



Referral Form

Complete and return to:-

Norfolk House Hotel
Touchstones12
39 Princes Drive
Colwyn Bay
Conwy
LL29 8PF



Completed by the referring agency ONLY!

Telephone: 01492 534090

PRIVATE & CONFIDENTIAL

PLEASE READ THE FOLLOWING NOTES CAREFULLY

This application form is to be completed in full by the KEY WORKER – or – Referring Agency to complete the application process.

NOTE Applicants are not required to complete this form for themselves.
For example, a support worker or key workers must fill in the application form on behalf of the applicant.

However the application form must be signed by both the applicant and also signed by the party completing the application form on behalf of the applicant.

Applicants are advised to fill in this form as fully as possible. Incomplete or partly filled out application forms will be returned for clarification and will further delay assessment.

APPLICANT DETAILS

Family name: First names:

Address:

..... Post Code:

Telephone: Mobile:

Date of Birth: Age:

National Insurance Number:.....

Details of person filling in application if relevant:

Name in full:

Relationship to applicant:

Address:

..... Post Code:

Telephone: Mobile:



REFERRALS AND ALLOCATIONS POLICY

Client Profile

Touchstones12 residents are men and women over 18 years of age who are dependent upon mood-altering chemicals, who have experienced serious harmful consequences as a result of their using behaviour, and who now both need and wish to be abstinent.

Touchstones12 is open to all, irrespective of social, ethnic and religious background or sexual orientation. We find addiction to be a great leveller, which does not discriminate between classes. The rights of all residents are respected equally, and no resident is given special privileges as a result of his/her background.

The majority of our residents experience a high severity of substance dependence and have used problematically for more than 10 years. They have had previous detoxifications and attempts at rehabilitation, yet they are unable to remain abstinent. Most have lost, or are in the process of losing, those things most dear to them – their families, homes, employment, liberty and health.

Policy

Touchstones12 aims to help people who are alcohol and/or drug dependent. Touchstones12 operates a project offering mixed accommodation with varying levels of staff support. This policy explains how referrals are made and how we decide who can have a place on our project. The aims of the policy are:

1. To ensure uniformity of good practice within Touchstones12 in the area of referrals and allocations.
2. To be explicit around the principles which underlie current practice in Touchstones12
3. To inform clients, external agencies and our own workers of how we operate in order to facilitate consistent practice.

The following ethos underpins the above aims:

1. The basis of this policy is commitment to Equal Opportunity and anti-discrimination in service delivery.
2. Touchstones12, provides supported accommodation and other programme associated services to alcohol and/or drug dependent people from all backgrounds.
3. Touchstones12 will not directly or indirectly place barriers to individuals, to accessing our services.
4. Touchstones12 does not discriminate on the basis of age, sex, disability, sexual preference, race or religion. (This policy takes into account the referral criteria of Touchstones12. We also acknowledge that the physical layout of our supported accommodation may exclude people with certain disabilities).



5. Touchstones12 will positively seek to meet the accommodation and support needs of all vulnerable alcohol and/or drug dependent people within the constraints of current criteria and resources. We recognise that we may be unable to address the needs of some alcohol and/or drug dependent people, due to lack of resources, expertise or other factors. There should be clear, specific and objective reasons for an applicant not to be offered an interview or allocation.

Who Might Not Be Accepted By The Project?

1. SCHEDULE ONE OFFENDERS

Please note, the project is situated in a social and public environment where security is kept to an absolute minimum and mixed genders coexist in a therapeutic community sense. Although the organization does not wish to discriminate against particular individuals, this organization has to accept that currently it does not have the relevant resources to accommodate applications from schedule 1 offenders.

2. MEDICATION & DRUGS

Applicants must be completely detoxed from drugs and/or alcohol before they are admitted to the project. All applicants should be working towards achieving a state of abstinence before they are admitted to the project.

Touchstones12 does not provide a clinical residential environment. Therefore, in order for clients to be able to engage properly applicants will not be admitted if they have been prescribed antipsychotic drugs, diazepam and other unstated significant medication. Further, Touchstones12 will not admit individuals who are taking subutex, methadone or any other similar type of substance.

Essentially to access the project applicants will have completed some form of detoxification process and be abstinent from alcohol, illicit drugs and any non-essential medication. However, it is accepted that some individuals will have been prescribed anti-depressants for various reasons – in such cases the project will accept the individual subject to assessment (however individuals who are taking antidepressants will be encouraged to seek medical advice for review and possible reduction plans).

