

# Client Handbook

A guide to the services you may expect from  
Charterhouse Clinic, Flore

Version: September 2017

Detoxification  
Bespoke Treatment  
1:1 Counselling/Therapy  
Family/Couples Counselling  
Aftercare

## INTRODUCTION

The purpose of this booklet is to explain what you can expect from Charterhouse Clinic during your stay, and what we expect from you in return.

Firstly, Charterhouse Clinic is a residential treatment centre for individuals between the ages of 18 to 65, who have a history of addiction or behavioural health and wellbeing difficulties.

Making the difficult and important step to decide to come in to treatment already says a lot about your commitment to get better. The first few days will be strange and unfamiliar. You are about to enter an establishment in which you know very little. Hopefully with the information in this booklet you will be a little better prepared. However, it would be a good idea to just allow yourself to be a bit confused and "out of place" for the first few days. We certainly have no expectations that you will know what to do and, in a way, expect you to be quite unsettled.

We will do everything we can to help you through that "settling-in" period, but if there is ever anything you are uncertain about, or would like to ask, please find any member of the team and they will be delighted to help you.

## GETTING HERE

Charterhouse Clinic is situated in Flore, Northamptonshire. How you get here is up to you but if you feel you need help or a concierge service, please don't hesitate to phone us and express your needs.

### By Car

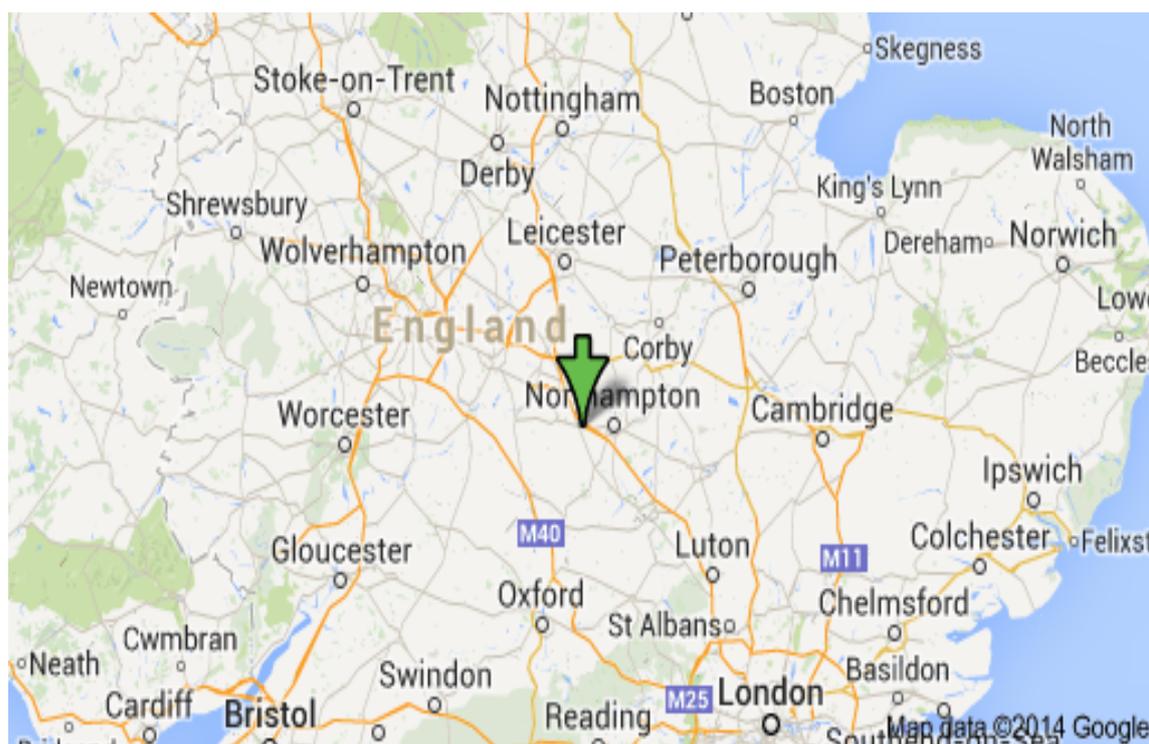
Travelling to Flore is approximately one hour and thirty-five minutes by car from Central London. Flore is accessible via the A45 and M1. There are ample parking spaces on our grounds.

### By Train

The nearest train station is Long Buckby, which is accessible by the London Midland service. If you travel by train we would be happy to collect you from the station. Please let us know what time your train will be arriving.

### By Bus

If travelling by bus, take the D2 heading towards Daventry and alight at Flore hill.



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Revised September 2017 – Treatment Director

## **GENERAL INFORMATION**

### **ASSESSMENT**

The assessment process enables us to assess your needs, aspirations and goals, and to evaluate if we are able to offer you a service that can reasonably be expected to meet these.

This assessment process also affords you an opportunity to visit the clinic for as long as needed or appropriate, so as to make an informed choice and decision to undertake treatment at Charterhouse Clinic, Flore.

