

STATEMENT OF PURPOSE - PART TWO - SERVICE SPECIFIC INFORMATION

Printed copies are for reference only. Please refer to electronic copy for most recent information.

This document is Part Two of the Statement of Purpose. The information in this document is completed by the Manager and accompanies the [STATEMENT OF PURPOSE - PART ONE](#).

A copy of this document will be made available on request. Managers of registered services will also ensure that the relevant regulator and service users or their representatives are notified of any material changes to the Statement of Purpose within 28 days.

LURGAN DISH
Unit 8 Mount Zion House
Lurgan
028 38 297630
22/07/2024

1 AIMS OF LURGAN DISH

The service will provide appropriate quality care and support to individuals experiencing **mental ill health, learning disability, dementia or brain injury** who are assessed as requiring this input to enable them to live as independently as possible in his/her own community.

2 FACILITIES AND SERVICES

2.1 Service Management

The person carrying out the business of the service is **Deirdre Carr, Praxis Care, Director of Care Services, 25/31 Lisburn Road, Belfast BT9 7AA.**

The person managing the service at a local level is **Cathy Lyness, unit 8, mount Zion house, Edward Street, LURGAN**

who is responsible to **Eioghnn MacLeod** Head of Operations, who is based at *Mount Zion House, Edward Street, Lurgan*

2.2 Management Qualification and Experience

Greer Wilson - Responsible Individual and Director of Care and Development for Northern Ireland

Greer is a qualified social worker who has worked directly with service users in children's services, elderly and dementia services, learning and physical disability services and complex needs.

Greer joined Praxis Care in September 2019 as Director of Care, Operations and Development after working for the South Eastern Health and Social Care Trust for 20 years. Most recently, this included eight years as a senior manager with responsibility for learning and physical disability services, care management, day care settings and supported living schemes.

Education

Bachelor of Arts: Childhood and Youth Studies (2:1), 2005 - Open University

Bachelor of Arts: Social Work (2:1), 2006 - University of Lincoln - Lincoln Certificate: Managing Care, 2005 - Open University

The relevant qualification and experience of Director of, **Director of Care and Development, Deirdre Carr** are as follows:-

Deirdre Carr joined Praxis Care as Regional Director of Care for Northern Ireland in March 2020. A qualified social worker, Deirdre has worked directly with service users in older people and dementia services, mental health services, learning and physical disability services, children's services and addiction services for over 20 years. After working for the Southern Health and Social Care Trust at the start of her career, Deirdre moved to management of a bespoke dementia service with Fold Housing Association, and then to senior management with responsibility for Residential Care & Support Services, Day Care Services and Joint Managed Partnerships. Deirdre brings a wealth of knowledge and expertise to the organisation.

The relevant qualifications and experience of **Cathy Lyness, MANAGER** are as follows:-

PROFESSIONAL QUALIFICATIONS:

- 2001 BSC Psychology**
- 2002 City & Guilds Youth Worker Award**
- 2006 BSW Social Work**
- 2010 NVQ A1 Assessors' Award**

EXPERIENCE:

- April 2019 to present Registered Manager, Lurgan DISH**
- Sep 2014 to April 2019 Registered Manager, Castle Lane Court**
- Apr 2014 – Aug 2014 Operational Manager, Castle Lane Court**
- Apr 2012 – Apr 2014 Day Care Team Leader, Praxis Care
Castle Lane Court**
- Nov 2011 – Apr 2012 Acting Manager, Castle Lane Court**
- June 2011 – Nov 2011 Day Care Team Leader, Praxis Care,
Castle Lane Court**
- June 2010-June 2011 Acting Manager, Castle Lane Court**
- Aug 2006- June 2010 Team Leader, Praxis Care,
Castle Lane Court**
- Mar 2004-Aug 2006 Support Worker/Acting Team Leader,
Praxis Care, Forest Lodge, Portadown**
- 2002 – 2003 Care Worker Dept of Age & Disability,
Sydney, Australia**
- 2001 – 2003 At various times worked in the following
areas:
Classroom Assistant in Ceara Special
Needs School, Lurgan
Youth Worker in Brownlow Youth
Project, Craigavon**

