

Registered Provider

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For further information and copies regarding this guide.

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Service User Guide

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At Anahita we seek to empower all of our service users with the skills to take control of their lives.

Therefore, we will give you the opportunity to choose your keyworker as well as the time and place of your key work session.

We will also support you to identify your hopes, dreams and aspirations as part of your person centred support plan.

We believe in choice and control and will give you as much support to make your own choices about your future and your recovery.

Whether you are staying at Anahita for a while or just passing through, we hope that you have a pleasant and rewarding stay.



If you are not satisfied with the final reply from us or the social services department you can complain to the Local Government Ombudsman.

The address is: -

The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

Tel: 0300 061 0614 or 0845 602 1983



Making a Complaint

It is the Company's policy to elicit views about the services we provide, whenever possible, from service users, relatives, professionals and the local community. Any complaint is an opportunity to elicit views, to learn lessons from any mistakes that may have occurred and continuously improve the quality of the services that we provide.

If you have a complaint please report it to the staff, who will endeavour to resolve the matter with you.

We encourage you to put unresolved complaints in writing.

If the problem cannot be resolved, the person in charge will report the complaint to the Manager, who will investigate. The Manager will, within 7 working days after the date on which the complaint is made, inform you of the action (if any) that is to be taken.

If the matter is not resolved to your satisfaction you can appeal to the directors of the company.

If you are still unhappy with what we say or do you can talk to your care coordinator, social worker or the local social services department that funds your placement.

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Is Anahita the place for me?

The Anahita Recovery Centre offers highly supported accommodation to men and women, over the age of eighteen, who have a present or past history of mental health difficulties.

The centre is divided into two self-contained units. One unit caters for women and the other is for men. Each unit can accommodate up to ten people.



The centre offers short-term placements, of up to two years, with a view to avoiding hospital admission or supporting the transition from hospital to less supportive community accommodation

Longer-term placements are available for those who still experience more anxiety than satisfaction from life in the wider community and for those who need more help to cope with independent living.

Your Views

The management of the centre are committed to providing services that meet the needs of all service users. In order to achieve this it is imperative that staff and management receives regular feedback from you.

You will be asked to participate in periodic surveys but please don't feel that you have to wait for the next survey. Talk to the staff, approach the Manager and participate in meetings.

If you prefer, ask the staff to arrange an appointment with the Manager or perhaps put your thoughts in writing. We want to hear from you and we want to hear the good and the bad.

Service user meetings are held on a regular basis. Minutes are kept and the views expressed are communicated to the management team.

Shortly before leaving Anahita you will be invited to complete a short Leavers' Discharge Survey. Participation is voluntary.

Smoking

Due to the serious health implications, smoking is strongly discouraged.

Service users and staff who smoke are allowed to do so only in the designated areas.

Smoking is strictly forbidden in the kitchen and specified non-smoking areas.



Service users will not be allowed to smoke in their rooms.

All Service users will be supported to participate in a smoking cessation groups at the local practice.

Service users will have support and help to address any issues relating to their desire to smoke.



To be considered for placement at Anahita you must satisfy all of the following criteria.

You should have a present or past history of mental health difficulties.

You must be aged 18 or over at the time of placement.

You must want to reside at Anahita.

Your mental health is likely to suffer without a high level of support.

You must have funding agreed prior to placement.

The Anahita Recovery Centre is not registered to detain people under the Mental Health Act but if you are 'sectioned' it may still be possible to come to Anahita. Some people come here on 'leave' from their section. If you think this might apply to you, please talk to your care coordinator, social worker or psychiatrist



Accommodation



The Centre is a detached corner property set within its own grounds. Accommodation is provided in two separate units, each catering for a minimum of 10 people in each unit.

One unit, with accommodation over ground, first and second floors, caters for women only.

The second unit is for men, with accommodation over ground and first floors. Both units have generous communal space, with lounges, dining areas, offices and laundry.

We promote independence and we recognise that privacy is important. You will have your own room with en-suite facilities.

You are encouraged to bring your own belongings and to decorate and personalise your room to your own taste and satisfaction. The communal areas are comfortable and homely. A good size patio garden is provided in both units for your enjoyment.