Procedures

1. Referral Criteria

Touchstones12 uses 4 main referral criteria as well as programme criteria. These are:

1. Clients must be over 18 years of age.
2. The client must be actively seeking an abstinence based recovery programme.
3. The client must be alcohol and drug free prior to acceptance on to the programme.
4. Based on available information, the project is able to meet the needs of the client.

2. Referral Sources

1. Touchstones12 operates a priority allocation system. This is as follows:
 - a. People from the Borough of Conwy.
 - b. People from North Wales
 - c. People from all Wales
 - d. People from the rest of UK.
2. However, we are committed to maintaining a wide range of referral agencies in order to be able to respond to the needs of alcohol and/or drug dependent people from a range of backgrounds.
3. In addition, we accept self-referrals, as it is important that we remain directly accessible to alcohol and/or drug dependent people and to empower alcohol and/or drug dependent people to seek assistance independently.
4. In order to generate referrals from a wide variety of sources, Touchstones12 will publicise its services to statutory agencies, local community organisations and groups, and other organisations, which have contact with alcohol and/or drug dependent people in need.

3. Background Information

1. In order to allow for accurate assessment of need, it is necessary to have relevant background information. This is specified in the referral form.
2. Detailed historical information is generally not necessary in order to assess need. However, the referral and assessment process is not always straightforward and may take longer if more information is needed.
3. Touchstones12 will ensure that clients have consented to being referred, and consent to information being passed on.
4. If a client does not consent to being referred, the referral will not take place.

5. If at assessment the client needs to be referred on to another agency, Touchstones12 will only refer on with the consent of the client, and consent for information being passed on. If that consent is not given then the referral will not take place.
6. If a client wishes to withhold relevant information this may jeopardise the referral unless Touchstones12 or another receiving agency is prepared to consider the referral on that basis. Subsequent to a referral being made, additional relevant information may become available. This may be received or passed on with the client's knowledge.

4. Self-Referrals

Where there is concern about the appropriateness of a referral the client should be encouraged to make contact and refer through another referral agency.

5. Returnees

1. A returnee is a client who has previously been on the programme and supported by Touchstones12 and re-presents as in need. A returnee can be considered if Touchstones12 feels that the person will benefit from a further stay. **However as a general rule clients will not be considered for return to the project for a minimum of 6 months. NB. In some cases it might be considered that a return to the project is not feasible.**
2. If the client has been previously asked to leave due to a serious breach (e.g. violence, intimidation) of the licence/tenancy agreement. The team must discuss this.
3. Touchstones12 will maintain records of residents who have been asked to leave, the reasons, and whether they are to be reconsidered for admission in the future.
4. Where there is scope for leniency, Touchstones12 should consider giving the client another chance.
5. However, priority must be given to the safety of staff and current residents.
6. The organisation will look to implement a system whereby the organisation can ascertain whether a client has previously been on the programme and the circumstances in which he/she left.

6. Allocations

Touchstones12 operates and maintains a waiting list. If there is a vacancy and 2 applicants are referred simultaneously, Touchstones12 will allocate the bed space to the applicant who best fits the priority allocation system and referral criteria. Every person who is referred will be offered an interview provided that he/she meets the referral criteria (including the specific purpose of the project and programme criteria) and that there is a vacancy or pending vacancy. Unsuccessful applicants will be given advice on other treatment options available, and if and when it may be worth re-applying. Wherever possible, decisions on allocations will be taken by at least 2 members of staff. Any applicant waiting to move into a project will be awaiting an identified vacancy and will have been given a moving in date.

7. Referral Forms

1. Information will be recorded on the Touchstones12 referral form. The form requests basic background information and an assessment of the needs of the applicant.
2. The form will be used by external agencies and for self-referral, when referring to us.
3. Applicants must be encouraged to participate in completing the referral form.