The relevant qualifications and experience of **Eioghnn MacLeod, Head of Operations** are as follows:

Support Worker – SCNI – 5 years – Homeless Services
Adult Support Worker/Transition – SEHSCT – 7 years – Adult Disability Services
Senior Support Worker – Turning Point Scotland – 2 Years – Harm Reduction (Heroin & Methadone Support)
Team Leader – Inspire – 5 years – Mental Health & Learning Disability
Area Service Manager – Triangle Housing Association – 3 Years – Learning Disability
Registered Manager then (Registered Services Manager) – Positive Futures – 3months (2years) – Learning Disability

QCF Level 5 Leadership H&SC (Adults Management)
QCF Level 5 Leadership H&SC (Adults Residential)
QCF Level 3 H&SC
IOSH Managing Safety
Diploma: Social and Biological Sciences

STAFF

The relevant qualification and experience of staff are as follows:

TEAM LEADERS:

Jacqueline Creaney is one of the Team Leaders within Lurgan DISH. She has her QCF5 and she worked in Praxis Care from 2007 to 2018 as both a support worker and team leader. For six years Jacqueline was activity coordinator in a LD nursing home before returning to Praxis in May 2024. Jacqueline has a vast amount of experience within the mental health/Learning disability field and has carried out numerous training within Praxis over the years.

Jennifer Bingham is a Team Leader within Lurgan DISH. She has a Bachelor of Science degree in Psychology that she obtained in 2004. She worked in Connaught House, Praxis Scheme in Newry from 2006 until 2017 as both support worker and team leader. She moved to Lurgan DISH and became a team leader in January 2019. Jennifer has many years of specialist training, knowledge and skills within the mental health field.

APO:

Reyhanat Suleymanova is an administrative assistant within Lurgan DISH. She has a Bachelor Degree in History, and obtained her Diploma in 1998 in Baku, Azerbaijan. She worked as an Administrative Assistant in Ernst & Young in Baku, 2002-2004, and then she was transferred to Ernst

& Young in Moscow, Russia in 2004 where she worked till 2015. She was promoted to Supervising Associate and worked on a shared basis as an Assistant to Finance Controller till she moved to Northern Ireland in 2014 and worked for another year distantly for Ernst & Young. She has an extensive administrative experience with a knowledge in Microsoft Office applications. Reyhanat speaks English, Russian and Azeri.

Our Support Staff Team:

We have a team of skilled care staff to care for our service users' needs.

Each staff member undergoes induction in line with NISCC standards and Praxis own comprehensive induction procedures. Continuous training is ongoing to ensure that Praxis staff delivers the highest quality services to you.

We recognise that your carers are important for the quality of your care experiences and for this reason we take great care in selecting staff member/s with whom you feel completely comfortable.

All management staff including, team leaders hold relevant professional or vocational qualifications in line with regulatory requirements. Support staff have a number of NVQ/QCF qualifications. Training and details of training provided can be made available on request.

Permanent Staff

<i>Denise Larmour</i>	<i>QCF level 2 Health and social Care</i>
<i>Niamh McQuillan</i>	<i>HNC in general engineering & Full training</i>
<i>Maria Mc Quillan</i>	<i>Degree BA(HONS) Childhood Studies</i>

SUPPORT WORKERS: Relief

<i>Annette Mc Cann</i>	<i>Full Training</i>
<i>Johnny Greer</i>	<i>Full Training</i>

2.3 Organisational Structure

The service operates as a partnership between Praxis Care, **Supporting People, Southern Area Trust and Choice Housing Association.**

Praxis Care takes full responsibility for all aspects of the service. The Licence Agreement (**if required**) and Support Agreement outline the roles and responsibilities of all parties concerned.

