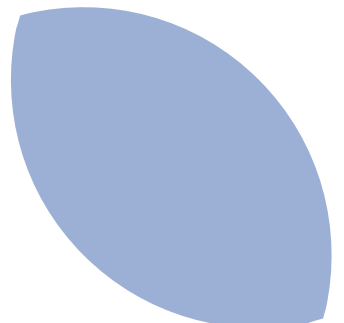
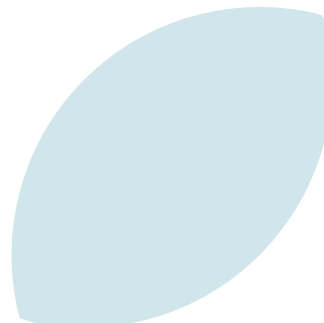
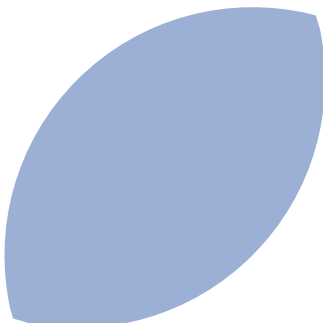
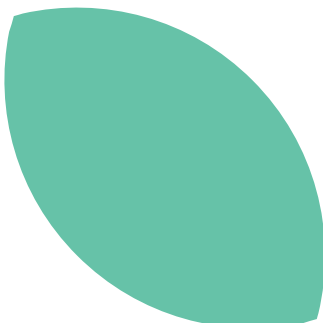
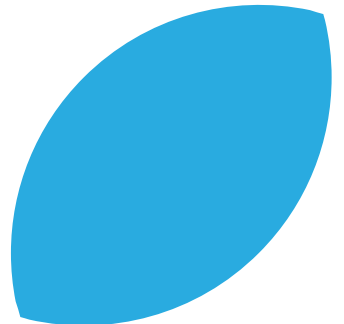
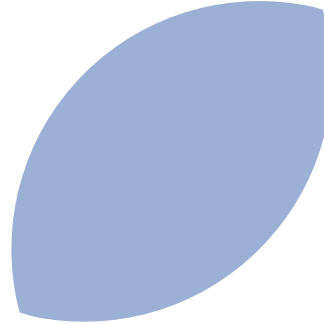


My Hafan Wen

Service User Guide



My Recovery Journey

A guide to your detox and recovery journey at Hafan Wen

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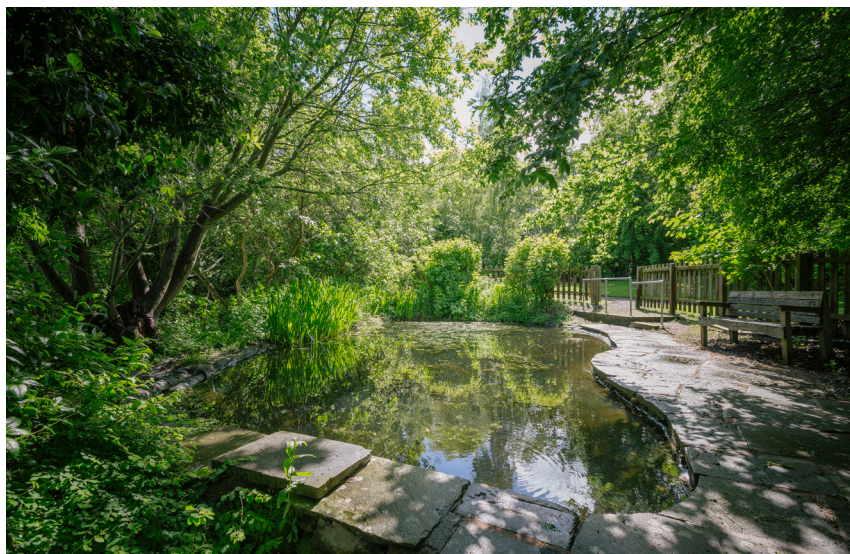
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Welcome to Hafan Wen

The team at Hafan Wen understand that your decision to undergo a detox was a very important and difficult decision to make. We hope to provide you with a comfortable supportive environment to help achieve your goal of a substance-free life.

About CAIS

CAIS is a registered charity and leading voluntary sector provider of personal support services in Wales.

We help people who are having problems with addictions, mental health, employment, offending and other life challenges, as well as offering assistance and information to their families and friends, in the belief that people can and do change. Our wide range of services includes residential treatment and rehabilitation, counselling, peer mentoring, assistance to military veterans, supporting people in their homes, assisting people back into work or education, group work and other motivational interventions. We can also offer a comprehensive range of training courses, together with training and support for employers. We are very active in the field of employment interventions including the development of our own social enterprises.

