

STATEMENT OF PURPOSE - PART TWO - SERVICE SPECIFIC INFORMATION

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SERVICE SPECIFIC STATEMENT OF PURPOSE

DRUMCONRATH DAY SERVICES



Designated Centre Name:

*Drumconrath Day Service
Praxis Care,*

*Address: Drumconrath Day Service,
Drumconrath
Co. Meath*

Telephone: 046-9076168

Email: ClaireLynch@praxiscare.ie

Website: www.praxisprovides.com

Revision no:

Date amended: 27/02/2024 Date for review: 27/08/2024

1 AIMS OF THE DAY SERVICE

The service will provide appropriate quality care and/or support to individuals with **mental ill health, intellectual disability and autism** 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 **Amanda Gray, Praxis Care, Director of Care Services, 25/31 Lisburn Road, Belfast BT9 7AA.**

The person managing the service at a local level is **Claire Lynch, Navan Day Service, Praxis Care, Unit 2 & 2a, Cannon row, Navan, Co. Meath** who is responsible to, **Karen Barret**, based at **Ardee Business Park Co Louth.**

The Regional Director is Rosie Tynan.

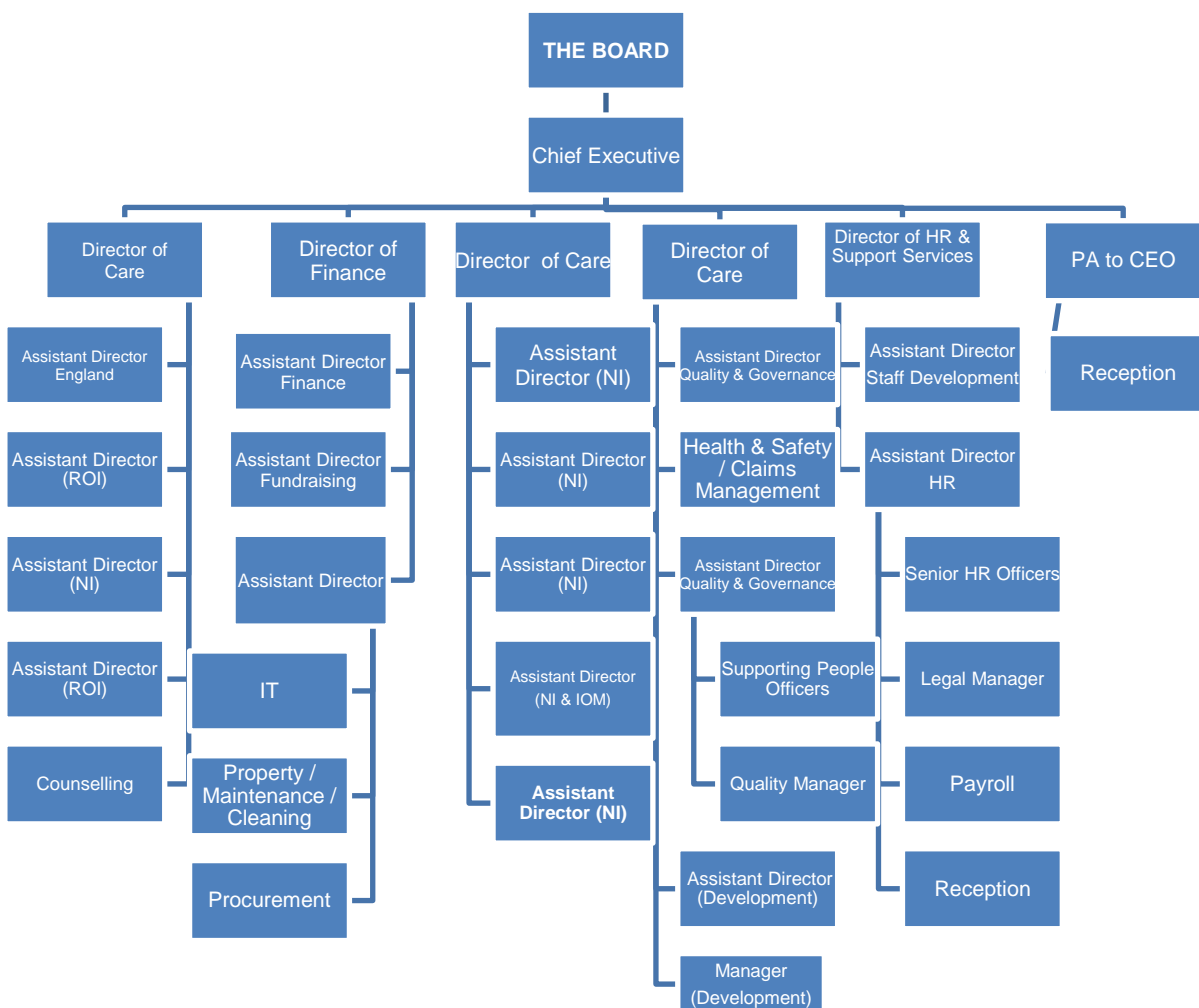
DAY CARE STAFF

The Day care staff are qualified and experienced Social Care practitioners who work as a team to provide a high quality, New Directions led day service to young adults with intellectual disabilities, Autism and challenging behaviours. Praxis Care is committed to the ongoing training and professional development of the staff, and 2 monthly scheduled supervision of staff members in order to facilitate high standards of care for all young adults within the service. The activity facilitators currently report to the person in charge.

Essential criteria for an activity facilitator are to have good literacy & numeracy skills, interest in caring, experience of working with individuals with challenging behaviours and / or autism, have the ability to work as part of a team and ability to tolerate stress and respect for confidentiality. Essential criteria for a Team leader is a degree in social care/ nursing or related field/QQI level 5 in healthcare support or related field. Essential criteria for Manager is a degree in Psychology, Social Care, Nursing or related equivalent.