Admission will only take place once we have made all reasonable efforts to determine that you are being admitted on your own free will and choice.

### **ADMISSION**

After your pre-admission assessment, staff at Charterhouse Clinic, or your referrer will get in contact with you, giving you a date for starting your treatment.

We would like you to arrive before midday if that is at all possible. On your first day there is a certain amount of paperwork and medical details that will need to be sorted out. These appointments take some time and it is much better for you and the team if we have the whole afternoon in which to complete them.

Sometimes, especially if you are travelling a long way, this might not be possible. Traffic and transport problems are often out of your control. If for some reason you feel you are going to be delayed it is important you contact us, to keep us informed of your approximate arrival time.

If you keep us informed then even if you arrive later than expected we can arrange staff to be in place on your arrival. If you don't keep us informed, and arrive after 16.00hrs things become much more complicated, and in certain circumstances if you were to arrive very late, without warning, we may ask you to return at a more appropriate time the following day. This would obviously have a big impact if you were in need of a detoxification, which we would not be able to dispense due to lack of preparation.

We do understand how getting packed, and organised, prior to treatment can be fraught with problems so it really is in your interest to keep us as informed.

## **FUNDING**

On admission, we expect you to arrive with some method of paying for your treatment. We accept payment in cash, by debit cards or by bank transfer.

**In all circumstances, the payment made for your first two weeks of treatment is non-refundable.**

## **CONTRACTS**

In addition to all the information in this booklet, you will also be asked to sign a "contract". This is to demonstrate your commitment to the treatment programme, and covers things like confidentiality and behaviour towards staff and other peers.

## **INTOXICATION**

You may be coming in to treatment for your addiction and/or addiction related issues. It would be quite unreasonable of us to expect you to arrive clean and sober and ready for treatment. We suggest you try and arrive having used as little as possible of your substance of choice. We will provide you with detoxification medication (If required) as soon as we possibly can after a thorough medical assessment. However, the amount of drugs or alcohol you have in your system will be hugely influential in when we can start your detoxification regime and at what level. You will also be able to understand much more of what is going on if you are not too intoxicated.

## **DRUG TESTING**

On admission, you will be required to provide a drug test and/or a breath test. This is to help our medical team identify if you require detoxification from any mood or mind-altering substance. During your stay with us, you will be required to provide a urine sample or breath test on a random basis. We are a treatment centre and require our clients to respect and abide by our code of conduct. It is there to protect the interests of all individuals. Please remember that if you are with us for abstinence based treatment, after a reasonable period of time during your stay (depending on the substance), if your urinalysis or breath test indicates that you have used drugs or alcohol you might be asked to leave the clinic immediately. Similarly if you refuse a urinalysis or breath test, you might be asked to leave immediately.

## **DETOXIFICATION**

On arrival, if detoxification is required our medical practitioner will see you. You will be prescribed an appropriate 'detox' with the aim of you becoming alcohol and/or drug free as soon as is comfortably possible. The length of your detox will vary depending on the substance, your tolerance level and the length of time in which you have been using it. It is absolutely vital that you are completely honest about what you have been using. If we do not know, we may be unable to prescribe the right detox, and that will obviously affect how comfortable you feel. Even whilst on detox, you will be expected to engage in the programme and participate in as much as you are physically able to do. Experience has shown that some light physical movement enables your detoxification to be much easier to handle.

## **WHAT TO BRING**

The atmosphere at Charterhouse Clinic, Flore is very relaxed and you should bring comfortable casual clothes. There are no activities that you will be involved in that will require any formal or smart clothes. You will be getting involved in tai chi, and yoga, so you should bring appropriate clothing for that. We also have a swimming pool, mini-gymnasium and sauna so appropriate clothing will be needed. We ask that females bring swimming costumes rather than bikinis.

Your bed linen and duvet are provided by us. We would ask you not to bring your own duvet as this presents us with storage problems.

We would also ask that you have suitable nightwear, pyjamas or nightdresses, and if possible a dressing gown. Slippers, flip-flops or similar would also be a good thing to bring with you.

To a certain extent we do prefer that clothing is appropriate to the setting. Women should err on the side of modest clothing - miniskirts and skimpy tops should be avoided. Males should refrain from wearing shorts, singlet's and vests. Clothing that has inappropriate or offensive words or slogans will not be allowed.

You are allowed mobile phones, chargers, iPads, MP3 players and similar personal audio devices. Mobile phones may be used in the evenings however, we do make allowances for professionals and executives who may need to conduct their business while in treatment. We do suggest that telephone calls, video-conferences or other means of communication are not scheduled at times which may interrupt your therapeutic day.

If the clinical team felt that you were being distracted by your external communication or in the conduct of your business to the detriment of your treatment, we might put in place certain restrictions.

Hair dryers/ and hair straighteners are also permitted.

Books, magazines and any other reading material are perfectly acceptable to bring though remember you are coming in to treatment, you may not have as much time as you think to catch up on long lost reading lists.