8. Guidance on the Referral Procedure

1. Telephone referrals will be accepted, and basic information gathered at first contact. Referral forms and information will be sent to the applicant at this point.
2. Interviews are booked with the minimum of delay, and must be within 1 week.
3. The applicant is informed on the day of the interview, or the next earliest opportunity, the outcome of the interview. 2 workers must make the decision.
4. The applicant if accepted is given the earliest possible move in date.
5. Touchstones12 will ensure that applicants and referral agencies are given clear, user friendly and comprehensive information about our project.
6. Touchstones12 will ensure that applicants know the way to the place of interview. (Address, contact phone number, map etc, will be provided).
7. If the applicant wishes they may be accompanied to the interview, and we should encourage referral agencies to accompany.
8. When booking an interview give the applicant the name of the person who will be interviewing them.
9. If an applicant does not turn up, the referral agency should be informed, either to re-book or cancel.
10. When an applicant does not attend an interview, the reason for non-attendance should be ascertained wherever possible.
11. If an applicant is unable to move into a project because it is full, the application may be reconsidered when a vacancy occurs without the applicant having to be re-interviewed.

9. **Right of Appeal**

Applicants may appeal directly to the Project Manager if they feel that their application has not been dealt with fairly in line with our policy; the team should give a clear reason in writing of the reason for refusal. If there is still a problem, the appeal will finally be considered by the Management Committee, whose decision will be final.

Alcohol and Drugs Policy

Principles

1. Touchstones 12 has a zero tolerance towards the use of, or being under the influence of, alcohol, illegal drugs or usage of non-prescribed medications (such as: Benzodiazepines, Opiates, Psychoactive drugs) on its premises. Please note, possession, use and the sale of illegal drugs is a criminal offence (including sale of prescription drugs).
2. Touchstones 12 will not admit any individual on to (a) the Programme or (b) residential accommodation - that is at that particular time using illegal or non-prescribed mood-altering drugs or alcohol (**excluding clients that have used THC based substances prior to entry - due to slow biological detoxification**).
3. Touchstones12 will review cases of relapse on an individual basis. Guidelines are as follows –
 - (a) Any individual found to have used class A or B drugs on or off Touchstones12 premises will have his/her licence to occupy terminated with immediate effect –
 - (b) Any individual found to have used class C drugs, alcohol or non-prescribed medication on the premises will have his/her licence to occupy terminated with immediate effect.
 - (c) Although we consider non-permitted usage of substances to be a serious issue, we are aware that some individuals will consume substances according to current life stresses. Therefore, any individual found to have consumed class C drugs, alcohol or non-prescribed medication off the premises will have his/her licence to occupy reviewed with immediate effect. This is not to be considered as a licence to use as such individuals may be asked to leave the project subject to circumstances and managerial consensus.

Implementations and implications

1. At interview all applicants will be reminded of Touchstones policy on drugs.
2. All applicants will be notified of Touchstones 12 right to check rooms (in the licence agreement of 13/9/99).
3. All applicants will be advised that random and routine drug and alcohol tests will be carried out on residents.
4. Anyone (residents and staff) using alcohol and/or illegal drugs on Touchstones 12 premises will be asked to leave, and Touchstones 12 reserves the right to notify the police.



5. Under Touchstones 12 confidentiality policy, use of illegal drugs constitutes a risk to safety and/or personal harm to others and therefore, confidentiality may be overruled. For instance, Touchstones 12 may pass on names of those using drugs to the police.

Legal drugs

1. Staff are not allowed to administer medication or other legal drugs.
2. Residents must ensure the safety of their own medication by, for instance, keeping it locked in a cupboard provided for that purpose. Staff will provide supervised access.
3. Residents must not offer or accept medication to or from others.
4. The Care Manager needs to be given details of any client prescribed medication. This will allow him/her the opportunity to advise/discuss with Project Management as to whether or not the medication contains any substance which will show up as positive on a drugs test. This procedure is for the benefit of the client, as any positive drug test results could / will lead to immediate discharge and subsequent termination of any licence agreement.

Statutory Provision of Housing

Note Carefully: Touchstones12 take no responsibility for housing residents after completion or discharge from the project for whatever reason. Conwy County Borough Council have no statutory requirement to house residents, if the individual has no local connection to Conwy.

Touchstones12 have no statutory obligation or responsibility to provide housing for residents prior to or after their departure from the project. It is the responsibility of each resident, with help, to take the necessary steps to take responsibility for locating suitable move-on accommodation.

Following discharge, it is a standard rule that no resident is permitted to re-enter the project within six months of them leaving.



Referral Source (state self referral if appropriate)

Name in full

Organisation **Position**

Address

.....

..... **Post Code**

Tel No

Email

Education:

Please enter educational details as requested.

