

Statement of purpose

Health and Social Care Act 2008

Part 3

Location(s), and

- the people who use the service there
- their service type(s)
- their regulated activity(ies)

Fill in a separate part 3 for each location

The information below is for location no.:	1	of a total of:	1	locations
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Name of location	Praxis Care
Address	Greater Manchester Complex Care Service (GMCC) Bury Business Centre Kay Street Bury
Postcode	BL9 6BU
Telephone	0161-761-2279
Email	feehanif@praxiscare.org.uk

Description of the location (The premises and the area around them, access, adaptations, equipment, facilities, suitability for relevant special needs, staffing & qualifications etc)	
<p>GMCC office is located in an office block on a small industrial estate within walking distance of the town centre. There is plenty of safe parking to the rear of the building and access can be gain via both front and rear entrances. The building is staffed during the mornings by Bury Council staff who man the reception desk. They have responsibility for health and safety in the building. When not manned, access can be gained by entering a code into the intercom which connects to the office to alert staff of a visitor requiring access.</p> <p>The office is located on the first floor, and whilst there is no direct disabled access, it is possible to utilise a ground floor room for meetings if required. The office is locked at all times if staff are not present. All staff, service user and operational files are kept in further secure storage within the office. The office will provide accommodation for the manager and admin staff to be based and is well equipped to enable additional staff to work in the space with access to secure IT facilities. Further rooms are available at the Business centre to enable group training and larger meetings to be held on site.</p>	
No of approved places / overnight beds (not NHS)	1

CQC service user bands				
The people that will use this location ('The whole population' means everyone).				
Adults aged 18-65	X	Adults aged 65+	<input type="checkbox"/>	
Mental health	X	Sensory impairment		
Physical disability	<input type="checkbox"/>	People detained under the Mental Health Act	<input type="checkbox"/>	
Dementia	<input type="checkbox"/>	People who misuse drugs or alcohol	<input type="checkbox"/>	
People with an eating disorder	<input type="checkbox"/>	Learning difficulties or autistic disorder	X	
Children aged 0 – 3 years	<input type="checkbox"/>	Children aged 4-12	<input type="checkbox"/>	Children aged 13-18
			<input type="checkbox"/>	<input type="checkbox"/>
The whole population	<input type="checkbox"/>	Other (please specify below)	<input type="checkbox"/>	

Praxis Care is a charity providing community based health and social services across NI, the Republic of Ireland, the Isle of Mann and England. The Organisation is committed to empowering lives that are valued, meaningful and inclusive, regardless of the complexity of need, every day.

The stated location address will serve as the registered office base only for adult supported living to be delivered in Service User's homes in the locality of Greater Manchester. The service will offer support to people aged between 18 and 65yrs, who experience a degree of learning disability, autistic spectrum conditions and/or enduring mental ill health, working alongside them to deliver packages of care which are coproduced, person centred and based in their own homes.

The Registered office base will accommodate the Registered Service Manager. From the Registered office they will coordinate and manage the service business and Regulated activity. The Registered office will also provide a hub for staff to access IT facilities, engage in meetings, statutory, mandatory and service specific training and refreshers as well as offering secure storage for records. The manager will be appropriately trained, experienced and be competent to develop and support a responsive and cohesive staff team and manage the affairs of the service effectively.

The Registered office for GMCC is situated on the outskirts of Bury Town Centre It is easily accessible on foot from the town centre (a ten minute walk), a bus route will pass by on the main road and has plenty of free parking to the rear.

Managed responses to assessed individual care needs and associated support will only be delivered from the Service User's home. The Regulated activity of personal care will be managed with respect and consideration, maintaining each Service User's privacy and dignity at all times. It will be carried out in appropriate safe and discreet locations, such as bathrooms, in the Service User's homes or clean disabled toilet facilities in the community and with the individual's consent and compliance. All staff receive training and on-going competency review and support in how to manage personal care with sensitivity to individual needs and follow Praxis Care's policy on the management of personal care. Staff are trained in Safeguarding and their competence is assessed at supervisions and monitored through observation in order to ensure that Service users are

protected from harm and abuse. Support plans around the delivery of Intimate and Personal Care and Support will be determined through Best Interests Processes for Service Users who are unable to consent

Service Users will be supported to maintain adequate hydration and nutrition in accordance with the individual's culture, choices and preferences and will be provided with the information needed to support healthy diet choices in an accessible format.

Medications will be managed in line with policy and procedure and independence with personal medication management will be supported on an individual basis and appropriate to the individual's best interests, circumstances and abilities.

Praxis Care places great emphasis on recruiting, supporting and developing its staff. Staff are recruited in accordance with the principles of values based recruitment in addition to consideration of previous experience and competency. DBSs' are reviewed every three years following the initial checks or maintained online. All new staff will complete a comprehensive induction and undertake mandatory training in line with current guidelines and requirements. Staff who are new to care are required to complete the Care Certificate (or will undergo competency assessment if they can evidence that this has been completed in a previous employment) as part of their induction. Opportunities to work towards QCF 3 in Health and Social Care are offered and supported. Team Leaders and the Registered Manager will either hold or work towards QCF 5. Where additional individual or group need for training is identified as being required, the Registered Manager will source training and/or resources to ensure all staff have the skill set and knowledge to support the adults we are commissioned to work alongside.