Our Mission Statement

CAIS aims to empower positive changes in the lives of people affected by addiction, adverse mental health, unemployment, offending and other life challenges through a range of services and support delivered by skilled and experienced staff and volunteers.

Our Values

We deliver the **CAIS** mission as a team, underpinned by a set of shared values that help us to make a positive impact to individuals and society:

People We will empower people to reach their personal and professional goals and fulfil their potential

Listen We are committed to our work and our mission, we will listen to and learn from our service users and customers to ensure we are providing the right services and support

Quality We will strive to meet and surpass the expectations of commissioners, service users and customers

Partnership We will continue to develop partnerships with organisations who share our vision

Community We value and support those who volunteer to assist us. We will strive to understand and meet the needs of different communities who seek our services

Our Aims

Support and **empower** people to make positive lifestyle changes

Help people improve their **physical** and **emotional wellbeing** to lead happier and healthier lives

Inspire and support people to reach **personal** and **professional goals**



About Hafan Wen

Hafan Wen is a purpose built in-patient detoxification unit, built in 1997 on the site of the Wrexham Maelor Hospital. It provides medically-managed clinical treatment and support to those working towards a substance-free lifestyle.

The clinical provision is led by a consultant psychiatrist and the service is staffed 24/7 by qualified nurses and an experienced team of healthcare support workers. The therapeutic programme, which supports service users through detoxification, is led by experienced therapeutic workers who facilitate a range of evidence-based psychosocial interventions, including looking at:

- anxiety management
- destructive behaviours / disputing beliefs
- recovery (including addressing thinking patterns)

These interventions are intended to empower change and engage service users in the programme, building recovery capital in the process.

Hafan Wen provides a responsive, flexible and clinically-effective service which ensures positive outcomes including:

- completed detoxification
- stabilisation
- improved general wellbeing
- increased motivation
- improved mental health
- improved physical health
- improved understanding of the drivers of addiction
- improved skills to prevent or manage relapse
- improved understanding of support networks available to service users
- improved understanding of the process of change
- improved confidence
- improved awareness of the wider community and your place in it
- improved awareness of opportunities available to you
- the ability to develop a range of coping strategies to ensure sustained recovery and abstinence



My Recovery Journey

A guide to your detox and recovery journey at Hafan Wen

Hafan Wen Services

Hafan Wen offers in-patient detoxification for adult men and women whose lives have been affected by misuse of drugs, alcohol or both.

Hafan Wen is staffed 24/7, 365 days per year.

The in-patient detoxification unit is an established 25-bed service situated on the site of the Wrexham Maelor Hospital, at Gate 4, Watery Road, Wrexham LL13 7NQ.

Hafan Wen is managed by CAIS, a registered charity (number 1039386) and company limited by guarantee (company number 02751104).

The registered Head Office is at: 12 Trinity Square, Llandudno, Conwy, LL30 2RA

The service is registered as an independent hospital in accordance with the minimum care standards of Healthcare Inspectorate Wales (HIW).

The nominated individual for Hafan Wen is Geraint Jones, CAIS director of residential services, who can be contacted at our head office.

Phone: 01492 863 000

E-mail: Geraint.Jones@cais.co.uk

The day-to-day management of Hafan Wen is the responsibility of registered manager Melanie Garbutt, who is registered by the regulatory body HIW.