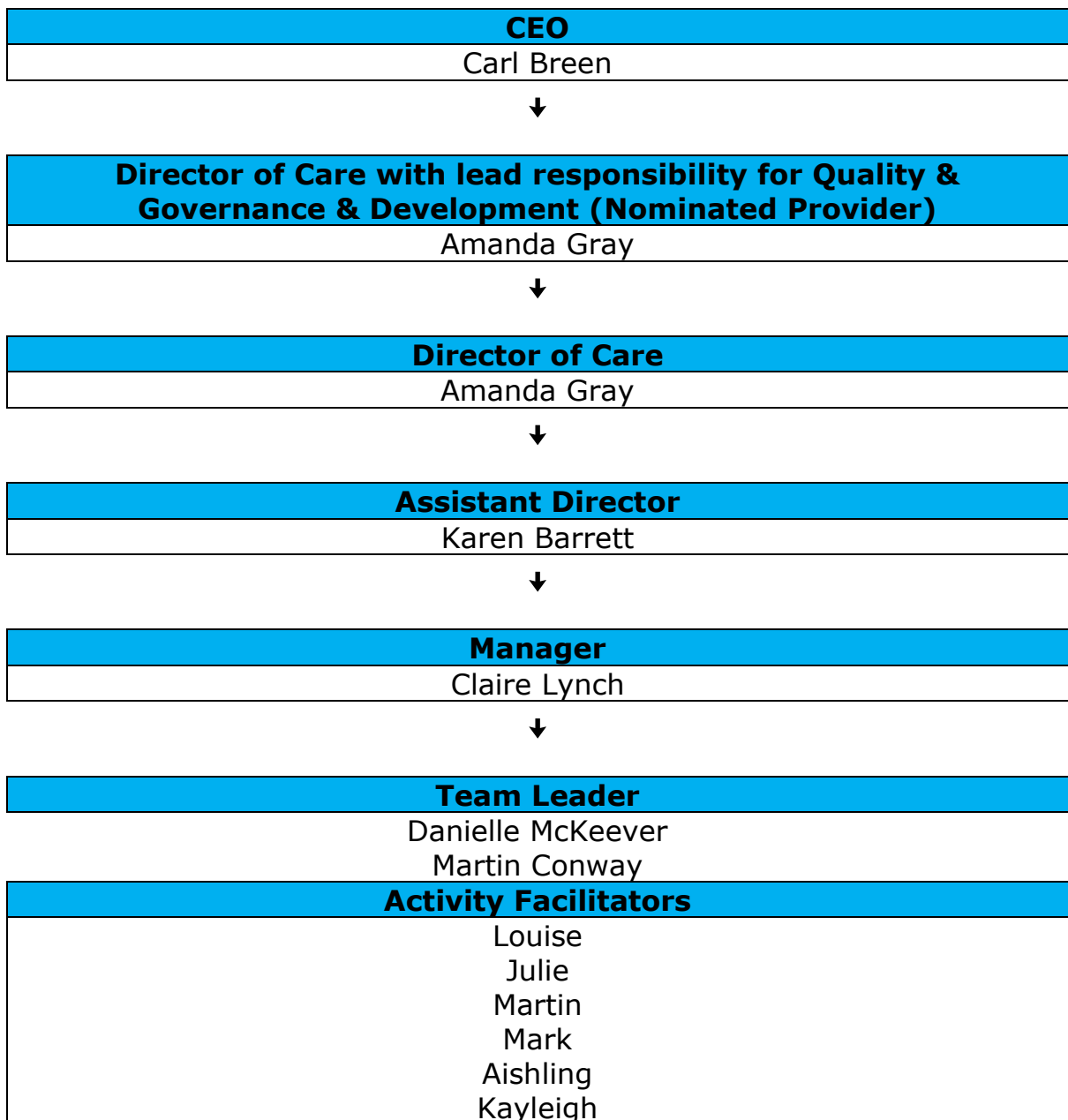
2.3 Organisational Structure

The service operates as a partnership between Praxis Care, The organisational structure of Praxis Care is presented below, which incorporates and combines wider departments including Human Resources, Quality & Governance, Staff Development and so forth. All departments together combine to ensure effective management of the services, with each service and department remaining responsible to the Chief Executive Officer and the Board of Directors.



The specific organisation structure and direct line of management for the Day Service is presented below in a diagrammatic form. It includes line management and accountability structure, from the CEO Carol Breen downwards to the staff employed in the scheme. The Day Service Organisational

Structure compliments Praxis Care Organisational Structure presented above.



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The service operates as a partnership between Praxis Care and Meath HSE.

Praxis Care takes full responsibility for all aspects of the service.

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

A person centred and New Direction led approach is implemented at the Day Service. Staff are available between the hours of **9am and 4pm Monday to Friday**. There is always a minimum of 3 staff members on duty during these times in Drumconrath and 8 in Navan day service. When the number of participants grow in The Service the level of staffing will be reviewed to meet the needs of the service users. The person in charge is also available during these hours. The person in charge will be in the office from 8.30am to 4.30pm Monday to Friday.

There is an on call system in place for Praxis Care for Drumconrath Day. Management on-call rota details will always be found on the wall in the office. Management on call is in place for emergency situations when the person in charge is on holidays or on days off. There is also an Assistant Director and Director on call system at all times. Details of this are available in the designated centre.

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

2.4 Premises

Drumconrath day service premises is located in Drumconrath Main Street next to the health centre the premises consists of 1 unit.