If a medical professional has prescribed you any medication, please bring it along with you in its original packaging.

## **WHAT NOT TO BRING**

Please do NOT bring any alcohol-based mouthwash, cough mixtures, or energy-enhancing drinks (e.g., Redbull). Also, do NOT bring televisions, DVD players or electrical devices such as printers or fax machines. There are communal TV's in the clinic for your use.

The clinic is equipped with a full compliment of cooking and eating utensils, meals are provided so there is no need to bring anything for the kitchen. Some Pets are allowed although this needs to be discussed with and agreed by the assessment team prior to admission. However, remember you are coming in to treatment and any pets with high need may take up too much of your time. You will be responsible for the care of your pet if allowed.

Your bags will be stored away for you during your time in treatment, you will be able to ask a staff member to return your bags on the evening prior to your discharge.

#### **NOTE**

Any property left behind when you leave will be kept for one week and then you or your referrer will be contacted - if not collected, we will donate it to a local charity without further notice.

#### **COMMUNAL LIVING SPACE**

The emphasis at the clinic is on living and supporting each other. Addiction is very often an isolating and lonely condition and helping one another, and being around other people, is an important step towards getting better and accepting help from other people.

This may be a slightly unusual set up for - you will be sharing the communal areas with other people you do not really know that well to begin with. But remember that you are all in the same situation, and are there for the same reasons.

The clinic is made up of single en-suite and some non en-suite rooms. As far as possible we always try and keep you in the room you start with however, in rare circumstances and for therapeutic reasons, we might ask you to move to another room. This could be a nuisance for you and we only do it when there really is no alternative. Whenever we do ask you to move you will always be given at least 24 hours notice. It is therefore helpful if you do not bring too much stuff with you, as it makes moving much easier.

#### **FOOD AND CATERING**

We acknowledge that food and drink play an important part in the social life of the treatment community. We try to provide a welcoming environment in the dining room to ensure that meal times are opportunities for social interaction as well as nourishment.

Meals are provided and all produce is purchased locally. Clients are able to choose from a range of options and special dietary needs are catered for, whether they are for health, religious or cultural reasons.

The kitchen also has facilities for the preparation of light snacks if required.

Fresh fruit, hot and cold drinks are available at all times. We also mark special occasions and festivals.

## **LAUNDRY**

The clinic is equipped with a laundry room. You will therefore be able to keep your clothes clean. That in turn should help to reduce the amount of clothes you bring with you.

## **ETHNIC AND CULTURAL NEEDS**

We make every effort to connect you with an appropriate representative of the religion of your choice. We aim to meet your cultural needs wherever possible however, we do not have staff from all ethnic, religious and cultural orientations.

We encourage you to inform us of your cultural and religious needs so we can assist you to meet these.

We aim to meet these needs through food and manner of eating; dress; religious days and festivals; beliefs about death and method of worship.

## **'BUDDY' SYSTEM**

You are coming in to a clinic that is based on communal living. We have set this system up deliberately to allow you to learn all the necessary life skills you will need to develop support in your own community. During the first week of your treatment episode, especially if you are on a detox, we ask that you do not go out without a staff member. You will be allocated a "buddy" on admission. Your "buddy" will be your go-to person, they will show you around and ensure that you understand how things work.

## **PEER SUPPORT**

For your safety, it is necessary for you to go out with at least two of your peers throughout your stay, except if going out on planned visits with family members, etc. All clients who are undergoing detoxification may only go out if accompanied by a staff member.

## **VISITS**

Visiting/visitors are not permitted during your first 48-hours of treatment, except in exceptional circumstances, which would need to be discussed with the staff.

Based on these restrictions, we ask that you be certain that you are satisfied with this before you accept admission to our programme.

## **48-HOUR STATUS**

When you arrive at Charterhouse Clinic you will be on a 48-hour Status - this means that you cannot go out without being accompanied by a staff member, receive visits or use your mobile phone unless previously agreed or in extenuating circumstances. This is to help you settle in to the clinic. If you have young children, your therapist will arrange a short phone call. The staff will be happy to make a phone call to let your loved ones know that you have arrived safely.

## **CONFIDENTIALITY AND CONSENT**

The law states that when you share information about yourself with an agency such as Charterhouse Clinic, you should do so in the knowledge that it is done in confidence and it will not be shared without your written consent with any other person or agency. The law does allow information about you to be disclosed without your consent under certain circumstances. These would most commonly be if sharing the information:

- Prevented a crime
- Supported a conviction where a crime had already been committed
- Was in the interests of national security
- Breached the Child Protection Act

As part of your admission process at Charterhouse Clinic you will be asked to sign a consent form to share information. This allows you to choose which agencies or people can access information about you and your treatment

## **ANIMALS**

We have found that animals can be very therapeutic and comforting for people in treatment, and we have a number of pets on site, including cats and dogs. If you have any allergy or you would rather not be around animals, please let a member of staff know as soon as possible.