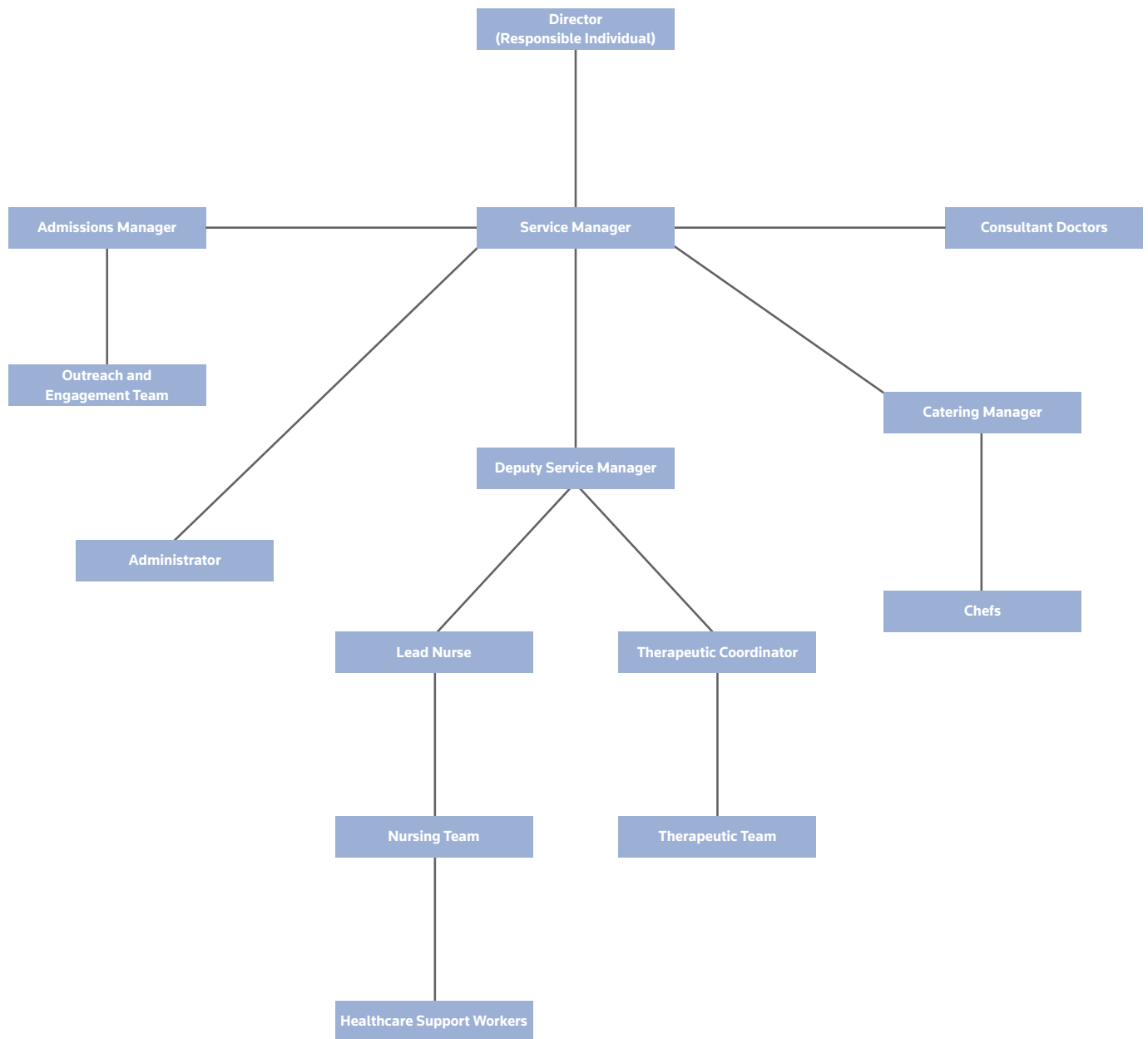
Phone: 01978 313 904

E-mail: mel.garbutt@cais.org.uk

The director of residential services is accountable to the chief executive of CAIS. The chief executive is accountable to the board of trustees in relation to the charitable status of CAIS.



Staffing Structure



Admission and Exclusion Criteria

Admission Criteria

All admissions to Hafan Wen are made as part of a planned and on-going integrated plan of care alongside community teams. All service users will be aware of their admission date and arrangements will have been made to ensure their safe arrival at the unit. Hafan Wen is able to admit service users who:

- are motivated to achieve detoxification and work towards their personal aims and goals
- are prepared to abide by our rules and expectations as part of an agreed treatment contract
- have a full comprehensive referral submitted by their community worker prior to admission
- have confirmation of funding in place

Exclusion Criteria

Based on our eligibility criteria, we would not be able to offer our services to clients who are identified as being in need of medical or mental health services considered to be beyond the capacity of our provision. This includes:

- service users with acute psychiatric morbidity or on sections of the Mental Health Act,
- service users with serious physical morbidity,
- service users who have a high risk of violence.

Service users cannot be bailed to Hafan Wen.

Clinical Treatment

Hafan Wen's detoxification protocol has been developed in collaboration with the local commissioning body, Betsi Cadwaladr University Health Board (BCUHB) and is based on current public health and NICE guidelines. The protocol is audited by BCUHB, the service manager and the hospital pharmacy, which provides Hafan Wen with its medication. The consultant psychiatrist and service doctors assess all service users in accordance with BCUHB prescribing guidelines.