Unit consists of

- small front entrance- 5X1.2M
- Large hallway 3X5M
- communal room 1 3.9X5.4M

- Communal room 2 3.3X3.3M
- Communal room 3 4X4M
- Office 2.6X3.8M
- sensory room 3.4X3.4M
- large bathroom 2.5X1.9M
- Toilet/ensuite 2.3X1.9M
- Kitchen/Dining room 2.7X5M
- Coshh room 2.5X1.5M

Ensuite toilet



DA Bathroom



Garden



Main entrance



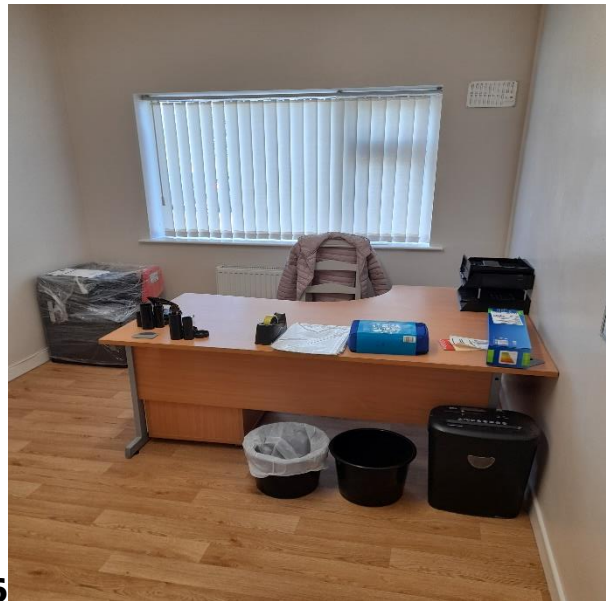
Dining room



Coshh room



Kitchen



6

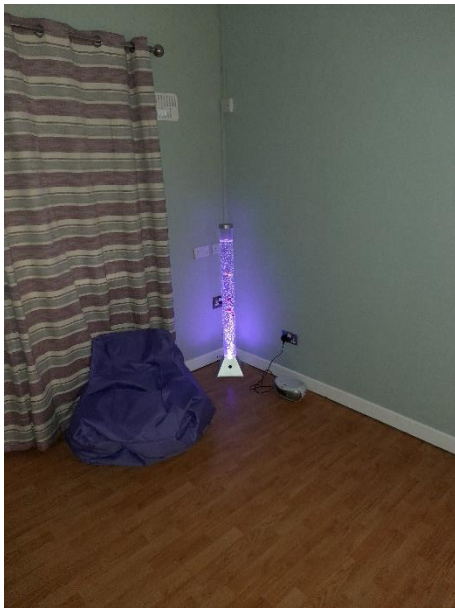
Office



Communal room 2



Communal room 1



Sensory room



Communal room 3

2.5 Referral Criteria

- The person will be 18 years old at the time of referral
- The person will be have residence in the Meath Area
- The person should meet the criteria as defined by **HSE**
- 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 **members of the HSE CH08 Area**. Referral agents from outside the geographical area should, in the first instance, contact: Intellectual Disability Manager HSE Meath or Praxis Care for information.

- 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:

2.9.1 2.9.1 Care & Support

- Health and physical care
- Specific rehabilitation tasks
- Support to discover new areas of interest and skills
- Support to become part of the local community
- Have training and educational opportunities
- Intensive / therapeutic behaviour management
- Administering medications, and monitoring effect
- Personal care

- Good mental health

2.9.2 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 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 service, to carry on with existing hobbies, pursuits and relationships, and to explore new avenues and experiences.
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.

2.9.3 Services Provided and Facilitated By Drumconrath Day Service:

The designated centre facilitates work placement opportunities, educational opportunities, social activities and employment opportunities. Staff will support the service users to access any educational or social opportunity of their choice. Staff will transport service users to and from their chosen activities in staff's own cars or scheme vehicles.

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 service. In particular, service users are regularly consulted both individually and corporately about the way the service is run. The organisations 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. Regular service users meetings are held and input is sought on matters relating to the everyday running of the scheme. Regular satisfaction surveys are carried out by Praxis Care's Research Department in relation to user involvement issues. Service Users will have the care/support he/she receives reviewed at least annually but in most cases 6 monthly. Praxis Care staff are always keen to hear from Service Users and representatives. Assistant Directors will endeavour to make contact with service users on a monthly basis as part of the organisations 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 accommodation's/services fire safety policy and procedures are available on request. Regular fire drills are conducted 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 accommodation/service conforms to all relevant government guidance on promoting and protecting the health, safety and welfare of service users and staff.