## **PAPERWORK, CERTIFICATES AND I.D.**

You must arrive with a form of current I.D. as if required; we may ask you to temporarily register with the local GP practice. You will initially be assessed by our Consultant Psychiatrist on admission however, for more general medical matters the local GP will prove much more accessible.

## **MEDICATION**

You must bring with you ALL the medication you are currently taking in the original packaging. On arrival you will be asked to hand over ALL medication to our care, which is consistent with our Medication Policy and Procedure.

All medication administration will be carried out by a staff member who has been fully trained and assessed as competent to do so.

Your luggage will also be searched on arrival to check that you have not brought with you any drugs, paraphernalia or alcohol.

It is also very important that you inform of us of all drugs you have been taking recently whether or not they have been prescribed to you.

There is no judgment taken by us about this matter, but if we have a clear and honest picture, your detoxification process will be better managed. Some people, for instance, may have been taking illicit Benzodiazepines for some time and if we do not know about this, there could be unexpected health problems.

## **LENGTH OF STAY**

The average length of treatment at Charterhouse Clinic is anything between 2 - 24 weeks. This probably sounds like a lifetime right now but experience shows that the time soon passes. It might be worth thinking about what you have done in the last 6 months, and perhaps realise that not only does time go quite quickly but that at Charterhouse Clinic you will be productively and progressively helping yourself get better.

## **TREATMENT PROGRAMMES**

At Charterhouse Clinic our treatment programmes are based on a Bio-Psycho- Social model. We encourage attendance at self-help groups and promote life skills training.

All staff members are qualified, trained and assessed to be competent in the treatment of all addictions as well as behavioural health and wellbeing issues. All of our therapists and support staff receive full training and assessment of competence in all areas of their practice. Extensive training in Addiction treatment and other related issues are undertaken in accordance with prevailing legislative conditions.

We offer a fully structured treatment programme and your individual treatment plan will respond to your assessed needs, goals and aspirations. Regular case management meetings by the team ensure that your treatment plan is reviewed and monitored with team input.

Reviews and indications of changing needs may lead to changes in your treatment plan and you will be fully involved in your treatment planning. Changes to your treatment plan will only take place with your consent, and after consultation.

We welcome involvement from significant others and advocates as deemed appropriate by all parties and with your consent. These persons and other appropriate professionals are welcome to be involved in your assessment, admission, discharge, complaints and disputes, contract and treatment planning procedures.

At times, we may be of the opinion that outside professionals need to be involved in your treatment programme. This will then be the subject of discussion with you and will only take place with your consent.

We base our treatment programme on the interpersonal model of groups and individual therapy sessions. We expect you to attend all of these sessions.

Not attending all community and group activities will result in you missing important parts of your treatment and we feel this will leave you at a disadvantage. Missing activities or groups can only occur in exceptional circumstances or illness and would be the subject of discussion and agreement between all parties in the programme. Group sessions are a pivotal element of the Clinic's treatment programmes. The group process is about peer support, trust and learning. They are designed to help you work through many areas and related issues, within a setting of shared experiences.

To be effective the group setting relies on a mutual commitment to trust and respect. You must arrive on time and are expected to remain until the group has ended. These conditions provide a safe and non-judgmental learning environment for all. All groups are confidential.

You will receive a minimum of one individual therapy session with your allocated therapist every week. If you feel you need more individual sessions, please discuss this with a member of the clinical team. Like groups, this is a 'safe space' for you to work through difficult emotions.

These sessions are confidential within the staff team and are part of the treatment package.

During your time at Charterhouse Clinic all of our staff team are committed to working to support you in achieving your goals. You will however have a focal therapist. This person will be responsible for working with you to develop and support your personal treatment plan, setting out your needs and those areas that need to be addressed for your sustained recovery.

Your treatment plan, which will be agreed by you and your therapist will identify your short/long term goals and will then help you to focus and break them down into a smaller more achievable goals over a set time. This process is designed to reinforce a constant sense of progress during your time at Charterhouse Clinic.

## **BESPOKE TREATMENT PROGRAMME**

At Charterhouse Clinic, Flore, our treatment programme is designed to address your presenting issue and the range of other psychopathologies that they might present. For clients with a substance dependence issue and who are aiming for total abstinence, our pharmacological and evidence based bio-psycho-social interventions are aimed at enabling them to:

- Eliminate or reduce the most pressing contributors to their recent use such as physiological and psychological distress, physical pain, or social attitudes and influences.
- Acknowledge their addiction, its implications, and the particular impact of the substance misuse in their life.
- Commit themselves fully to doing whatever sustained recovery requires.
- Develop an awareness of and start addressing the unhelpful behaviours that contribute to and/or exacerbate their substance use.

Our interventions include: Detoxification (if required), Interpersonal/Process groups; Psycho-educational/Skills development workshops; Goals groups; Life story/History; Social/Fun activities; Complementary therapies; Community groups; Gender specific groups; Peer evaluations; Art workshops; Individual therapy and mutual-aid group affiliation).