Our staff team will review medical withdrawal on a daily basis, and consult with you in relation to dosage, rate of reduction and any other factors that contribute to you completing your detoxification regime comfortably and successfully. This includes monitoring of physical conditions related and unrelated to substance misuse. Where indicated in the referral documentation or following consultation with you and your referring worker, naltrexone, disulfiram or acamprosate may be prescribed and commenced prior to leaving the service.

Hafan Wen has close links with the Betsi Cadwaladr University Health Board (BCUHB) which ensures a rapid response in the event of an acute psychiatric or medical emergency. Although rarely used, the close proximity of psychiatric and medical facilities on the Wrexham Maelor Hospital site and agreed protocols ensure efficient and seamless transfers when necessary.

Care Plan

The staff team believe that everyone can change given the appropriate opportunity, space and time to do so.

Your named nurse team will be allocated to you at the start of your stay. The team will devise an individualised care plan with you based on your main areas of concern. You will have access to your named nurse team throughout your stay at Hafan Wen. If you have any concerns with your named nurse or team, you can discuss your concerns with the deputy manager or the manager.



Medication

Your treatment will be monitored closely by the clinical team, with all prescribing governed by clinical guidelines. At Hafan Wen, we aim to help you detox safely with as little discomfort as possible whilst allowing you to attend groups and other activities during your stay. The nursing staff will answer any questions that you may have about your medication. During your treatment there will be regular reviews by the Hafan Wen doctors to ensure your comfort and safety.

Medication times

8.00am – 9.00am

12.30pm – 1.30pm

5.30pm – 6.30pm

10.00pm – 11.00pm

Therapeutic Programme

Hafan Wen considers the “whole person” in its approach to providing a client centred, recovery based, in-patient detoxification service. Although length of stay at the unit is relatively short we believe that it can be a key determinant of peoples’ progression towards long term recovery.

Psycho-social interventions play a significant part in the treatment of drug and alcohol use disorders at Hafan Wen. Drawing on a range of evidence-based techniques and approaches, the therapeutic team will provide you with the opportunity to develop a range of coping strategies to intervene in a way that best suits your individual needs.

Hafan Wen’s therapeutic programme is designed to offer a balance between:

- Medical withdrawal of substances
- Psychosocial group work
- Individual interventions
- Recreation and exercise
- Social and occupational activities

The programme has a clear structure which takes the bio-psychosocial well-being of all service users into account.



My Recovery Journey

A guide to your detox and recovery journey at Hafan Wen

Balancing of priorities between clinical and non-clinical elements in our delivery model takes into consideration the various treatment methods and the relevant staff skills to deliver the different elements.

Hafan Wen provides a holistic service, based on the principles of an overarching biopsychosocial approach.

Bio (clinical)

This includes:

- Physical medical examination
- Medically managed detoxification
- Physical fitness activities
- High quality meals cooked on site
- Health and wellbeing education
- Nutrition and dietary advice

Psycho (non-clinical)

This includes:

- Psycho-social interventions (group and individual),
- Individualised care planning based on the recovery model
- Cognitive behavioural techniques,
- Consultations with Consultant Psychiatrist and psycho-educative groups.

Social (non-clinical)

This is based on the principles of a recovery oriented approach that includes:

- Advice on employment opportunities
- Advocacy services
- Peer support via our service user representative group – Full Circle
- Mutual aid such as AA and NA
- Housing/ Accommodation advice
- Access to social networks through internet, art and craft activities
- Access to exercise facilities



Pre-Admission Guidance

We actively encourage anyone coming into Hafan Wen to engage fully with their local services to help prepare for their detox experience.

Additionally, you can also call the team at Hafan Wen to discuss any concerns or queries you may have prior to your admission or if you are considering coming to Hafan Wen and would like to discuss it further before making your decision.

My Recovery Folder

The My Recovery folder will be given to you on entering treatment and will act as a visible record of recovery and achievement for you, your family and your community workers to contribute to, support you and to celebrate and document the recovery journey that you will be undertaking, whilst at Hafan Wen.

The Recovery Folder consists of

- An illustrative record of progress and achievement in recovery, including groups attended and key learning points that will underpin change
- An opportunity to add pictures, art work and memories of your time in recovery.
- Clear and concise information about coping strategies, harm reduction and relapse prevention
- Provides a range of helpful contact numbers to aid sustained recovery on exit from treatment

Aftercare and support

A comprehensive range of aftercare recovery pathways, such as mutual recovery groups, peer support / sponsorships, CBT-based recovery groups and other support and advice services are discussed in both group and one-to-one sessions with direct referrals or signposting being made to the relevant services.