The emergency evacuation point is located at the front entrance of main building.

2.9.6 Arrangements for Religious Observances

Service users who wish to practise his/her religion/faith will be given every possible help and facility. In particular, Praxis Care will do the following:-

- If asked, Praxis Care will make contact with any local place of worship on a service user's behalf. The organisation can usually arrange for a minister or a member of the relevant organisation to visit a service user.
- Particular care will be taken to try to meet the needs of service users from minority faiths. These should be discussed with the manager before placement.

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, his/her 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 his/her 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.

2.10.1 Complaints procedure

Claire Lynch manages complaints at a local level for Drumconrath Day Service. Individuals with complaints may directly contact Claire in person, in writing praxis care, Drumconrath village, Drumconrath, Co. Meath or via email at ClaireLynch@praxiscare.ie. Claire can also be contacted on 046-9076168 or 085 874 1292 via the phone. If Claire is not in Drumconrath the complaint can be forward to the Assistant Director Karen Barret.

Praxis Care endeavours to locally resolve any issue raised in the first instance but recognises that in some cases complaints require further investigation. The complaints procedure therefore comprises of 3 internal stages and 2 external stages which can be additionally applied to permit the effective management of a complaint where required:-

- Stage 1:- Management of verbal complaint at the point of contact (Service/Manager level)
 - Stage 2(a):- Informal resolution (Manager/ Assistant Director level)
 - Stage 2(b):- Formal investigation (Assistant Director/Director level)
 - Stage 3(a):- HSE review (Director of Advocacy, Quality, Risk & Clinical Care Directorate, HSE)
- Or**
- Stage 3(b):- Praxis Care Internal Review (Board of Director level)
 - Stage 4:- Independent Review (The Ombudsman/ The Ombudsman for Children)

If the complainant is not happy with the response to the complaint from a local level, Praxis Care's named Complaints Officer, Linda Lyons can be contacted on 0044-4890727197 or via email on LindaLyons@praxiscare.org.uk The complaints officer will inform the complainant when they have received the complaint and he/she will say what they will do. You have the right to receive a response within 4 weeks. Details of the actions, responsibilities and timescales at every stage are outlined in full within the organisation's Complaints Policy and Procedure. Brian Mc Cready is the Champion Safeguarding Officer for Praxis Care. Each service manager is a designated safeguarding officer. Any concerns in relation to safeguarding will be forward to Brian for his immediate attention.

Additional Advice/Support

Advice can be sought from the designated organisational Complaints Officer at any stage or any other Praxis Care staff member with delegated authority, which shall be determined by the nature and seriousness of the complaint. Advice can also be sought from the Ombudsman's Offices at any stage. Ultimately, the nature and seriousness of the complaint will determine the personnel, timescales and stages most relevant in the process.

Notification of all complaints, regardless of what stage the complaints were resolved, will be sent to the organisation's Complaints Officer and the appropriate Health Service Executive. The person in charge of the service will ensure that each service user is kept fully informed of the complaints process and understands this procedure.

Recommendations and redress

Praxis Care will aim to ensure that redress will be consistent and fair for both the complainant and the individual service against which the complaint was made. The forms of redress or responses will be appropriate and reasonable where it has been established that a measurable loss, detriment or disadvantage was suffered or sustained by the complainant personally.

As Praxis Care has an established complaints procedure that was agreed with the Health Service Executive, a general report will be provided in line with the service arrangement. Information will be captured by the Office of the Complaints Officer and by the person-in-charge. The report will provide information on the previous year indicating:

- The total number of complaints received
- The nature of the complaints
- The number of complaints resolved by informal means
- The outcome of any investigations into the complaints

Praxis Care will also conduct its own periodic performance reviews.

