

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.

INGLEDENE
28 August 2024

1 AIMS OF INGLEDENE

The service will provide appropriate quality care and support to individuals with learning disabilities 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 is Deirdre Carr, Regional Director of Care for Northern Ireland, Praxis Care, 25/31 Lisburn Road, Belfast BT9 7AA.

The person managing the service at a local level is Wendy Green, Ingledene, Lezayre Road, Ramsey IM8 2TA, who is responsible to Eioghnn MacLeod, Head of Operations, based at 13 Peel Road, Douglas IM1 4LR.

2.2 Management Qualification and Experience

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

Deirdre Carr joined Praxis Care as Regional Director of Care for Northern Ireland in 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, she brings a wealth of knowledge and expertise to the organisation.

The relevant qualifications and experience of **Wendy Green** are as follows:

Professional Qualifications

QCF Level 5 in Leadership and Health and Social Care	2015
NVQ Level 4 in Health and Social Care	2011
NVQ Level Assessors Accreditation	2008

Employment History

2013-date	Manager, Glenroyd
2007-2013	Team Leader, Glenroyd
2003-2007	Support Worker, Glenroyd
1983-2003	Care of the Elderly

Registered Manager with Isle of Man Government Registration and Inspection Unit information

Registration number	ROCA/P/0054
Care Service number	ROCA/P/0212A
Date of registration	30/01/2015

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

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:

We will employ the equivalent of 2 full-time Team Leaders with qualification of RQF Level 3 or equivalent working across both schemes.

We will employ up to 17 Support Workers in total working across both Glenroyd and Ingledene schemes when required. 50% of these will hold a RQF Level 3 or equivalent qualification in Health and Social Care.

The APO works across both schemes and has the required skills for the post by Praxis Care.

All staff complete the following mandatory training:

Scheme Orientation & Induction
Infection Control
Personal Safety
Fire Safety
Adult Safeguarding/Children & Young People Safeguarding
Moving & Handling of Inanimate Objects/People
Medication Training/Care of Medication
Food Hygiene
COSHH
First Aid
Cleaning Policy & Procedures
Complaints Management
Health & Safety
Human Rights
Equality & Diversity
Information Security Essentials
Supervision for Supervisees
Recording Skills
Restrictive Practice
Service User Awareness
Service User Personal Finances
Positive Behaviour Support
Supporting Outcomes

A person centred approach to service user needs is implemented and each service user will have a named key worker. Staff are available 24 hours a day with an adequate number of staff on all shifts to accommodate service users' needs and activities. At night there is one sleep in staff on duty.

2.3 Operational Partnerships

The service operates as a partnership between Praxis Care and the Isle of Man Government Department of Health and Social Care.

Each service user is provided with the appropriate agreements(s) which outline the roles and responsibilities of all parties concerned.

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

2.4 Accommodation

Ingledene house is a residential home for up to a maximum of 4 clients, the service being provided by Praxis Care. There is no nursing care provided. The scheme will support clients over the age of 18 until the end of their life or unless nursing care is required.

Each Service User will have their own bedroom, with access to two bathroom/shower rooms with the ground floor shower room having specialist equipment. Service Users will be encouraged to personalise their bedrooms, i.e. choosing furniture, carpets and colour schemes and may also bring any personal electronic/audio equipment, for example CD players and iPads.

Sizes of bedrooms are adequate and are above minimum required standard (10.25 sq ft).

There is a large spacious lounge, dining room and kitchen. A staff sleep-in room, staff shower room and office are on the second floor. Ingledene also has a large front garden and patio area and garage to the rear of the property.

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 the Department of Health and Social 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 the Department of Health and Social Care. Referral agents from outside the geographical area should, in the first instance, contact: the Department of Health and Social Care.

- 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.

2.8.1 Safeguarding

Praxis Care has a comprehensive policy on safeguarding both adults and children which is located in the service's on-line EDMS system.

Praxis Care provides safeguarding training to all staff on vulnerable adult and child protection and reporting of any issues is done in adherence to the policies set out by Praxis Care.

Praxis Care also provides training to staff in Human Rights and Information Security Essentials.

Any serious concerns would be reported to the access team within the Department of Health and Social Care and recorded in adherence with policy and procedures.

Praxis Care also has a Whistle blowing Policy to support open reporting of concerns amongst the staff team.

2.9 The Range of Support/Care

The service endeavours to meet the following needs:

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
 - There are policies and procedures in place for the management, administration and storage of medication.
 - All service users have a capability medication assessment.
 - If a service user is capable of administering their own medication, a lockable medication cabinet will be provided and placed in their room.
- Health care
 - All staff monitor service users regularly on a daily basis. Staff are able to take the required action to contact the relevant medical professional should the need arise and arrange relevant appointments and/or treatment.
 - Staff support the service users to attend scheduled Health Care appointments, e.g. GP, dentist, hospital etc. and attend an annual health review.
 - Staff maintain a detailed and up to date health record for each individual service user.
- 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.
 8. Person centred activities for the residents of Ingledene include:
 1. Shopping
 2. Meals out to pubs and cafes
 3. Walk and Talk
 4. Bowling
 5. Bus rides
 6. Theatre, events, cinema trips
 7. Walks
 8. Fishing
 9. Sailing for the Disabled
 10. Individual holidays
 11. Visits to the circus
 12. Gateway
 9. Service users are given the opportunity to vote at local elections

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.

A record of fire drills, weekly fire alarm tests, monthly emergency lighting tests (by Estates) can be seen in the fire folder. In the event of a fire, staff are required to raise the alarm, follow the fire evacuation procedure and service users' personal PEEP plans. The fire evacuation point is at the front of the property on the patio area.

2.9.6 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.

2.9.7 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 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.

2.11 Complaints

Praxis Care has an established complaints management policy. Praxis Care has a service user friendly poster in the scheme at the front door which service users, families, carers and friends can use to inform them about the procedure. This information also includes contact details for Registration and Inspection Unit who are based at 1st Floor, Belgravia House, 34-44 Circular Road, Douglas IM1 1AE. They can also be contacted via telephone 642422. The Registration and Inspection Unit are within the Department of Health and Social Care and are who the service users can contact should

a satisfactory result not be gained. Advice on making a complaint is also available on the website www.praxiscare.org.uk.