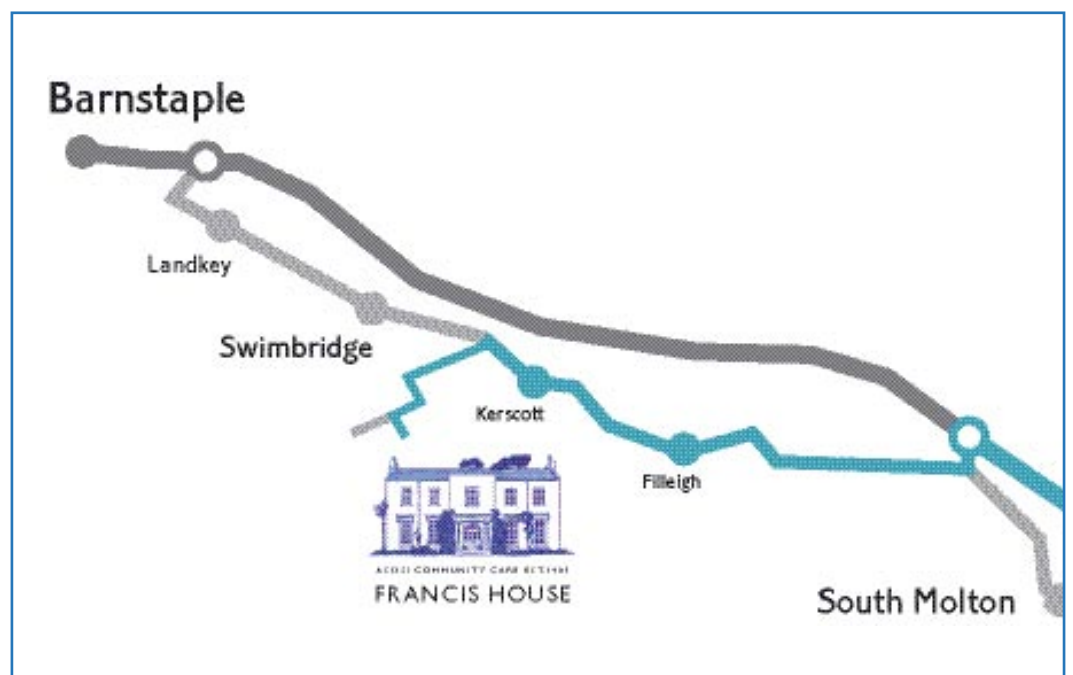
Francis House is 500 metres on the left.

Rail

Exeter St David's main line station then change for Barnstaple.

Bus

National Express to South Molton.



Summary

Accommodation

Francis House and Clare House have 22 single and 9 shared bedrooms.

Activities

The historical market town of Barnstaple is a bustling area that has a large number of shops, restaurants, a library, a golf course, a further education college and various places of worship. AA meetings are held locally.

Care

We aim to encourage each client to enjoy individually supported care directed towards a successful return to independent living.

Client Group

Francis House is dedicated to supporting adults with past or present alcohol dependency from the ages of 25 onwards.

Clinical

All clients are registered with a local GP, and have consultant input in the areas of psychiatry, psychology and speech therapy on an individual needs basis. Service-users can access a Diabetic Clinic at the local GP's Surgery.

Facilities

The homes have four large lounges, a modern dining room, kitchen and communal areas with picturesque rural views. Francis House facilities include a library with computer access (training locally), a gymnasium, mini-gym, full-size snooker table and pool room. We have a Christian chapel on-site.

Location

Francis House is situated in seven acres of countryside outside the small village of Swimbridge and close to the market town of Barnstaple. Only a distance away is the stunning North Devon coastline with its picturesque harbours and golden beaches.

Staff

Ten full and part-time Care Staff provide support for clients during the day. There are three specialist Counsellors in alcohol dependency. All staff receive extensive training supplemented by relevant external courses. Francis House's training is specifically geared towards an understanding of the recovering alcoholic's needs.

Client View

Before I came to Francis House I was nervous and didn't know what to expect. Having taken time to find out things for myself and settle in, this is the best place I've ever been to as everyone has been so helpful.