During the induction/orientation process, clients are given information about the treatment programme. This includes information regarding the mandatory aspects of the programme including attendance of all groups and mutual-aid group meetings, the group formats and their benefits, and any fears or concerns the clients might have are explored.

## **AFTERCARE PROGRAMME**

Our aftercare programme is available to any client who has accessed treatment at Charterhouse Clinic.

The aftercare programme is used to explore difficulties the client might have with regards to relationships, employment, interpersonal communication, money management, etc. It is a means of accessing continuous support and exploring the challenges faced in daily living. The ethos in this phase is to set goals, identify solutions to challenges faced, and to feedback the outcomes.

### **LIFESTYLE AND LEISURE**

Lifestyle activities and leisure activities are the subject of your treatment planning and we encourage these but would expect all lifestyle, leisure activities and goals to comply with our treatment model and programme. All outings are to be undertaken in three's, except for visits to your family and significant others. Trips out at weekends will be arranged in the weekly community meeting.

### **FAMILY AND SIGNIFICANT RELATIONSHIPS**

Clients are encouraged to attend family sessions to assist in re-developing relationships with family members and significant others. Family members, partners and employers are able to be a part of the client's rehabilitation programme by attending the family sessions. Clients are encouraged to start making amends and building bridges while also developing healthy support networks for when back in the community.

### **SOCIAL RELATIONSHIPS**

These are the subject of discussion between the client and members of the treatment team. We expect social relationships to form part of treatment and would discourage those that are not compatible with our treatment aspirations and outcomes. However, we do discourage special/exclusive relationships in treatment and our treatment strategies preclude the formation of this type of relationship.

## **PREMATURE DISCHARGE AND EARLY EXCLUSION**

A premature discharge or early exclusion initiated by the staff are most likely to be the result of disruptive or therapy interfering behaviours. All efforts will be made to involve all parties in the responses to this pattern of behaviour.

Failure to comply with Health and Safety Policies could also lead to responses as detailed below and possible discharge.

We undertake to provide a consistent response to such behaviours and all responses

will be recorded and all appropriate persons will be informed of the steps taken to respond to these behaviours.

An immediate discharge may take place if there is an assessed or perceived threat to others. This is a serious step and will only take place when the safety of others is perceived to be at risk. Persons are assisted to leave in a safe and planned manner.

In most cases of early exclusion on our part, this will be the result of a graded exercise. Steps will include a verbal warning, 1 – 1 discussion and group help, followed by written contracts to intervene in the self-defeating behaviour patterns.

You are responsible for co-operating with us to allow these interventions to help you make the necessary adjustments.

Discharge from our service is a grave step and is always seriously considered before implementation.

Self-Discharge takes place when service users decide to discharge themselves from the clinic. We encourage them to leave in a planned manner to minimise the impact of this on their recovery.

If on abstinence based treatment, discharge for reactivation of drug or alcohol use is highly likely. No one will be discharged whilst they are at risk or a danger to self or others, but might be discharged once we have assessed them as being safe to do so.

We are required to enforce this clause strictly as other service users feel at risk when an active drug/alcohol user is within the clinic. We will communicate treatment difficulties to relevant appropriate professionals and will make every effort to keep them fully informed.

We will make all reasonable efforts to assist the person's discharge and minimise the harm this may cause to the person's self-esteem and safety.

We will communicate any treatment difficulties to service users, significant others and advocates, only with the consent of the service user.

We will make reasonable efforts to assist the service user after discharge and may offer telephone counselling for 7 days to assist their re-entry into recovery.

Threatening or intimidating behaviour, as well as verbal, sexual or physical abuse would also result in this type of discharge. We operate a strict policy to protect vulnerable adults from abuse in any form and your safety is a prime concern within the project.

Our Safeguarding of Vulnerable Adults Policy is available from the office. This Policy is detailed in your Service Agreement/Contract and is also situated in our Policy and Procedure Manual. Please read this very carefully. If you require assistance to clarify any aspects of this policy, or any others, all of which are to be found in the office, please ask a staff member for help.

We respect your right and need for privacy and dignity and all possible efforts are made to ensure that your rights are protected. At times these may be infringed due to constraints placed upon us to protect all persons in the home.

### **YOUR RESPONSIBILITIES**

Charterhouse Clinic, is committed to providing a safe and therapeutic environment for all those using its services. Our service and its delivery are designed to reflect our overriding duty of care to all individuals and staff. To this end, the following code of conduct is set out to cover some of the most important aspects about your co-operation with Charterhouse Clinic's treatment expectations. It is most important you keep up on your agreement and goals to maintain on-going recovery.

