



## Our Year in Our Words





# HAMOAZE HOUSE

## A DAY SERVICE FOR OUR COMMUNITY - OPEN 6 DAYS AND 4 EVENINGS A WEEK

### Facts and Figures 2014 - 2015

In the past year, Hamoaze has received 227 adult referrals, of which 28 were self-referrals. A total of 116 adults (out of the 227) engaged with their personal recovery plans and 51 (44%) of these successfully completed treatment by becoming drug and alcohol free. A further 11 adults (9%) completed their personal recovery plans whilst remaining 'occasional users'. Twenty-two adults (19%) were referred into other services and 8 (6%) were taken into custody. Nineteen (16%) of our clients had a dual diagnosis.

This annual report goes beyond the dry facts and figures of what Hamoaze House has achieved through its work over the past year. It aims to reveal the 'beating heart' of an organisation that does more than just deliver 'humdrum' substance misuse day services from a historic building in Devonport. .

In reality, Hamoaze is a place that offers hope and healing and opportunity for adults and families who want to recover from lives which have often been catastrophically affected by substance use. But beyond this, as you will see, we do much more than 'just' work with adults . . .

The remarkable thing about Hamoaze is that it is genuinely embedded in the community of Devonport, and offers structured day services for adults, families and individuals who are, directly or indirectly, affected by problematic substance use and other complex circumstances.

We have a dedicated, committed and passionate staff team who, between them, have a wide range of skills and experience. The staff work together to create an environment that is welcoming, safe and friendly. All those attending the service have the opportunity to create a plan and to establish a clear purpose for attending. This is updated and discussed regularly, thus empowering the individuals to take control of the direction and purpose of their recovery.

We work hard to create a milieu that gives control back to those using the service, and that validates and respects the choices they make. As part of this effort, we offer structured activities that can be formal or informal. We also do many things together as a community and strive to replicate the dynamics of a healthy, well-functioning family by allowing for fun, disappointment, honesty, joy, celebration, support and mutual support, freedom of choice, respect and respecting difference, laughter and play.

We believe this promotes greater self-confidence, develops communication skills and helps to improve relationships amongst themselves, and with their families and friends by allowing them to identify for themselves those relationships, experiences and activities that they value and cherish.

The support offered at Hamoaze House is flexible and determined by the specific needs of those attending the service.



Our staff pride themselves on the warm welcome we offer to all. We work with passion to support all those who use our services and their families. We also work with our local community by providing after-school clubs, youth clubs and regular events.

The period of 2014 – 2015 has been a year for discussion and collaborative working in response to Plymouth City Council's intention to re-tender services for people living with multiple needs. At this stage in the process, an 'alliance' approach has emerged as the most likely way forward and Hamoaze House has been working with other partner agencies to ensure fitness for purpose. A number of community and voluntary sector organisations, together with a representative from the social enterprise sector, have started working together to prepare for a new, 'whole system' approach to service delivery. Together, they are looking at the opportunities to innovate in order to ensure that individuals and their families continue to receive high quality support in these difficult economic times.

For the purposes of this annual report I will focus on the qualitative stories that make what we offer unique and excellent value.

## **What we do**

### ***. . . at Hamoaze House***

Hamoaze House is primarily a day service for people who have, historically, been affected by drugs and/ or alcohol. However, we have adapted to meet the identified needs of those attending the service and, in the past 10 years, we have adapted significantly to accommodate those individuals who live with multiple vulnerabilities and complex needs. For example:

- Adults who have life problems related to their own drug or alcohol use (e.g. accommodation/relationship issues);
- Adults managing common mental health issues;
- Vulnerable adults with learning difficulties who self-medicate with alcohol;
- Other people whose lives are affected by drugs and alcohol (e.g. members of the community, friends or family of people who use – or have used – drugs or alcohol);
- Young children who access the nursery whilst their parents access our day programme;
- Schools, other charitable organisations and community members who use the gym and sports facilities.

The house is used by a variety of our partners for Child Protection Meetings, partnership meetings, Family Conferencing, Contact and Training days to name but a few.

We offer our service users structured days with group work and activities.

### **Safeguarding**

Much of the work we do, both at Hamoaze House and Seymour House, involves liaising with other services regarding Safeguarding issues. We attend and report on young people through Child Protection, Child in Need, Family Conferencing or CAF processes.