Fire

The building is protected by an automatic fire detection system, which is tested weekly. Notices detailing the actions to be taken in the event of a fire are posted on all floors.

If you discover a fire please activate the alarm immediately by smashing a break glass point.

On hearing the alarm please make your way immediately to the assembly point in the car park.

For your own safety, you are expected to participate in periodic fire drills and to obey the instructions of the staff if an evacuation becomes necessary.

Experience suggests that smoking presents a significant risk. For your safety and that of others, you are asked to respect the smoking policy.



Cleaning

Domestic staff are employed to keep Anahita clean.

However, we believe that a lot of self satisfaction and pride can be derived from keeping your own private space clean and tidy.

Staff will help you achieve this independence by helping you according to your wishes and your abilities.



To what extent the staff support you to clean your room, how much you do for yourself and what support you receive will be agreed as part of your individual support and recovery plan.

Laundry

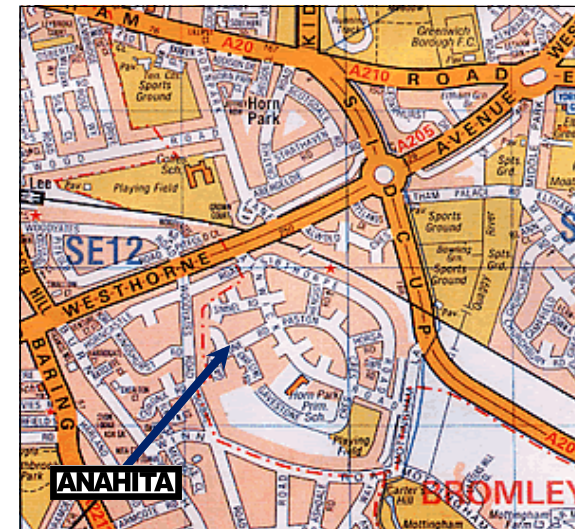
Each unit has a laundry with washing machine, tumble dryer and ironing facilities. All service users are encouraged to participate in doing their own laundry but assistance is available from support workers according to need.

Location

The Anahita Recovery Centre is situated in a quiet residential area of Lee in South East London.

Local shops are within easy walking distance. Regular bus services afford easy access to the centre of Lee, Eltham and Sidcup.

Travelling further a field is made easy as Anahita is close to the junction of the A205 South Circular Road and A20 Sidcup Road. It is relatively well served by public transport and Lee railway station is just a short walk away.



Choice and Control

At Anahita we are not in the business of banging square pegs into round holes. We are all different.

An individual support and recovery plan, tailored to your needs and wishes, will be drawn up in collaboration with you and those involved in your care.

We believe that assessment and planning is a two way process. As we learn about you, you must assess us.



Can we be trusted?

Can we deliver what you need?

We will answer your questions. We will be open and honest.

We will come to see you and we will encourage you to visit us.



Food and Drink

Our chefs prepare the main meals. A range of menu options is available and special diets can be catered for. Through our regular residents' meetings we encourage all service users to get involved in planning the menu. So please give us your ideas!

Drinks are available throughout the day but we still like to have a morning coffee break and afternoon tea. These are fixed points in the day and opportunities for service users and staff to meet and socialise. And of course you don't have to like tea and coffee as other drinks are available!

If required, it may be possible to have hot drink making facilities in your own room. Please ask staff for details.



Staffing

The home is managed by an experienced registered mental health nurse. The Manager is supported by the company directors, who are all mental health nurses with a great deal of experience delivering services to people with mental health difficulties.

Support and care is delivered by a team of support workers.

A registered nurse is always available for advice and support. There is always support staff available in both units day and night. The level of staffing varies according to time of day, the needs of each service user and the activities being organised.

The support team is complimented by other staff, who include chefs, cleaners, administrative staff, sessional workers (A social inclusion worker and activities co-ordinator) and maintenance personnel.

All staff are carefully selected and undergo a Criminal Records Bureau check before beginning work. All staff participate in regular supervision and training

We recognise that you and those that are close to you are often best placed to know what works well for you.