Final school educational establishment name	Type Primary/secondary/ University etc	Date left	Reason for leaving

What is your highest educational qualification, please state?

.....

.....

Do you have a specific educational disability that may require support, if so please specify?

.....

.....

Do accept you need to learn new life skills: YES / NO

Are there any specific life skills that you feel that you would benefit from learning?

.....

.....

.....

.....



Past and present drug & alcohol usage

Have you or do you use any of the following, please indicate as required?

	At any time	Recently	Age first used	Not sure	How often and quantity used daily/weekly
Alcohol					
Benzo' s					
Cannabis					
Cocaine					
Crack					
Ecstasy					
Heroin					
LSD/Acid					
Methadone					
Prescribed					
Tobacco					
Solvents					
Misuse of prescribed medications					
Other					
Other					



What was your longest period of abstinence in regard to any addiction, specify the addictive substance?

Drug:

Alcohol:

Current and past health history

Do you or have you suffered with any of the following conditions? If so please give brief details

Blood-borne infections

Liver complications

Diabetes

Asthma

Other physical complications

Have you or do you suffer from any of the following? If so please give brief details

Jaundice Pancreatitis

Blood pressure Lung problems.....

Abscesses Thrombosis

Asthma Septicaemia

HIV/HEP (type) Other

Have you or do you suffer with any of the following? If as result of withdrawal please state

Fits..... Vomiting.....

Hallucinations..... Sweats

Shakes..... Nausea.....

Fainting..... Cramps.....

Skin problem..... Disturbed sleep.....

Blackouts..... Diarrhoea.....

Paranoia..... Other.....

Are you presently taking any prescribed medications?

YES / NO

(if yes please specify)

(Name of medication the dose and for what condition)

.....
.....
.....
.....
.....



Have you or do you suffer with any mental health problems? **YES / NO** if yes please complete the following form.

(You may have been treated either in hospital or by your GP; either way please provide us with as full details as possible, if necessary please continue on a separate piece of paper, thank you).

(Self harm, trauma, abuse, mood disorders etc, etc)

State where... (address not needed)	State approximately when	What problem was or is being treated?	Treatment given and was treatment completed	Discharge or self discharge

Have you ever self harmed? YES / NO

Have you ever suffered with suicidal thoughts? YES / NO

Have you ever attempted suicide YES / NO

Have you ever unintentionally overdosed? YES / NO (if yes please specify)

.....
.....

Have you ever experienced an intentional overdose? YES /NO (if yes please specify)

.....
.....



Do you suffer with an eating disorder: YES / NO (if yes please specify)

.....
.....
.....
.....

Recent medical tests please specify

.....
.....

Known allergies please specify

.....
.....

Surgery please state type and date **Date: .../.../.....**

..... **Date: .../.../.....**

..... **Date: .../.../.....**

Do you have mobility issues? YES / NO if yes please give details.

.....
.....

Do you have any special dietary requirements? YES / NO if yes please give details

.....
.....
.....
.....

If you have any other medical issue/issues you wish to bring to our attention please use the space below:

.....
.....
.....
.....
.....
.....



Criminal Justice

List all criminal justice involvement in your life: please include arrests, fines, outstanding charges, warrants, imprisonments, violent offences and any other criminal activities.

Where offence committed	When (Date)	Offence	Category	Sentence conviction spent or not?

Do you have any outstanding criminal justice proceedings, fines, court orders etc. against you at the time of completing this form? If so please specify in full...

.....
.....

If you have any other criminal justice issue/issues you wish to bring to our attention please use the space below:

.....
.....
.....
.....



A1: Have you ever been violent towards other people? YES / NO if yes please give FULL details

.....
.....

A2: How often has this happened and what have the consequences been?

.....
.....
.....

B1: Do you loose control when you loose your temper? YES / NO if yes please give FULL details

.....
.....

B2: How often has this happened and what have the consequences been?

.....
.....
.....

General questions

Whose idea was it for you to seek treatment now? Please give details.

.....
.....

Why are you applying for treatment now? Please give details.

.....
.....
.....
.....

Do you have any other commitments such as childcare, appointments etc? Please give details.

.....
.....
.....
.....



If appropriate would you be willing for your family and or partner, others to be involved in your treatment? YES / NO - If yes please give details.

.....
.....
.....
.....

Do you have a partner who has an unresolved substance problem? YES / NO If yes please give details

.....
.....
.....
.....