- You must abstain from alcohol and drugs (except those drugs prescribed by your doctor)
- Random breathalysing/drug testing will be carried out at the discretion of the staff team
- No violent or abusive behaviour, either physical or verbal, towards a person's gender, race, sex or religion will be tolerated
- You will be given a weekly therapeutic duty in order to keep the centre clean and tidy. A weekly task rota is produced and pinned on the clients notice board and may change weekly
- You are expected to respect other clients and keep general areas clean and tidy. Please wash, dry-up and put things away after use. It is not the duty of the person on 'kitchen duty' to wash and clean up after other people
- Please also be respectful of other clients by keeping noise levels to a minimum (TVs, radios etc)
- Doors and windows must be kept locked and someone should be appointed to put out the lights etc., every night. Last person to bed please ensure all lights are switched off
- All electrical appliances that have been in use (TVs, radios etc.), are to be switched off or unplugged
- Each person is responsible for the cleanliness and general good upkeep of his or her room. The staff have the right to make periodic visits to your room to check that everything conforms to Health & Safety and Fire Regulations and to see if repairs are required
- No visitors, including children, may stay overnight
- All visitors to Charterhouse Clinic, must be alcohol and drug free
- The manager reserves the right to enter your room if any risk is perceived to the safety of the treatment centre

If you are intending to leave Charterhouse Clinic please give notice of your intention. Your belongings must be removed at the time of your departure. Charterhouse Clinic, cannot be held responsible for belongings left behind

- Any major infringement of code of conduct may result in you being asked to leave the clinic.
- You will be asked to hand in your mobile phone, which will be kept in the office
- Treat staff and others with respect and dignity, especially observing Equal Opportunities Policy
- 'FIRE' instructions are located in every room and hallways - please familiarise yourself with exits and fire drills and all health and safety aspects
- Time away will only be allowed in EXCEPTIONAL circumstances and at the staff's discretion. Any time out must be agreed in advance of admission and as part of your treatment Plan
- You must participate in the therapeutic duties unless under prior agreement with the staff.
- For health and safety reasons, entry and exit from the centre must be recorded in the signing in book located at the reception
- All assignments are to be handed in on time, daily diaries are compulsory and are considered to be an important part of the treatment process. Your cooperation is essential and you will be expected to present assignments in group. Alternatives are given for those with learning difficulties and/or dyslexia.
- You may not leave the centre during programme times without it been previously agreed or without the consent of the staff
- All appointments, i.e. Doctors, Dentists, business meetings, legal and family occasions are preferably to be arranged with the least disruption to your treatment

## **YOUR RIGHTS**

At Charterhouse Clinic, we do not forget that as a treatment provider we are here to meet your needs and to provide you with a safe environment and a service that reflects your needs and aspirations.

During your stay you have a right to be treated by staff and other individuals with respect and dignity. Charterhouse Clinic is committed to providing a safe environment in which individuals are able to realise their full potential and to create conditions in which their goals can be realised. Charterhouse Clinic is committed to identifying and eliminating discriminatory practices, procedures, and attitudes throughout the treatment process.

Charterhouse Clinic aims to ensure that no individual is discriminated against, either directly or indirectly, on the grounds of gender, race, colour, nationality, ethnic or racial origins, marital status, sexual orientation, religion or offending background.

## **COMMUNITY FORUM**

There are weekly Community Meetings where clients have the right to make their needs and preferences known. Through these meetings, Charterhouse Clinic aims to run the centre as democratically as possible - offering a voice and choice to all concerned and thereby building a philosophy of trust, responsibility and equality in the facility.

A 'suggestion box' is also located in the hallway at the centre.

## **HOUSE EXPECTATIONS**

### **Housekeeping:**

- Weekly Menu Planning and duty rota takes place on a Saturday in the Community Group, followed by online ordering.
- Care needs to be taken to ensure that a thorough inventory is taken of the kitchen and household items required.
- Grocery shopping usually gets delivered twice weekly.
- Community House cleaning (deep clean) takes place on a Sunday, this includes a weekly fridge clean
- All clients are expected to participate in the housecleaning
- All clients must ensure that their bedrooms and communal areas are kept tidy during the week. Daily therapeutic duties should be completed before breakfast
- The housekeepers will clean the communal areas daily
- The weekly food shop should not include large amounts of sweets, cakes or fizzy drinks.

### **MEAL TIMES:**

- Meal times will commence as scheduled on the daily timetable. The table should be set by the client responsible for that duty
- Breakfast starts at 8am during the week, 8.30 on Saturdays and Sundays. A half hour is allocated for breakfast.
- Lunchtime is scheduled for 1pm daily

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- Dinner is scheduled to commence between 5.30 and 6pm
- If a client is struggling with an eating disorder, it would be helpful for other clients to be supportive and not place the individual under any pressure to eat. The clinical staff will manage this.
- All clients, regardless of whether they are struggling with an eating disorder need to be mindful of what they eat, and the pace at which they eat. It is common during early recovery for people to comfort eat or over eat.
- Fruit will be available at all times, as will tea, coffee and other beverages. The kitchen will be locked between meal times.
- All leftover food and open packages need to be stored in Tupperware containers or wrapped with cling film. All food stored in the fridge should have a food label on with the date.