We believe that the whole process of assessment, planning and the delivery of support and care should be a collaborative venture, enabling you to move forward on the road to more independent living.

Together we will agree specific and realistic goals with a plan that enables you to achieve these. This plan will take into account your wishes and aspirations, what you consider helps you and what doesn't.

The staff team at Anahita will work closely with the other professionals involved in your care and support, including your consultant psychiatrist, your care coordinator, CPN and social worker. This is usually accomplished through participation in the care programme approach.

And if we don't think that the Anahita Recovery Centre is the right place for you we will be honest enough to say so.



Your Support & Recovery Plan

We will provide a safe welcoming environment in which service users have as much control over their lives as possible, enabling them to achieve the maximum degree of independence whilst retaining their dignity.

We will provide each individual with an opportunity to build new skills for life and to adapt old ones. Enable each individual to function to his/her potential.

Our Objectives

We will ensure that we provide staff on the premises 24 hours a day to ensure that support is available to all service users when they need it.

We will provide accommodation which is functional, comfortable and aesthetically pleasing.



Some of the things that we get up to at Anahita

- Computer & internet access
- Swimming
- Cinema
- Exercise in our own gym
- Theatre
- Pool
- Ten pin bowling
- Table tennis
- Walks to local shops and parks
- Cookery
- Trips to local markets
- Music appreciation
- Relaxation groups



A Programme of Activities

You will be encouraged to pursue existing social activities, hobbies and leisure interests; both inside and outside of Anahita.

We will support and facilitate these activities. Whilst activities are not compulsory, we will make every effort to encourage active participation.



You will be supported to pursue education, training, employment or volunteering as this can aid recovery in a significant way.

We will try to stimulate new interests on an individual and group basis.

We organise a number of activities, both inside and outside of Anahita. These tend to change according to season, the needs and the likes and dislikes of service users.

Our Aims

To provide an attractive balanced diet which is varied and prepared according to contemporary food hygiene practice.

To enable each service user to meet his/her fundamental health needs i.e. for shelter, warmth, food, fluid and personal hygiene.

To provide an environment which will minimise fear and psychological distress.

To facilitate a constructive social milieu, where service users feel safe to interact with others, practise new behaviour and receive feedback.

To provide a physically safe environment for service users, staff and visitors.

To promote positive self esteem through recognition and deserved praise of each individual.

To provide opportunities for self-expression and creativity.

To create opportunities for intellectual stimulation according to each individual's abilities.

Recovery, Re-enablement and Rehabilitation

Recovery

The Staff team are keen to work with all service users in relation to their experience of their recovery.

We are aware of the importance of effective communication and the significance of therapeutic relationship building.

Re-enablement

We are keen to ensure that all the residents and Anahita have a full and active programme that is tailor made to the issues and concerns that are most important to them.

Rehabilitation

We will seek to promote opportunities which will enable all of the service users at Anahita to take up opportunities in education further training and employment.

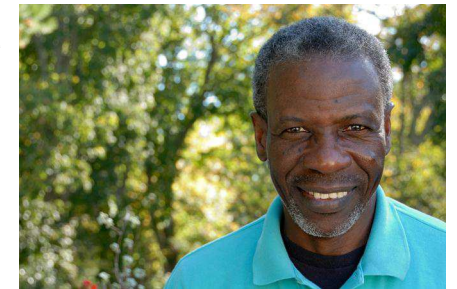
We will support all the service users at Anahita to work towards their independence.

Being Safe, staying well and maintaining your independence

The staff team will work to ensure that your personal safety is maintained and that you have all the opportunities available to ensure that you thrive at Anahita.

We are keen to ensure that you have as much independence as possible. We will endeavour to ensure that you have the opportunity to develop the life skills that will help you live independently in the community

We are aware of the importance that people place on their independence. Therefore the staff team are keen to ensure that all of the service users at Anahita develop and maintain there sense of independence.



We will work with the local authority and local health trust teams to continue to maintain and promote the independence of all the service users who are able to come to Anahita.

The staff team will encourage you with the support of your respective care co-ordinator to gain as much independence as possible.