We routinely see some young people who are displaying risky behaviours, referred to us through school or the youth club, and we actively work with other agencies to support both them and often other siblings. Our staff have increased their knowledge on issues such as Child Sexual Exploitation, e-Safety, Attachment and New Psychoactive Substances (NPS).



We have also instigated and attended Vulnerable Adult Meetings in light of the fact that the needs of our client group have become more and more complex with many people presenting with common mental health problems, personality disorders and learning difficulties.

### **Alcohol Treatment Requirements (ATRs)**

This is the first year that we had ATR referrals from Probation. This meant that we had to have a member of staff attend the Magistrates Court every Tuesday morning to report on progress.

We assessed 33 such referrals, 20 of whom were sentenced to ATR. Twelve (60%) completed – four are alcohol free and four have much reduced drinking. Three cases are still open and five were revoked with three of these going into custody. This was done in partnership with the Harbour Centre which also took 20 ATRs as part of our two organisations' 'Hub' partnership with Probation. Two of the ATR clients were unable to attend their sessions at Hamoaze House due to personal issues with other attendees, so these were seen at Probation Service offices at St Catherines House.

In collaboration with the Magistrates Court, we were able to offer a much more consistent service to these clients. All the inevitable 'glitches' in the system were resolved through a simple process of communication between all parties.

### **Affected Others**

We have a vibrant family support group. They meet every Tuesday at Hamoaze House where they are able to find friendship and support from members of other families as well as from our staff.

My Dad probably started drinking when I was nine, I'm now sixteen. Over the past 6 years a lot has happened. My Dad lost his job; gambled a lot of money resulting in us having to move house and divorced my Mum.

Everything has changed. I have a love/hate relationship with my Dad. I love him more than anything, but I also hate and resent him for his habits. Many times my sister (9 years old) and I have been in the presence of 'drunken Dad'.

My Dad used to hide his drink around the house, I can remember finding bottles of vodka under my mattress. Often when we do spend time with Dad it results in us holding him up and trying to get him back to our Nan's house safely. For years I ignored the issue and carried on.

But recently I've felt as though it would help to talk. That's where Hamoaze House has come into place. The support provided makes such a difference, it's unbelievable. Just to have someone there to listen to you, to advise you and help you means a lot. Since receiving the support I have found it easier to deal with my situation, I've felt stronger in myself and I've managed to gain a more positive view. Without the support I think that my relationship with my Dad would be very strained, since receiving support the relationship is easier to maintain.

It helps to know that someone is there when things do go wrong, it's good to know that I'm not alone. It also helps that that person isn't a friend or family, it is someone neutral and friendly, who will not judge you. It helps a lot to receive an outsiders view, who also understands.

I am very grateful for the support provided by Hamoaze House, it has had a big impact on me and has helped a lot. *Name and address supplied*

This year the group has raised money for Hamoaze by swimming 'The Blue Mile' and they generously bought us a new barbeque from the proceeds of their efforts.



## **Gym, sports and community exercise**

The gym is open to all who use our services, as well as to all the young people who attend Hamoaze and is constantly busy. It is staffed by three members of staff. We have had one Apprentice complete his training and is now in full time employment with us, and we now have a new Apprentice working in the team.

The gym is also open to our partners and we have weekly sessions which are attended by clients from Schools across the City, Shekinah, Summer Mix and Dove. The gym is open to the community on a Monday evening and there is a weekly Zumba class on the same evening.

There are several after-school trampoline clubs which are fully booked and have a waiting list.

This year we were lucky enough to be able to take a group of eight young people to the Commonwealth Games through our partnership with 'Street Games'. This gave the young people an opportunity to try other activities and to be able to deliver some of these sports within their community and friendship groups.

A number of our young people were recruited from the Youth Club to attend sports training days in Cardiff with other young people from across the U.K.



## **BUD Club**

This is a new club and is open every other Thursday evening and is a partnership with families and professionals offering to support young people who have been in contact with CAMHS. The parents and siblings experience doing things together and having some food and some fun doing activities in a social setting.

## **Lopwell Dam**



We spent a weekend at Lopwell Dam with 8 of our service users. They spent the start of the weekend wondering how they would manage without signal or wifi, but they enjoyed just being out in the country doing walks, team games, canoeing, wood whittling, cooking and just talking and reading and spending time together. They even rescued a family from the other side of the river.



