

## **SEFTON PARK – INFORMATION FOR SERVICE USER’S**

Sefton Park is a residential care home for males and females between 18 and 64 years of age who are experiencing difficulties in relation to drugs and/or alcohol abuse.

Treatment is delivered over a period of a minimum of six months by suitably qualified members of staff, and consists of both group and one-to-one therapy.

Nursing is not provided.

Arrangements have been made for service users to engage in the following:

- Social Activities
- Contact with family, friends and representatives
- Consultation regarding the operation of the care home
- Attendance at religious services

As a therapeutic community, service users will also be involved in the daily upkeep of Sefton Park including cleaning, food preparation, serving meals etc.

There are 16 bedrooms and all the accommodation complies with the relevant legislation.

Further details for the provision of services and facilities are included in the client programme folder.

The current weekly charge is £495.

Payment can be made electronically via BACS or by cheque.

There is a comprehensive complaints procedure in operation. Service users are encouraged to verbalise their concerns. Any complaints are dealt with expeditiously by the Manager. Service users will be advised of their right to advocacy, and the role of the CSCI. All complaints will be recorded in the complaints log.

The most recent inspection report by the CSCI is readily available and accessible and can be located in the entrance area.

The CSCI can be contacted at

The Commission for Social Care Inspection.  
Taunton Area Office,  
Ground Floor,  
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Castle Street.  
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