

# 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.

**PRAXIS CARE**  
**Balleyslieh at Mooragh View**

**26 August 2024**  
**Review Date 26 August 2025**

## **1 AIMS OF Balleyslieh at Mooragh View**

The service will provide appropriate quality care and/or support to individuals with a **learning disability who are at least 18 years of age and** who are assessed as requiring this input to enable them to live as independently as possible in their own community.

## **2 FACILITIES AND SERVICES**

### **2.1 Service Management**

The person carrying out the business of the service **Greer Wilson, Praxis Care, Director of Care and Development, 25/31 Lisburn Road, Belfast, BT97AA**

The person managing the service at a local level is **Eioghnn MacLeod, 13 Peel Road, Douglas, Isle of Man**, who is responsible to **Deirdre Carr, Praxis Care, Regional Director of Care and Development, 25/31 Lisburn Road, Belfast, BT97AA**

## **2.2 Management Qualification and Experience**

The relevant qualification and experience of the person carrying out the business of the service are as follows:

### **Greer Wilson, Director of Care and Development NI & IOM**

#### Professional Qualifications

- Diploma in Social Work, 2006
- National Vocational Qualification Level 4, 2004
- BA Childhood and Youth Studies, 2002
- Certificate in Managing Care, 2002

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

### **Eiohnn MacLeod, Head of Operations**

#### **Professional Qualifications:**

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

#### **Employment History:**

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

## **STAFF**

The staffing structure of the service is as follows:

**Laura Cain – Manager (37.5 hrs)**

**Patricia Maguire – Support Worker full time (37.5 hrs)**

**Jai Arthur – Support Worker full time (37.5 hrs)**

**Rodney Smith – Support Worker part time (25 hrs)**

The relevant qualifications and experience of the staff groups are as follows:

**Manager** – QCF 5

**Support Workers** – 2 QCF3/1 unqualified

A person centred approach to service user needs is implemented and each service user will have a named key worker. Staff are available **8.30am until 4.30pm, Monday through Friday.**

### **2.3 Operational Partnerships**

The service operates as a partnership between Praxis Care and Manx Care

Each service user is provided with the appropriate agreements(s) which 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 7.5 hours a day, 5 days a week, except Bank Holidays and 2 weeks at Christmas.

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

### **2.4 Accommodation**

Balleysleih at Mooragh View is located at Mooragh View, Dalmeny House, Cumberland Road, Ramsey. The building is suitable for wheelchair users and people with limited mobility. Smoking is not permitted on the site as per Manx Care policy

### **2.5 Referral Criteria**

- The person will be 18 years old at the time of referral
- The person should be able to show a residency history in the **Isle of Man**
- The person should meet the criteria as defined by **Manx Care**
- The person will show a range of both **care and/or support** needs which the Admission Panel feel is appropriate with the level on offer in the service

- The person will be agreeable to the referral being made and, where possible, will have had an opportunity to view the services offered

## 2.6 Referral Process

Referrals will only be accepted from **Manx Care**. Referral agents from outside the geographical area should, in the first instance, contact: **Manx Care**

- A referral form must be fully completed and submitted to the Day Service Learning Disability Panel Chair, further information regarding risk may also be requested
- The applicant and carer (if so desired) will be invited to visit the service and discuss his/her needs with Praxis Care staff.
- The day Service Learning Disability 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.
- 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 Costs of the Service**

There is a daily service charge of £2.59 and the daily meal cost is £3.92, both of which are paid by the individual service users. Invoices are issued on a monthly basis.

## **2.9 Rights and responsibilities of those using the service**

These can be found in full detail in the Day Care Contract issued to all service users.

### **2.9.1. Your Right to Advocacy and Representation**

You have the right to have an independent advocate or advisor in your dealings with Praxis Care. At your request Praxis Care will take reasonable steps to help you to find someone, who is acceptable to you, to fulfil that role. Any costs towards an advocate may be incurred by you. If you require the services of a translator or interpreter Praxis Care will arrange this for you and cover the costs.