## Christmas 2014

We had a very busy, exciting, fun Christmas. Santa's Grotto, which is solely built each year by the Community Payback Team, opened slightly earlier this year, covering the last week of November. This was open for 3 nights a week right up until Christmas Eve, from 5.30 pm to 8.00 pm. We were visited by some 300 hundred children this year. This is a well-established part of the Hamoaze House year and very well known in the community and wider Plymouth and had some very useful and complimentary promotion in the Evening Herald and social media sites e.g. Twitter and Facebook etc.



The Pantomime was successful and in the true spirit of a pantomime. Great fun was had by all the cast and crew. We staged two performances and they were both well received and we had great support and promotion from the Evening Herald.

Christmas Lunch this year consisted of two separate sittings, we fed in total around 120 people. It was a wonderful atmosphere and a number of those attending were folk who had successfully used Hamoaze services previously. Christmas Eve at Hamoaze is always a special

time, and staff and service users partake in carol singing, quizzes (Christmas related), games, chestnut roasting, Santa visited all the service users with presents and a great time was had by all. We opened again on Boxing Day.

## Ausum

We are offering support to the group of parents who are setting up a 'Free School' for young people with Autism. We are doing this by being a critical friend and offering meeting space.

## REACCH

Over a 2 day period we offered space in our cabin to 'REACCH Autism South West' one of a small number of providers in the UK who are certified by the internationally known TEACCH programme in North Carolina USA, to provide training for schools, colleges and a variety of adult settings in how to use Structured TEACCHing methods to effectively meet the needs of young people on the autism spectrum. They worked with interested professional and a group of young people.

## Fotonow

Fotonow are a not for profit organisation who are located at Hamoaze House. They have hosted 2 conferences at Hamoaze House with GrowWild which was a brilliant day of activities, and an evening of debate with the RSA.

## *. . . at Seymour House*

### Day programme

We provide support for young people across the City who are excluded from school or who are at risk of exclusion. We take a youth work approach to supporting young people with issues affecting behaviour and values.



Our Young Peoples Day Programme: consists of supporting young People from all educational provision across the city looking at issues affecting their behaviour e.g. Child Sexual Exploitation – Neglect - Child Protection – Domestic Abuse – Drugs and Alcohol – Family breakdown – School Refusal. We do this in partnership with ACE (Alternative Complimentary Education) and have supported 36 young people with 9 leaving to back to mainstream school.

We also support ACE Young Mums in our nursery, they have access to formal education and childcare support. There are 7 young women and their children plus 2 who are currently pregnant. Throughout their time here they are given a treasure box which they decorate and fill with treasured photographs and memories.

One half of Seymour is dedicated to the Wrap Around Service which is school to 13 young people with stated special education needs. This is a gentle supportive environment that supports each young person and caters to their individual learning needs.

### **Supporting families of young people with behavioural issues**

Some of the young people who attend Seymour House have some behavioural issues which the families/carers are really struggling to contain and work within the home environment. We have supported the young people and their families/carers to come to terms with a murder, sexual assaults, drug issues, inter family abuse and anti-social behaviour. This work is outside of our contract but is essential in getting young people to engage and trust.

### **Youth Club**

During the last year, we have worked with 138 young people at our Open Access Youth Group, which the Young People have named 'Saturday Night Takeaway'. The age range of the young people who have accessed is 9 to 24 year olds (19 to 25 year olds with learning difficulties) although even younger children have asked to attend. On our busiest night, 39 Young People attended and there are approximately 28 current regular attendees.

The Young People within the group had a variety of complex needs, including Mental Health Problems, Physical Disabilities, Learning Difficulties and Hidden Harm. There were also a number of Young People with very chaotic home and/or social lives. These issues often impact on their ability to attend full time school, we had 7 young people who have been considered NEET at some point during the time we worked with them. We were able to offer one-to-one support as a result of our concerns for some of these individuals and take them to look at possible education and/or training opportunities. This enabled us to offer these Young People a safe environment where they accessed support and positive activities.

We were able to provide huge numbers of Young People "*somewhere to go, something to do and most importantly, someone to talk to*" (HM Gov 2012: online). A number of Young People accessed our C-Card scheme enabling them access to free and confidential sexual health advice as well as condoms, pregnancy testing and Chlamydia testing. We were able to offer positive activities which included creative activities such as art, cookery and music as well as Wii activities, movie nights, outdoor games etc.

We also ran a Doorstep Sports programme on the same evening, so that all the young people had the opportunity to attend this alongside the youth club. As part of this, 8 young people from the youth club had the opportunity to go to the Commonwealth Games and are in the process of becoming Doorstep Sport Ambassadors. We have now got one of the young people from our youth club who attended the Commonwealth games on an



apprenticeship scheme in our gym and we have managed to get another 2 placed on apprenticeships with the local authority.