Service users are encouraged to engage fully with services provided by their local substance misuse and aftercare teams following their discharge from Hafan Wen.

Full Circle - Ex-Service User and Volunteer Support Group

Hafan Wen encourages mutual aid support as part of the wider recovery agenda. Service users at Hafan Wen have the benefit of being offered advocacy, support and guidance throughout their stay, in the form of our dedicated ex-service user group Full Circle. As part of Hafan Wen's person-centered approach, engagement with mutual aid groups maximises the chances for sustained recovery.

Full Circle comprises former service users who are actively involved in community-based recovery groups. Full Circle offers support to service users at the start of their recovery, and facilitates interventions alongside the Hafan Wen therapeutic team.

This innovative combination of psychosocial interventions and mutual aid support, running alongside medical detoxification, maximises the opportunities for your long-term sustained recovery.



Full Circle Service User Group

Empathy - Understanding - Empowerment - Advocacy - Guidance - Recovery

Cefnogwyd gan
Supported by  CAIS empowering change
grymuso newid

Therapeutic Timetable

All service users and staff attend a morning meeting at 9.30am, where you'll be provided with an overview of the day ahead.

The groups are here to help you, and you will be expected to attend mandatory timetabled sessions. We have tried to make the groups as interesting as possible, in the hope that you will learn new things about yourselves and have some fun doing so.

If you are anxious about the groups, or are a little worried about going, you can ask a member of staff to give you some more information about the groups and support you to attend.

You will also have the opportunity to attend one-to-one sessions focussing on your individual needs to reinforce your recovery.

Example weekly timetable

To give you an idea of how your day will be structured in the service, here is an example timetable of a typical week. Some group sessions are mandatory and you will be expected to attend as part of your programme at Hafan Wen.

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
8am – 9am	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast
Morning	9.30 am -10 am Morning Meeting 10 am -12 pm Computers & Art Therapy Or Community Meeting	9.30 am -10 am Morning Meeting 10 am -12 pm Computers & Art Therapy Or Therapeutic Activity	9.30 am -10 am Morning Meeting 10 am -12 pm House Meeting	9.30 am -10 am Morning Meeting 10 am -12 pm Computers & Art Therapy Or Therapeutic Activity	9.30 am -10 am Morning Meeting 10 am -12 pm Computers & Art Therapy Or Therapeutic Activity	9.30 am -10 am Morning Meeting 10 am – 12 pm 1:2:1 Key work Sessions	9.30 am -10 am Morning Meeting 10 am -12 pm 1:2:1 Key work Sessions
12 – 1pm	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch
Afternoon	1:30 – 3:30 pm Peer Mentor Led Activity (Full Circle)	1:30 – 3:30 pm Psycho-social Group	1:30-3:30 pm Educational Group	1:30-3:30 pm Psycho-social Group	1:30-3:30 pm Recreational Session	1:30-3:30 pm 1:2:1 Key work sessions	1:30-3:30 pm 1:2:1 Key work sessions
5 - 6 PM	Tea	Tea	Tea	Tea	Tea	Tea	Tea
Evening	Leisure and Relaxation	Leisure and Relaxation	Alcoholics Anonymous (AA) Meeting	Narcotics Anonymous (NA) Meeting	Leisure and Relaxation	Leisure and Relaxation	Leisure and Relaxation



Facilities and Accommodation

Hafan Wen acknowledges the need for privacy and safety for service users, especially at such a difficult and vulnerable time. Whilst you are supervised in all aspects of our activities and therapies, you are afforded a high level of privacy and respect in a clean, safe environment conducive to recovery.

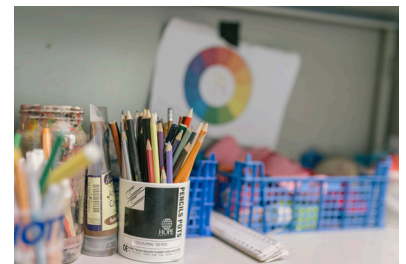
For many people, accommodation is one of the most important aspects of their stay. At Hafan Wen each service user has their own bedroom with en-suite shower and toilet. Equipped with a writing desk, wardrobe and cupboards for your belongings, rooms are a place for you to retire when you want privacy.

Facilities at Hafan Wen have been carefully designed, and are being continually upgraded to meet the diverse needs of particular groups of service users including:

- disability-friendly accommodation — lifts, seated showers, hearing impaired
- fully accessible main building with wheelchair access
- female-only and male-only lounges
- 25 single-occupancy, en-suite bedrooms

There are four lounges in total, each with a small kitchenette including microwave, tea and coffee making facilities, and dining area.