Do you know anyone at Touchstones12? YES / NO If yes please give details

.....
.....

If there is anything else you wish to say in support of your application, please use the space below.



Agreement and signatures

Recovery through Touchstones12 is abstinence based and requires clients to make a clean and final break with drugs and or alcohol and their former lifestyles. No client is permitted to use alcohol, illicit drugs or abuse non/prescribed prescription medication.

Recovery through Touchstones12 is about learning to develop life skills and aiming to achieve independent living status.

If you are accepted into Touchstones12’s recovery programme you will be tested for drugs and alcohol, both on your day of admittance and randomly throughout your stay, any failure of these tests will result in immediate dismissal from the programme.

If you are accepted into the Touchstones12’s recovery programme any violent act any case of theft or non engagement in the programme, will result in summery dismissal.

This application neither guarantees you an assessment or an offer of a place on Touchstones12’s recovery programme. No reasons will be offered for denial either of an assessment or a place in the Touchstones12’s recovery programme; however you will be informed either way of the outcome of your application as soon as possible and after the receipt of this application.

A central principle of a recovery programme is honesty. Should it come to light at a later stage that information supplied in this application is not accurate and that you have knowingly withheld information this application will not be processed further. If you have already joined the Touchstones12’s recovery programme and such information comes to light you will be asked to leave.

Persons leaving the Touchstones12’s recovery programme for whatever reason will not be reconsidered for reassessment for SIX MONTHS; no exceptions will be made to the rule.

I have read, understood and agree to the above information:

Applicants name in full:

Applicants Signature:

Dated:

Final signatures and release of information etc on the following page:



I give permission for all care professionals with whom I have been involved with to release to Touchstones12 any relevant information that maybe required. On my discharge I accept that reports may be sent to all care professionals involved in my care to support my continuing recovery and well being.

Signed: Dated:

I give permission for Touchstones12 to make further police checks and to make further enquires regarding previous convictions, or for existing P.S.R. or S.E.R's.

Signed: Dated:

This form has been filled in by _____ signature is required below - otherwise ignore.

I have filled in this application form at the request of the applicant and in accordance with the applicant's directions, to the best of my ability; all the information supplied to me by the applicant is faithfully and accurately represented in this application.

Signed: Dated:

Relationship to the applicant:

Address:
.....
.....

Phone number:..... Mobile.....



Admin Section 1

Name	Date of Birth / /	Sex	M / F
Current Address			
Telephone Number		Postcode	
Home Address/NFA			
(if different from above)			
Local Authority			
Nationality	Ethnic Origin (please circle)	White Black/Black Brit	Mixed Asian/Asian Brit Chinese Other
Single	Married	Divorced	Separated Widowed Children
Full Name of GP		Tel No	
Address:			
GP Code		NHS No	
Name of Care Manager (if you have one)		Tel No	

Admin Section 2

Occupation Now		
2.0 Main Past Occupation (apart from unemployed)	How Long	
2.1 Are You Unemployed?		
If Employed, are your employers Aware you are seeking treatment?	Yes	No



Admin Section 3

To assess if you are eligible for a funded place at Touchstones12, you **MUST** answer all the following questions. Any false information given at this time could jeopardise your admission. Please contact us if you need advice about how to proceed.

To Ensure That There Are No Discrepancies And That Your Details Are Processed Quickly Please State All Information Clearly In All Places Below.		
Do you have any savings or capital?	Yes	No
Can you, your family or another party Pay all or some of your fees?	Yes	No
Are you claiming Housing Benefit?	Yes	No
Are you Renting a property	Yes	No
Do you have a mortgage	Yes	No
Are You eligible to claim housing benefit?	Yes	No
Can you pay the weekly service charge of approximately £40 per week?	Yes	No
Are you living with a partner who is Working?	Yes	No
Are you in receipt of Income Support/ DSS benefits etc? If yes, please state clearly: –		
Do you have income/savings other than DSS benefits (eg pension etc)?	Yes	No

Admin Section 4

Where or from whom did you hear about Touchstones12?

What other problems (eg childcare, appointments, housing etc) may affect your application for treatment?

It is a condition of acceptance that you engage fully with the programme and further with the Staffing team at Touchstones12 and that you provide information both accurately and honestly. Failure to comply will result in your summary dismissal.

Do you understand and agree to this? **YES** / **NO**