During key working or service user Meetings, staff shall read out the complaints procedure to the service users and the process involved in making a complaint. Staff are also there to advise the service users should they be unhappy with a service.

Staff can advise the service user that a staff member can help them with making a complaint; if they want, they can make a written complaint to the person in charge. If the service user is still unhappy about how the complaint has been dealt with at this stage, or if the service user has a serious complaint that he or she feels unable to raise with the Manager of the service, the service user or his/her representative should contact: **Linda Lyons, The Complaints Officer, Praxis Care, 25-31 Lisburn Road, Belfast, BT9 7AA by phone on 0044-4890727197 or via email LindaLyons@praxiscare.org.uk**

2.11 Therapies and interventions

Drumconrath is committed to providing positive approaches to meeting the needs of its service users. This includes embracing therapeutic models of support or interventions where required. Drumconrath applies a model of

Positive Behaviour Support to support service users to have behavioural needs assessed and care planned in a proactive approach where the focus is on environmental design, positive interactions and alternative teaching and skill development of functionally equivalent behaviours. Additionally, a recovery based model of care is applied to support service users to pursue positive mental wellbeing. All staff members are trained in these approaches, with the internal Staff Development team also providing support to staff on the floor in specific interventions or therapies where necessary. Personal Behavioural Management Plans are designed and implemented on an individual basis as required.

Additionally, Praxis Care staff work collaboratively with external health providers in order to support service users where necessary. This can be in consultation with professionals in psychiatry, occupational therapy, physiotherapists, speech & language therapists, etc. Where appropriate, staff attend appointments with the service users and become trained by external professions to ensure that any required therapies or intervention can be completed.

3. Untoward Events

The Designated Centre recognises that Untoward Events or adverse incidents may arise from any number of sources and may have single or multiple contributing factors. An Untoward Event describes both incidents and accidents. As part of the risk management policy and the health and safety policy, untoward event recording and reporting is completed to establish the root cause(s) of an incident that has resulted in an untoward event and learn from this to prevent further instances. Praxis Care adheres to the principles of transparency and 'Being Open' and of operating a duty of candour when an untoward event occurs.

Praxis Care and Drumconrath day service believes that the effective reporting of Untoward Events will:

- provide greater opportunity for learning if things go not to plan
- establish a culture of openness and respect between staff, young persons and other stakeholders
- improve service user experience and satisfaction with the Provider and Designated Centre
- protect service users, staff and the public
- potentially reduce costs and risk of litigation
- ensure compliance with legislation, regulation and standards

When Untoward Events occur, staff on shift will complete appropriate recording, which includes compliance with the Untoward Events Recording, Reporting & Investigation Policy. This includes, where appropriate, reporting to the Manager, Assistant Director, Directors, the Health Service

Executive, Child and Family Agency, Health Improvement & Quality Authority, family members or other professional involved in the young person's care. This reporting is based both on the Providers Untoward Events Recording, Reporting & Investigation Policy and the Risk & Incident Escalation Procedure, which is presented in the flowchart below, to ensure that risks and incidents are appropriately managed through a clear escalation process, when escalation is required.

Praxis Care How to Complain

If you are unhappy about something, we want you to tell us.

If you need help to make a complaint, you can talk to-

- ◆ A member of staff
- ◆ Your social worker or nurse
- ◆ A family member or friend
- ◆ A service user group
- ◆ An advocate (someone who speaks for you)
- ◆ The Praxis Care Complaints Officer

We promise-

- ◆ We will deal with your complaint promptly and professionally.
- ◆ We will talk to you and meet with you, if you want.
- ◆ We will work out a plan with you to make things better.
- ◆ We will not tell anyone else about your complaint.
- ◆ We will always say sorry if we have done something wrong.
- ◆ We will tell you what we are doing to put things right.

For further information contact the Praxis Care Complaints Officer on 028 9023 4555.

Other organisations can also help - see our Complaints and Comments leaflet for details.