#### **USE OF FREE TIME:**

- The use of free time is suggested to be constructive i.e. reading, gardening, art and craft, group activities, assignment work.
- Spending excessive time alone in your bedroom is counter-productive to the recovery process. Napping during the day is not permitted as this can negatively influence night-time sleeping and can be used to isolate, except if a client feeling unwell or undergoing detoxification. Please speak to a member of the staff team if feeling unwell.
- If you would like to go for a walk in the village, this needs to have been pre-planned, risk assessed must be done in groups of at least three clients.
- The television may not be switched on before 8pm. You are required to reach a consensus on what to watch. If there is a sporting event coming up clients would be expected to put in a request to the staff team prior to the date of the event.

#### **THERAPEUTIC OUTINGS:**

- Therapeutic outings take place on a Saturday afternoon
- The outings are intended to be an enriching experience.

- If the community decides on a shopping trip it must take place in Daventry. Northampton is out of bounds.
- For ideas on therapeutic outings please see a member of staff

### **'Exclusive Relationships' Whilst in Treatment**

Many people who have struggled with substances have a history of forming unhealthy relationships, which at times may manifest in an addiction to sex.

Ongoing recovery depends on the ability to form healthy attachments, and to recognize when unhealthy attachments are being formed.

For many people they may not always see the warning signs of this happening. You may feel as if you have met someone and that you have "made a connection"

The team at Charterhouse Clinic have vast experience of helping clients manage the forming of relationships in treatment/early recovery and will highlight the dangers and rationale as to why this should be avoided.

An exclusive relationship does not have to be physical or sexual, it could be an unhealthy attachment.

At Charterhouse Clinic the staff team may intervene if it is felt that any clients are forming relationships exclusively with one another.

We also need to make it clear that any kind of sexual relationship is deemed inappropriate and could result in an immediate discharge from the clinic.

If the staff team observes any two clients "getting close" then the following steps will be taken:

You will be asked to refrain from this behaviour (Verbal Warning)

If the first intervention does not elicit a change in behaviour, then a Written Condition of Treatment will be issued. This will include adhering to specific boundaries and you may also be given an assignment to assist you in exploring this unhelpful behaviour in more detail. We will also expect that you use your 1-1 sessions to explore this further.

Any further incidents may then result in discharge from the clinic. If in-between stages 1 and 2 we have reason to believe that any sexual act has occurred, we may be left with no other option than to discharge both clients from the Clinic.

We encourage all of our clients to be honest with their feelings, as we know that this is the foundation for recovery. You will not be penalized or punished for being honest and talking about any feelings you may be developing.

Exclusive relationships have a negative effect on both the individuals involved and the treatment community. We encourage all of our clients to connect with one another, make new friends, share experiences and support each other.

If during your time at Charterhouse you become aware of or are concerned about yourself or your peers, we strongly suggest that you discuss this with your focal

therapist.

If you would like to discuss any aspects of this policy, then please speak to any member of the team who will be happy to clarify any points.

#### 48-Hour Status

From the first day of admission you will be subject to a 48-hour status.

This means that:

You will not have access to your mobile phone (but you can receive messages via the staff office phone or by post)

You will not be permitted to leave the Charterhouse Clinic grounds for any reason

If you are admitted to the clinic by Wednesday, you will be allowed to have a visit from family and friends on the Sunday of that week however, if you are admitted on Thursday or any of the subsequent days, you will have to wait until the following Sunday before being allowed a visit

This is to allow you to settle into the programme without outside distractions and pressures; to enable you to reflect on the reasons why you have come in to Charterhouse Clinic; and also to afford you the opportunity to develop meaningful relationships with the other members of your peer group.

If you are undergoing detoxification or have recently undertaken a 'detox', whilst on the 48-hour status you may not be allowed on therapeutic trips, or to attend outside fellowship meetings. This will be decided on an individual basis for health & safety reasons.

## **Admission to Charterhouse**

Our Consultant Psychiatrist Dr JS Grewal is responsible for ensuring that your admission to Charterhouse Clinic is medically safe

Safe medical care is one of the Fundamental Standards described as essential by the Care Quality Commission (CQC)

Our Safe medical care is ensured in three stages:

- Pre admission
  - Dr Grewal will receive details of your name, age, medications, medical/psychiatric history, reason for admission and any 'red flags' (areas of possible medical risk). He will issue a prescription so that any required medication is available immediately for you on admission
- Admission
  - On admission, he will receive details of your current medical situation i.e. mental and physical state with pulse, blood pressure and breathalyser reading. He will then prescribe any medication you require e.g. for a medically assisted detoxification
- Admission Clinical assessment
  - Dr Grewal will assess you within days of your admission- (initially by Skype if required) and in person on the weekend of your arrival. He will review your medical/psychiatric history and any medication prescribed; perform a medical and psychiatric examination; and review the diagnosis and risk assessment

### **Consultant Psychiatrist - Dr J S Grewal**

Dr Jas Grewal is a Consultant Psychiatrist working in a full time NHS post in Coventry as a Liaison Psychiatrist.

Dr Grewal is the Consultant Psychiatrist for Charterhouse Clinic Flore; and also has his own private practice in Coventry and Warwickshire.