A person centred approach to service user needs is implemented and each service user will have a named key worker. Staff are available **12 hours per day 7 days a week.**

Further information on the service can be found in the Service Users Handbook.

2.4 Accommodation

Each service user lives in their own rented accommodation – either Housing executive, SUHA or private landlord.

2.5 Referral Criteria

- The person will be in the **18 to 65** age group at the time of referral
- The person should be able to show a residency history in the **Southern Area H&SS Trust area**
- The person should meet the criteria as defined by **Southern Area Health and Social Services Trust, Choice Housing Association and Supporting People.**
- The person should meet the criteria for referral to **Care Management** services as defined by **Southern Area H&SS Trust.**
- The person will show a range of both **Support** and **Care** needs which the Admission Panel feel is appropriate with the level of support on offer in **Lurgan DISH.**
- The person will be agreeable to the referral being made and, where possible, have had an opportunity to view the services offered

2.6 Referral Process

Referrals will only be accepted from members of the **Southern Area H&SS Trust.** Referral agents from outside the geographical area should, in the first instance, contact **Southern Area H&SS Trust.**

- An application form must be fully completed and include information on risk.
- The applicant and carer (if so desired) will be invited to visit the service and discuss his/her needs with Praxis Care staff.
- An Admission Panel will meet to consider all applications. The referral agent will be invited to discuss the application and provide further information/clarification as appropriate.
- The Panel's decision will be communicated to the referral agent as soon as possible and will always be followed up with a written explanation of the decision.
- An Appeals Procedure is in place if a prospective applicant is not satisfied with the outcome from the admissions panel.
- Prospective service users will be provided with as much information as possible about the service to help him/her make a decision about whether or not he/she wants to receive care and/or support. Praxis Care offers the opportunity for a prospective service user to visit the accommodation/service and meet and talk with service users and staff. The organisation is happy for a prospective service user to involve his/her friends/family before making the final decision about placement or commencement of service.
- If it is felt that the accommodation or service is not suitable for a particular person, advice will be given on how to look for help elsewhere. This will only happen after full and inclusive discussions with all relevant parties.

2.7 Receiving a Service

Potential service users will have his/her needs thoroughly assessed before being accepted to the service; this is intended to provide each service user with the best possible information on which to make an informed choice about his/her future.

2.8 Service User Plan of Care

Praxis Care works with service users, and his/her friends, relatives or representatives (if appropriate) to draw up a written plan of the support the organisation will aim to provide. The plan sets out the service user's needs, risks that need management, support/care provided and desired outcomes.

At least once a month, each service user's plan is reviewed. There is a formal review process at 6 months after first placement and at least annually thereafter. An emergency review can be convened at any time. From time to time further assessments of the service user's needs are

required to ensure that the support provided by the organisation is relevant to helping the service user achieve his/her full potential.

Every service user keeps a copy of his/her own Assessment & Plan and is encouraged to participate as fully as possible in the support planning process.

2.9 The Range of Support/Care

The service endeavours to meet the following needs. (Please note that the following is not an exhaustive list).

2.9.1 Housing Support

- Assistance acquiring essential household items
- Locating essential local services
- Paying bills
- Maintaining the property
- Safety issues
- Signposting to specialist services
- Budgeting
- Good neighbour / dealing with disputes
- Essential daily living tasks
- Emotional support
- Supporting people to comply with treatment
- Where appropriate, notifying agencies of concerns about a service user

2.9.2 Care Tasks

- Administering medications
- Health care
- Specific rehabilitation tasks
- Intensive / therapeutic behaviour management
- Supervision of people at night - time
- Personal care

2.9.3 Social Activities, Hobbies and Leisure Interests

Praxis Care will try to make it possible for service users to live his/her life as fully as possible. In particular, it will do the following:-

1. As part of the moving-in/commencement of service process, potential service users will be encouraged to share as much

information as possible about his/her social, cultural and leisure interests.