### **Adventure Breaks (Kool Club)**



Our partnership with Routeways offers Adventure Breaks for young people and their families with Autism. One of the young men from this group does some volunteering with us in our gym. He is a valued member of the team and his contribution is of an excellent standard. He attempted a doing the highest number of seat drops on a trampoline for the Guinness Book of World Records. He was unsuccessful but he had a fantastic day and massive support from Hamoaze House, his school and especially his family.

### **S.H.A.R.P.**

This is the Young People with drug and alcohol dependency service which is delivered in partnership with Harbour. We are currently working with approximately 30% of the cohort in the treatment service. The benefits of having youth workers supporting them through positive activities alongside having their substance misuse workers as part of the SHARP team gives the young person an opportunity to explore all aspects of their behaviour and decision making processes. Through activities and opportunities to meet other young people they are learning to make better choices and recognise their own roles their responsibilities and the consequences that occur. Thus building their confidence, self-worth, self-esteem, allowing them to make better decisions. Developing and nurturing new friends that are supportive and dynamic. Hamoaze House are represented on a working group to look at a City Wide Strategy on NPS.

Over the year there has been a decrease in the ages of young people who are currently being referred to the SHARP team. Before many of the young people using the service were around 16 – 17, in the past 3-4 months the ages appear to mostly be around 14 – 15.

There has also been an increase in the misuse of NPS (New Psychoactive Substances) by many of our young people. We have concerns around this but ongoing professional development through training, talking to the young people and other professionals to gain insight and understanding of these complex and frightening substances in order to ensure we have the correct, updated and relevant information.

### **Hidden Harm**

This is a project we manage for Plymouth City Council and it is for young people who lives are affected by parental alcohol/drug use The project has received 141 referrals to date and is currently a core group member at both CAF (Common Assessment Framework) and CIN (Children in Need)/CP (Child Protection) levels for 17 children and young people. This is truly a City Wide Partnership and we continue to work collaboratively with a variety of school based inclusion teams, FWF (Families with a Future) , FIP (Family Intervention Project) , CS (Children's Services), and Family Support Teams. An initiative to work closely with all six Barnardos led Children's centres has been discussed and will be implemented over the coming months.





We do lots of activities outside the family home and give the young people an opportunity to be young and carefree. These children are often carers and carry shame and sadness and the experience of the project is that time and fun just for them is missing from everyday life.

## ***Summing Up***

It is difficult to accurately represent the benefits and the sustainable impact that the Hamoaze and Seymour environment can effect. Much of what we focus on, was once upon a time referred to as 'soft outcomes'. Often they were considered difficult to measure and therefore not valued. The things that are measured are tangible i.e. number of days attended, or length of time in treatment, which are helpful but never really measure accurately the quality of treatment that an individual receives.

Sustainable change is our aim and to measure distance travelled and identify that somebody is happy and has hope for the future in a significantly changed landscape and has opportunities, values, faith, relationships and interests and plans within it. A living experience of commitment, community and providence.

It is interesting to note that the whole thrust of outcome measuring seems to be increasingly exploring soft outcomes, prevention etc.

None of the above would be possible without enormous trust from those entering the service, and the support and understanding of the commissioners, and the relentless support of the trustees who entrust us with the ongoing responsibility of creating a unique and extraordinary environment that promotes well-being.



## Case Studies

### *Name and address supplied*

I was born in Botswana in Central Southern Africa on the 01.12.1966 making me 48 years old.

I did not know my biological father as I was conceived when my mother was raped, my mother later married my step father who was a volunteer teacher out there. We moved to England in 1969, I had a good upbringing. When I was 12 years old my mum became ill and the doctors advised my dad to take mum home to Botswana because the warm climate would be good for her, we stayed there for 4 wonderful years and then returned to England in 1983 where I finished off my secondary education, getting 8 good O' levels, the school wanted me to stay on and do my A levels but by then I had had enough of school.

When I left school I went to Salisbury Tech collage and did a 2 year OND course, in retrospect I wish I had stayed on at school and gone on to university. I passed my OND course in electrics with flying colours, I then decided to join the Royal Air Force as a direct entry general technician electrician. I had to do another ONC course which was more relevant to the Royal Air Force which took another 2 years with the military discipline added.