- laundry
- relaxation room
- art & computer room
- recreation room
- group work room
- fitness area
- allotment area



My Recovery Journey

A guide to your detox and recovery journey at Hafan Wen

Computer and Art Room

As part of the therapeutic programme at Hafan Wen, service users have the opportunity to explore their thoughts, feelings and emotions through the medium of art. Our art sessions act as a means of creative expression and offer an opportunity for self-reflection.

You can make clay models, paint, draw and uncover hidden talents!

You can use our computers to keep in touch with friends and families through email or social media. You can search for new opportunities in further training, employment, or develop hobbies and interests. Don't worry if you don't know how to use computers, our therapeutic team can help with a few basic lessons to get you started.

Grounds

Hafan Wen is situated in well-established grounds, giving service users the opportunity for time to themselves or an opportunity to reflect whilst enjoying the garden, pond and surroundings. Service users often report seeing a wide variety of wild life, including foxes, rabbits, badgers, squirrels, and ducks.

Kitchen

Hafan Wen is equipped with a modern kitchen, staffed seven days a week by experienced chefs. Food is cooked fresh to order, and every effort is made to provide you with nutritious meals that meet your dietary needs, personal preferences and help you recover more quickly and comfortably.

Gardening and Allotments

We have a small greenhouse and encourage service users to try their hands at nurturing plant and flower cuttings to be planted in the garden once they are established. We have a kitchen garden where herbs and fresh produce are grown for use in our kitchen by our professional chef.

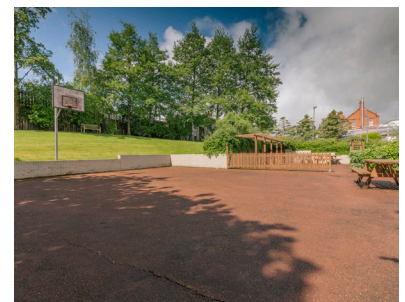
Fitness Area and Basketball Court

We have gymnasium equipment for the use of service users, helping you improve your physical health and create that important feel-good factor about yourself. We also have an all-weather basketball court to help keep fit and active.

If you feel that you would like to use the gym please ask a member of staff. Once you have been cleared by the doctor to use the equipment, our gym tutor will help you work out a fitness plan to suit your needs.

Before you can use the equipment room you must:

1. have the doctor's clearance and signature
2. have the right kind of footwear, e.g. trainers
3. have a fitness plan



Core Rules

Our core rules are:

- no alcohol
- no illicit or un-prescribed drugs
- no violence

Urine samples will be required on admission for all service users admitted for drug and alcohol detox.

A further supervised sample may be required at the discretion of staff if they believe illegal drugs are being used or a false urine sample has been supplied.

You will be discharged for drinking alcohol, smoking cannabis or taking any illegal drugs on or off the unit.

The police will be called if you threaten or use violence towards the staff or other service users. This will result in discharge and/or prosecution, and possible barring from the service in the future.

Supervised breath samples may be requested at the discretion of the staff.

Service users must not leave the unit grounds.

Meals and menus

Breakfast provisions will be available each morning in the lounge areas for your convenience. Each day a menu is provided in reception with lunch and dinner options. Vegetarian and other dietary requirements will be catered for.

Meal times are:

Lunch	12 noon
Tea	5.00pm
Sandwiches	8.00pm onwards

Breakfast is self-service; cereal and bread are available from staff.

Vegetarian and other dietary requirements meals will be provided on request.



Escorted leave from the unit

We understand that some service users may not be able to resolve all their financial arrangements or acquire necessary personal supplies before admission.

In these circumstances Hafan Wen staff may provide escorted leave from the unit for service users with an identified agreed need, at the appropriate time, for the following purposes only:

- to be taken to the local post office or ATM
- to be taken to the local benefits office, if required

These guidelines have been agreed taking into account patient need, health and safety risk management and available staff resources.

Personal hygiene supplies can be purchased by staff on behalf of service users.

A variety of newspapers are delivered to Hafan Wen on a daily basis.

Keeping in Contact – Families, Friends and Carers

Addiction can affect families, carers and significant others. The complexities of addiction can cause frustration, anger, hurt and often feelings of desperation for loved ones. CAIS can provide support for families and carers, and answer any questions you or they may have. Families and loved ones should rest assured that the client will be provided with the best possible care.

Hafan Wen understands the importance of involving families and carers in your recovery. Whether you have relationships with close ones, or wish to rebuild relationships, we will support you.