2. Service users will be helped to continue to enjoy a range of individual and group activities and interests, both inside and outside the accommodation, to carry on with existing hobbies, pursuits and relationships, and to explore new avenues and experiences. In group living settings, all service users are entitled to use the dining room, the communal lounges, other sitting and circulating areas, and the grounds of the scheme but those who wish, may remain in his/her own rooms. Service users are encouraged to personalise their rooms with small items of furniture and other possessions, and individual preferences in matters of decoration and furnishings are encouraged.
3. In partnership with service users, social and leisure activities will be designed to form the basis of the communal content of the life of the scheme/service. Friendships among service users will be facilitated and it is hoped that service users will enjoy being part of a community, but there is no compulsion on a service user to join in any of the communal social activities.
4. With the full and inclusive involvement of service users, local councillors, members of parliament, representatives of voluntary organisations, students, school children and others will be encouraged to visit schemes/services.
5. Recognise that risk-taking is a vital and often enjoyable part of life and of social activity and that some service users will wish to take certain risks despite or even because of his/her disability. Praxis Care does not aim to provide a totally risk-free environment though care will be taken to ensure that service users are not subjected to unnecessary hazards. When a service user wishes to take part in any activity which could involve risk, a thorough risk assessment will be carried out with that individual, involving relatives, friend or representative, if desired and Praxis Care will agree and record action which will appropriately balance the factors involved. Such risk assessments will be regularly reviewed, with the participation of all parties.
6. For the benefit of all service users and staff, the communal areas of the accommodation are designated as non-smoking. Service users may smoke in designated smoking areas only.
7. There may be a charge associated with some social activities and services; where this applies, the details will be made clear to the service user in advance.

2.9.4 Consulting Service Users about the Way the Service Operates

Praxis Care aims to give service users opportunities to participate in all aspects of life in the accommodation/service. In particular, service users are regularly consulted both individually and corporately about the way the accommodation/service is run.

The organisation's objective is always to make the process of managing and running the service as transparent as possible, and to ensure that the service has an open, positive and inclusive atmosphere.

Service Users will have the care/support he/she receives reviewed at least annually. Regular service users meetings are held and input is sought on matters relating to the everyday running of the scheme.

Satisfaction surveys are carried out at least annually with actions completed in response to feedback. Praxis Care staff are always keen to hear from Service Users and representatives. Heads of Operations will endeavour to make contact with service users and, where appropriate their representative on a monthly basis as part of the organisation's monitoring processes.

2.9.5 Fire Precautions, Emergency Procedures and Safe Working Practices

All service users are made aware of the action to be taken in the event of a fire or other emergency, and copies of the service's fire safety policy and procedures are available on request. Regular fire drills are conducted, where appropriate, and information is displayed through the building to guide all persons in the event of a fire. All staff have training in First Aid in the event of an emergency. The service conforms to all relevant government guidance on promoting and protecting the health, safety and welfare of service users and staff.

2.9.6 COVID-19

Praxis Care is committed to the safety of those who use its services, its staff and volunteers, and to those members of the public with whom it comes in contact with. Therefore, in response to the Covid-19 pandemic, Praxis Care has put in place wide-ranging measures with the aim of keeping people safe and preventing the spread of the infection.

The organisation's corporate Business Continuity Plan has been updated, as has each service-specific Business Continuity Plan to reflect the measures in place in order to ensure the safe continuation of services and functions.

Each service has carried out a comprehensive Working Safely during Covid-19 Risk Assessment, which is updated on a regular basis and as required in order to mitigate any identified risks associated with Covid-19.

Praxis Care has developed a Working Safely during Covid-19 Policy along with a Covid-19 Infection Prevention & Control and Use of PPE Policy which provide advice and guidance to staff on the appropriate measures to take in response to the numerous issues raised by the current pandemic.

Some of the measures introduced by Praxis Care to prevent the spread of the virus include, social and environmental adjustments to ensure social distancing, daily temperature checks for staff and visitors, contact logs to assist with contact tracing, revised cleaning programmes, and the use of PPE where appropriate.