Dr Grewal qualified as a doctor with a Bachelor of Medicine and Surgery (MBBS) degree in 1993 from The Royal Free Hospital School of Medicine, London. He worked for 9 years gaining a wide medical experience in various specialties including Anaesthetics, Paediatrics and A&E before specialising in Psychiatry.

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Charterhouse Clinic, The Avenue, Flore, Northamptonshire, NN7 4LZ

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Revised September 2017 – Treatment Director

Dr Grewal became a Member of the Royal College of Psychiatrists (MRCPsych) in 2005 and received his Certificate of Completion of Training (CCT) in 2008. Dr Grewal is dual qualified and listed on the General Medical Council (GMC) Register as a Consultant Specialist in:

- General Adult Psychiatry
- Addiction Psychiatry

Dr Grewal further specialized in the treatment of Healthcare Professionals (HCPs) with Addiction and Psychiatric problems. For many years, Dr Grewal offered support and guidance to the Sick Doctors Trust (SDT) and the British Doctors and Dentists Group (BDDG).

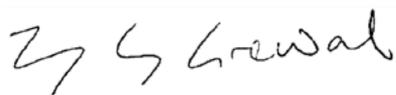
Dr Grewal has extensive experience of treating doctors who are under investigation by the GMC and whose registration is restricted by the GMC.

Dr Grewal achieved a Master of Business Administration (MBA) degree from the Open University in 2011, and is also a member of the Faculty of Medical Leadership and Management (FMLM).

Dr Grewal is a member of The Society for the Study of Addiction (SSA), The Medical Council on Alcohol (MCA) and The Specialist Clinical Addictions Network (SCAN) and the Spirituality and Psychiatry Special Interest Group of The Royal College of Psychiatrists.

Dr Grewal has full Medical Indemnity Insurance with the MDDUS, and is registered as a BUPA specialist

Dr Grewal has successfully completed his yearly appraisal and revalidation as required by the GMC. He takes an active role in training and teaching Medical Students and Junior Doctors.



**Dr J S Grewal**  
**MBBS DA DCH MRCPsych MBA**  
**Consultant in General Adult Psychiatry**  
**Consultant in Addiction Psychiatry**

All in accordance with GMC (General Medical Council): Prescribing guidance: Remote prescribing via telephone, video-link or online: paragraphs 60-66: General Medical Council (2013) *Good practice in prescribing and managing medicines and devices* London, GMC

## COMPLAINTS PROCEDURE

Charterhouse Clinic aims to maintain the highest possible standard of service and support to its service users, referrers and all those who come into contact with us.

If you feel unhappy with any aspect of your treatment and care during your stay at Charterhouse Clinic, you have a right to make a formal complaint. In the first instance this could be a verbal complaint to a member of staff, most complaints can be resolved at this level. For more serious issues such as a complaint about a member of staff you should put this in writing to the manager. If you need help in making a complaint you could talk to the registered manager.

If you need to make a complaint, please ask a member of staff for a copy of Charterhouse Clinic, complaints process.

## THE CARE QUALITY COMMISSION

An inspection is carried out at least once a year, by an organisation called “The Care Quality Commission”. They write a report about the centre, which you can have access to either online or by asking a staff member.

If you need to contact the Care Quality Commission either by telephone or writing, the staff or someone of your choice can support you in doing so.

The contact details are: **CQC National Customer Service Centre**

Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA, Telephone: 03000 616161

Website: [www.cqc.org.uk](http://www.cqc.org.uk)

## FIRE SAFETY PROCEDURES

Charterhouse Clinic, Flore will ensure that all clients are properly inducted so they understand the fire evacuation procedures and the action to be taken in the event of a fire. Evacuation notices are displayed on the walls with instructions of what to do in the event of fire. There is a list of emergency phone numbers on the notice board.

### Fire Induction will consist of the following:

- Locations of all escape routes and Assembly points
- Location of fire fighting equipment
- Location of all fire alarms
- Instruction on how to use the fire alarm

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- Instructions on what to do in event of fire

**Action to be taken in the event of a fire**

- Immediately activate the nearest fire alarm call point

**Action to be taken on hearing the fire alarm:**

- Call the fire brigade by dialling 999
- Give the operator your number and ask for the fire service
- When the fire brigade answers give your address
- Do not replace the receiver until the address has been repeated back to you

**Clients are expected to make sure that:**

- Exit routes, stairways and corridors are kept clear of obstructions
- All fire doors to be kept closed at all times
- The fire alarm and fire equipment must not be tampered with
- Stoves, heaters or lamps using paraffin or liquid gas are not to be used as Fire Fighting Equipment
- Fire fighting equipment are provided at strategic locations around the centre in order to reduce the risk to service users, staff, and the property in the event of fire
- Fire extinguishers are provided on exit routes where they can easily be reached and near the hazards they protect

**Testing of Fire Detection Systems**

- Fire systems will be checked regularly and maintained in a good working condition
- All fire detection systems will be checked by qualified engineers