I did 22 years in the Royal Air Force traveling all over the world, I did 8 years in Germany where I married my second wife, we had a child and had a great life. Unfortunately things went wrong when I had to go to the Gulf war in Iraq in 2003. I had a terrible Chinook helicopter crash, and to add to this I was bombed with Scud missiles continually for 3 days in April 2003.

When I returned to the UK my wife soon realised that I was a changed man, I was no longer drinking socially but more anti-socially and very excessively. A lady called Ann who was a specialist in psychiatry and also Post Traumatic stress disorder diagnosed me as having PTSD.

When I came out of the Air Force, I went to Broadreach and Closereach for rehab and physiological treatment with EMDR treatment, this was ok for a while but unfortunately I relapsed 3 years later.

Fortunately in the Vets house where I live my housing manager referred me to Hamoaze House so I could get the help I needed to get my life back on track. I also attend Harbour where through a doctor and a councillor I am having psychology and medical treatment.

Hamoaze House is a fantastic place to attend because of my situation, I can go to group or speak to my Key worker and relate to my colleagues who have been through similar problems as well. All I can say is Thankyou Thankyou so much to Hamoaze House.



*Name and address supplied*

My life before Hamoaze House was very hectic, I had no job, no life experiences apart from getting arrested for fighting when drunk, or getting high. I had a very abusive upbringing, my father was really violent towards my mum and we often had to flee the house and sleep rough somewhere just to get away from him. I believe this had something to do with why I became violent as it was the only life I had ever known, I thought this was normal.

At the age of 16 I developed the taste for drugs, I tried Ecstasy, LSD, Coke, Amphetamines, Temazepam and Valium. I later went on to use Heroin, at the age of 30 I found Alcohol, and mixed this with drugs all by the time I was 35 years old.

I had a brother who was 4 years older than me who I looked up to, I nearly lost him in 2002 when he had a stroke, and I helped to nurse him back to health until he could stand on his own two feet. Unfortunately by 2013 he was taken from us after he went to hospital and they diagnosed him with brain cancer, we brought him home but he only lasted a week before he passed away and we had to say goodbye, this had a profound impact on me. For a long time I felt I had the right to feel sorry for myself as my life was so bad. Until one day I looked at my children and decided I had to try and change my life not just for my children but for myself also before I lost everything that mattered to me.

I tried AA, Trevi House (twice) and Harbour, but I now realise I wasn't ready to change that's why it didn't work. In 2001 I came to Hamoaze House which was then run by Trevi, I came off Heroin which I found quite easy but suffered a lot of physical pain, but after using for ten years I couldn't expect anything else.

In 2002 Hamoaze House took over from Trevi and I stayed to see what it would be like, Hamoaze has totally changed my life, between 2002 and 2014 I have had a few relapses but not one person has lost faith in me or my capability to get stuck in and start again, I am always welcomed back and for this I am so grateful. In 2012 I finished with the Amphetamines and by 2014 I stopped drinking alcohol.

I must admit I found alcohol the hardest addiction to give up, I was drinking a litre bottle of Vodka a day at this stage, but with the help and support I received from Hamoaze House I've been able to maintain my abstinence. Since attending Hamoaze I have become more self-aware, more stable and my confidence has grown through the group work. I have learnt from my peer's ways to maintain my abstinence and through the activities.

I have learnt to mix with other people and have started to trust in people again, I have learnt that I am not the only person who has suffered, or had some struggles for whatever reason. Hamoaze house has helped me to uncover and work on my triggers with a 6 week anger management course, I have noticed a big change since this course, I no longer put myself in situations that make me angry, I now have a better understanding of myself. I feel safe, more positive and my confidence is growing. I would not have been able to achieve this without the help and support I get from my peers and the staff of Hamoaze. I am more focused, I'm facing my fears and looking at reality, my mental health is improving, I'm taking my medication on a regular basis, I am able to walk to Hamoaze now and admit my problems through the group work, I have more structure and routine to my life. I'm in a friendly environment, safe, happy and looking forward to my new beginnings with my family.



*“A customer is the most important visitor on our premises.*

*He is not dependent on us.*

*We are dependent on him.*

*He is not an interruption on our work.*

*He is the purpose of it.*

*He is not an outsider on our business.*

*He is a part of it.*

*We are not doing him a favour by serving him.*

*He is doing us a favour by giving us an opportunity to do so.”*

**Kenneth B. Elliott**

*Often attributed to MAHATMA GANDHI*