A new Covid-19 training course has been developed and is undertaken by all staff, along with guidance on donning and doffing of personal protective equipment (PPE).

2.9.7 Arrangements for Religious Observances

Service users who wish to practise their faith will be given every possible support to do so. In particular, Praxis Care will do the following:

- Make contact with any local place of worship on a service user's behalf, if requested. The organisation can usually arrange for a minister or a member of the relevant organisation to visit a service user.
- Take particular care to try to meet the needs of service users from minority faiths. These should be discussed with the manager the service commences.

2.9.8 Relatives, Friends and Representatives

- Service users are given every possible help to maintain and retain the links with families and friends.
- If a service user wishes, their friends and relatives are welcome to visit at a time convenient to the service user and to become involved in daily routines and activities.
- If a service user wishes to be represented in any dealings with the accommodation/service by a nominated friend, relative, professional person or advocate, Praxis Care will respect their wishes and offer all necessary facilities.

2.10 Restrictive Interventions & Deprivations of Liberty

Praxis Care is committed to ensuring that the rights of each person are protected, including the right to liberty. However, there may be some occasions when, in the best interests of a person lacking capacity and in order to prevent them suffering harm, it is necessary to put in place interventions which are restrictive, including depriving someone of their liberty.

Where the use of restrictive interventions are unavoidable they are used in a transparent, legal and ethical manner, are the least restrictive option available, and are used for the shortest time possible. Any restrictive intervention is agreed in advance with the appropriate statutory services.

Actions such as a deprivation of liberty are taken as a last resort, and will only be taken in line with the relevant legal framework, ensuring that all safeguards and authorisations are in place.

All staff involved in the care of an individual requiring restrictive interventions will receive appropriate training in restrictive interventions.

Restrictive interventions may be enforced in some occasions along with agreement with you the service user and the Multidisciplinary team.

Restrictive interventions' are defined as:

'Interventions that restrict an individual's movement, liberty and/or freedom to act independently, in order to take immediate control of a dangerous situation in order to end or reduce the danger to the person or others; containing or limiting the person's freedom for no longer than is necessary'.

(DOH 2014 A positive and proactive workforce)

Restrictive practice is not confined to physical restraint; it also refers to actions or inactions that contravene a person's rights. It can be helpful to think of restrictions as being on a scale, from minimum restrictions to the more extreme restrictions (a deprivation of liberty), at the other.

2.11 Ending the Service & Moving On

Service users may leave Praxis Care services for several reasons. They may no longer require the service, the service may no longer meet their

needs, or the service may only be provided for a period of time. Irrespective of the reason for the service ending, the move will be planned and managed with the service user in their best interests.

DETAILS OF THE SERVICE PROVIDED TO YOU

Management of the Service

The name of the registered manager of this service is: **CATHY LYNESS**

The registered manager can be located at the following address: **Unit 8, Mount Zion House, Edward Street, Lurgan, BT66 6DB**

The registered manager can be contacted on: **02838297630**

Hours of Support

Staff are available 12 hours per day.

Manager: Monday to Friday 9am – 4.30pm.

Team Leaders: Varying shifts Monday to Sunday 9am – 9pm

Support Workers: Monday to Sunday 9am – 9pm

Out of Hours Arrangements

Please contact on call duty social worker for any out of hours issues –

Telephone- 02895049999

Regulation of the Service

There is also regular external, independent inspection to ensure compliance with all statutory requirements. You will be advised in advance of any inspections that are due to occur to enable you to speak to the inspector if you wish.

Copies of inspection reports can be made available on request to the Registered manager.

The external regulator for this service is: **The Regulation and Quality Improvement Authority (RQIA)**

The external regulator can be contacted at:

**James House
2-4 Cromac Avenue
Gasworks
Belfast
BT7 2JA**

Tele: 028 9536 1111
Email: info@rqia.org.uk
Website: www.rqia.org.uk

Activities of the Service

Established in 1995. We are committed to supporting you to live as independently as possible.