Unfortunately, due to the nature of the unit and in order for you to focus on your recovery Hafan Wen does not allow any visitors. However, if you wish to visit your children this can be arranged and should be planned with your community worker. The following guidelines will assist you in maintaining contact with your families and significant others, whilst you are at Hafan Wen:

Telephone and Calls

You may keep your mobile phone on your person during your stay at Hafan Wen.

If families or friends wish to speak to a member of staff regarding your care with your consent then they can call (01978) 313904.

If family or friends wish to speak with you direct they should do so by calling your mobile phone or the Hafan Wen payphone on (01978) 354693.

Letters and Parcels

You may send and receive as many letters as you wish, but all incoming mail will be opened and checked in order to keep the service and you safe.



Confidentiality

CAIS operates within an extensive confidentiality policy which serves to protect both service users' and employees' confidentiality. Service users of CAIS have a right to privacy and confidentiality at all times. This is conveyed to service users during their treatment and is outlined in service literature.

Any issues raised or discussed by service users with individual CAIS workers will remain confidential to the workers involved in their care or treatment, within the agency, except where express consent has been agreed and signed by the service user to share information with other agencies (i.e. three-cornered contracts).

Group discussions which take place are confidential. Any information or discussion volunteered during these groups will remain confidential between the group members and staff involved.

Confidential information will only be shared with other agencies (i.e. police, social services, etc) with the express consent of the service user, except where:

- there is an issue of child protection or risk to a child,
- CAIS is required by law or by order of the court, or
- the disclosure is justified in the public interest (i.e. where disclosure becomes necessary to protect the patient or someone else from risk of harm).

Referral Pathway

Hafan Wen manages all referrals through our admissions team.

Address: Hafan Wen Treatment Clinic, Gate 4, Watery Road, WREXHAM LL13 7NQ

Telephone: 01978 313 904 or 07795 320 167

Fax: 01978 313 903

Email: sarah.patten@cais.org.uk



Understanding and helping yourself on a road to recovery with the aid of Hafan Wen... a patient's point of view

I use the word patient, but looking back I think: 'Was I more of a guest?'

Having reached the bottom of many bottles, I had now reached the bottom of my life.

Being under the influence in one form or another since the age of eight, I used my addictions to cope with life and my surroundings – eventually costing me everything I had.

I had heard of Hafan Wen, some of the stories, some of peoples experiences; I always thought that wasn't for me! I can handle what I'm doing, anyway it's no one's business what I do, but I always felt rubbish, sad, unhappy and annoyed! I wanted to change my life, give a go at something different, maybe try and get some help that I need?

One day I thought I'm not doing this anymore! So I didn't drink for several days thinking I could stop on my own? That's a total misconception! Believe me! I made myself ill by suddenly stopping, just stop your addiction you cannot do it your own! So that was my wake up call! I asked if I could have the help available!

Hafan Wen! I don't want to be put away for a few weeks, what will people think? What will happen in there? I was so scared at the thought of it! I made up stories in my head before I even went in! I'm going to be locked in a room, maybe it's like prison, what if they keep me in? What if they think I'm not normal? For days I didn't sleep and I created so many stories in my head it got me down, but then with 3 days to go I thought ok! What have I to lose? I'm already losing my sanity with the life I'm living now!

September the 10th, the day before my 46th birthday, check in time 10.00am, my brother in law drove me there, total silence in the car all the way! I was told it's not the best idea to have a drink before I went in as they breathalyse you as part of your admittance, but thinking I would be in a substance free environment for my birthday I had a few beers the night before to make me sleep!

On arrival I was expecting 3 or 4 8 feet tall meatheads with a grimacing look on their face indicating you're not going to mess around in here boy!

How wrong was I! Every thought I had for the week leading up ebbed away in around 5 minutes!

You are welcomed and given a brew, if you want another brew just give us a shout!

Then a check-up, really happy I didn't have a drink before I went in, as I was given my meds soon after being admitted.



My Recovery Journey

A guide to your Detox and Recovery Journey at Hafan Wen

Then to my room, actually I was pleasantly surprised! You have your own key, bed, table, chair a wardrobe and an en-suite shower room. Bag unpacked, I went outside to the smoking area, were there where around a dozen people joking and having a laugh, they actually seemed happy there was a newbie! After 2 minutes I forgot everyone's name, but that didn't matter! We were all talking as if we knew each other from years ago! All in the same boat! No airs and graces! It is what it is! I was fine with that, I felt happy and not alone.