Should you require other services, Praxis Care staff will advocate on your behalf, and will try their best to help you access suitable services.

### **2.9.2 Your Right to Complain**

Praxis Care welcomes complaints from everyone as it helps improve our services to you. If you or a family member has a complaint about any aspect of the service you receive, you can tell any member of staff, their manager or department head, or you can contact someone you can trust such as your statutory key worker.

You have the right to have your complaint investigated thoroughly, speedily and fairly, and to be informed fully of the outcome of the complaint. Whoever you have asked to look at your complaint will do their best to sort the problem out as quickly as possible. Most complaints to staff will be resolved within a few days. You will not be treated any differently if you do complain and you have the right to follow the complaints procedure to complain about any aspect of our service.

You will be given a copy of Praxis Care's Comments and Complaints Leaflet which will give full details of other organisations that can help you make a complaint if you wish to complaint about any aspect of the service you have received from Praxis Care. You will also be given a copy of

Praxis Care's Complaints and Compliments procedure, and you can request further copies at any time.

## **2.10 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.

## **2.11 The Range of Support/Care**

The service endeavours to meet the following needs:

### **2.11.1 Care Tasks**

- Administering medications
- Health care
- Intensive / therapeutic behaviour management
- Personal care

### **2.11.2 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 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

The activities as of 24<sup>th</sup> January 2024 are listed below. This list of activities was created with service user input. There is a choice of 2-3 activities each morning and afternoon to cater for all service user needs and abilities.

- Music
- Library and story telling
- Walk and Talk
- Swimming
- Wii Games
- Computer/Internet Time
- Chair Based Exercises
- Puzzles and Board Games
- Communication sessions
- Baking
- Arts and crafts
- Cafes
- High Street social
- Cycling

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 whole of the day service building is designated as non-smoking. Service users may smoke off-site 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.

### **2.11.3 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.

### **2.11.4 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. If medical services are required by someone using the service their family will be contacted (if appropriate) and updated. In a medical emergency Ramsey Cottage Hospital (on site) will be utilised.



The service conforms to all relevant government guidance on promoting and protecting the health, safety and welfare of service users and staff.

Mooragh View is opened and locked daily by Praxis Care Staff. Out of hours use of the building is organised by the Head of Operations.

### **2.11.5 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.

### **2.11.6 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.

## **2.12 Managing risk and recording and reporting of accidents and incidents**

Praxis Care Incidents, Accidents and Notifications Policy and Procedure is available on request from staff.

## **2.13 Alcohol and Drug Policy**

Praxis Care does not permit any supply or use of non-prescribed or illegal substances within its premises. Service users found to be doing so will be subject to urgent multidisciplinary review to develop a support plan to assist them in staying within the law and/or addressing the harms associated with drug use.

The use of alcohol by service users may be facilitated in some day service off site activities but not on site. However, service users should be encouraged to consume alcohol within safe limits in a safe environment. However, in the event that alcohol has been consumed to a level that endangers the service user and/ or negatively impacts on others, an emergency review may be convened where the risks to all parties will be identified and a plan of action drafted.

Praxis Care Alcohol and Drug Policy is available on request from staff.

### **2.14 Insurance Cover**

Praxis Care has all the mandatory insurances, including comprehensive insurance cover in respect of Employer's Liability and Public Liability. Copies of all relevant certificates are available on request.

You are responsible for ensuring that your personal belongings are adequately insured; Praxis Care cannot be held responsible for valuables that have not been handed to the scheme manager for safe keeping.

### **2.15 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.

More detailed information is available in the Day Care Contract issued to all attending the service.

### **2.16 Regulation of the Service**

There is 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 Manager or via [Isle of Man Government - Adult day care centres inspection reports](#)

The external regulator for this service is: IOM Registration and Inspection Unit

The external regulator can be contacted at: Registration and Inspection Unit, 1<sup>st</sup> Floor, Belgravia House, 34-44 Circular Road, Douglas, IM1 1AE. The Unit's telephone number is +44 1624 642422 and email address is [randi@gov.im](mailto:randi@gov.im).