Within an hour you know where everything is, the goings on, but my nerves were calmed now and all my misconceptions had disappeared! I thought before I went in I would sit in my room and read or just watch films on my laptop! But yep! Wrong again! I loved just having the banter with everyone, no shame here, just people wanting to get better!

You have a key worker when you are in, you can talk whenever you want, and nothing is too much trouble! My worker was Ceri, a totally brilliant person who would talk, laugh and just make sure you're ok.

Your meds are set daily, same times every day, so you feel reassured you will feel alright through the day.

There are two group meetings a week if you want to attend, N/A one night and A/A another night, not in the building you are in but in the centre on the grounds, with the public going to meet and talk, so if you attend any of the groups you can carry on during your stay, it's not compulsory.

You can take your mobile with you if you like; there is also internet access during the day.

Within 3 days we ended up on the sofas in the TV room watching films, eating take away pizza, Doritos and dips, we? My new friends. I think there were about 8 of us the first movie night, that number grew every day, I say we ordered pizza, but that's not taking away the fact the food you are given is second to none! Real restaurant quality.

If you run out of anything you need, you have two options, there is a shop run most days, staff and volunteers go to the supermarket for you and get what you need, alternatively you can receive parcels from family or loved ones, it will be checked when you open it, but hey!

My family sent me a box full of sweets, crisps and chocolate, didn't last long though ha ha, one lad said I love them! I will swap you a mars bar for a pack of scampi fries? Job done. After around a week of being there, and a week clean I actually started to feel a buzz that I hadn't felt for years! A natural high! How bizarre!

But I did start to feel a little sad for a couple of days though! I had met some great people and some were going home! I met some people in Hafan Wen who I will class a friend for life, the second reason I felt the blues? This is a crazy thought! I don't want to go home, well not just yet anyway?

Not wanting to leave? What's that about? I didn't want to come in!



Complaints Procedure

CAIS recognises that from time to time service users may become dissatisfied with the services that they have received and may wish to make a complaint about their experience. In such cases CAIS would welcome formal complaints from or on behalf of existing or former users of its services and/or from its partners and the wider public. The company shall use the experience as both a learning and a developmental opportunity through which to improve its services. CAIS understands the need to investigate thoroughly all complaints, brought against the organisation and the services it provides. There is a procedure in place to support complaints of a formal nature.

How to make a complaint - Step 1 – Informal Resolution

Where possible, issues of concern should, in the first instance, be raised on an informal basis with your CAIS worker. If a resolution cannot be achieved at this stage, please advise your CAIS worker that you wish the issue to be raised with his/her manager, who will be responsible for dealing with the matter speedily, sensitively and effectively. You should expect to receive feedback on the outcome within 7 days.

Step 2 – Formal Investigation

If your complaint is of a more serious nature, or if informal efforts to resolve it have failed, then you should submit your complaint formally, in writing, to: Complaints, CAIS, 12 Trinity Square, Llandudno LL30 2RA or by email to: complaints@cais.co.uk

You will need to set out clearly all the circumstances surrounding your complaint, including names, dates, etc where possible, and also provide your contact address and telephone number.

The Chief Executive will be responsible for allocating a suitable investigating officer and determining the appropriate method of dealing with the matter. This may involve a review of documentation or in more complex

matters a fuller investigation involving interviews with the key participants. In some cases the matter will be referred to CAIS's Independent Complaints Investigator.

However the complaint is dealt with, you should expect to be advised of the method, to receive regular up-dates of progress, and to be informed of the outcome. Unless there are exceptional circumstances, the entire process should not take longer than 21 days.

Step 3 – Independent Review Panel

Following the findings of the Chief Executive or Independent Complaints Investigator, if you are still dissatisfied at this stage you may have recourse to the Independent Review Panel. You must request this in writing within 21 working days of the date of the Chief Executive or Independent Complaints Investigator's formal response following Stage 2. You should address your request to: Designated CAIS Board Member, CAIS, 12 Trinity Square, Llandudno LL30 2RA

The Designated CAIS Board Member will acknowledge your request in writing within 5 working days of receipt. Before deciding whether to convene an Independent Review Panel, the Designated CAIS Board Member will wish to obtain a written statement from you detailing your remaining grievances and the reasons why you are dissatisfied with the results of the formal investigation.

Hafan Wen service users also have the right to complain direct to:

**Healthcare Inspectorate Wales, Welsh Government,
Rhydycar Business Park, Merthyr Tydfil CF48 1UZ.**

**Phone: 0300 062 8163 Fax: 0300 062 8387
E:mail: hiw@gov.wales**