Additional training is provided for any service/ service user specific needs. Staff of all grades receive bi-monthly supervisions, carried out by their designated line manager, who has completed Supervision training. Supervisions are planned in accordance with Praxis Care policy guidance, are held in private and confidential records are made and stored on individual's personal records. In addition, annual appraisals and a mid-year review are scheduled and require staff to review performance and set targets for the forthcoming year. Debrief is managed following incidents, issues are discussed at staff meetings and lessons learned inform on-going practice.

Supervision and appraisal completion is monitored as a monthly management KPI. Praxis Care has a range of policies and procedures to include Adults Safeguarding, Management of Behaviours which challenge, Health and Safety, Lone Working, Recruitment and Induction, to support staff as well as a suite of policies that support the development of Service User documentation in line with Organisational and Regulatory compliance. These can all be viewed on request. A wide range of "Easy Read" documentation is available for Service Users as part of our Accessible Information materials.

Praxis Care provides a Staff Help Line, external to the Organisation and completely confidential, to further support staff experiencing both work and non-work related concerns. An on-call system is in place to ensure that staff have access to senior staff at all times (24/7) for advice and support, from manager level, up to a director being available.

Supported Living offer: Each Service User referred to GMCC for a support package will have identified and agreed assessed requirements for bespoke care and support, to include accommodation requirements. An offer of support will only be made if it is within our capability and Registration. We work alongside Service Users with complex needs, including learning disabilities, Autistic Spectrum Conditions and/or enduring mental health issues, to support their development of independence skills, enhance their choices

and lived experience and reduce their reliance on services over time.

Praxis Care will ensure that each Service User has a detailed support and outcomes plan, risk assessment and associated management plan as well as a positive behaviour support plan where required. These will be coordinated and coproduced with the Service User, the professional team supporting them and Praxis Care's staff team – advocacy, additional support along with accessible document formats will also be made available where requested. Each process, offer and approach will remain bespoke for each person.

Praxis Care will collaborate with relevant stakeholders to ensure that each property meets the individual needs of the Service User to promote accessibility, safety and security throughout – as well as a sense of home, place and ownership. Assistive technologies will be considered where appropriate to further increase independence. Service Users will hold their own tenancies and be supported to maintain these as part of the service provision. There will be staffing typically required to be present 24hrs per day in most cases and suitable staff accommodation will also be provided. Location of all Service Users property will be informed by ease of access to local leisure/ amenity, public transport, education and work. Service Users will be supported to maintain their homes in good order and all required health and safety checks will be undertaken by staff and external contractors.

On-going reviews of needs, outcomes, approaches and associated documentation will take place at no more than six monthly intervals. Close relationships and co-working with the Service User, MDT and relevant stakeholders will be maintained. Praxis Care will work with commissioning bodies, and Service Users, to identify suitable properties (informed by a person and service specific briefing process) for Service Users by engaging with a range of property services to include Housing Associations, Councils and private landlords at the time of referral, as well as considering direct property acquisition by Praxis (delivered independently of the support package).

The CQC service type(s) provided at this location	
Acute services (ACS)	<input type="checkbox"/>
Prison healthcare services (PHS)	<input type="checkbox"/>
Hospital services for people with mental health needs, learning disabilities, and problems with substance misuse (MLS)	<input type="checkbox"/>
Hospice services (HPS)	<input type="checkbox"/>
Rehabilitation services (RHS)	<input type="checkbox"/>
Long-term conditions services (LTC)	<input type="checkbox"/>
Residential substance misuse treatment and/or rehabilitation service (RSM)	<input type="checkbox"/>
Hyperbaric chamber (HBC)	<input type="checkbox"/>
Community healthcare service (CHC)	<input type="checkbox"/>
Community-based services for people with mental health needs (MHC)	<input type="checkbox"/>
Community-based services for people with a learning disability (LDC)	<input type="checkbox"/>
Community-based services for people who misuse substances (SMC)	<input type="checkbox"/>
Urgent care services (UCS)	<input type="checkbox"/>
Doctors consultation service (DCS)	<input type="checkbox"/>
Doctors treatment service (DTS)	<input type="checkbox"/>
Mobile doctor service (MBS)	<input type="checkbox"/>
Dental service (DEN)	<input type="checkbox"/>
Diagnostic and or screening service (DSS)	<input type="checkbox"/>
Care home service without nursing (CHS)	<input type="checkbox"/>
Care home service with nursing (CHN)	<input type="checkbox"/>
Specialist college service (SPC)	<input type="checkbox"/>
Domiciliary care service (DCC)	<input type="checkbox"/>
Supported living service (SLS)	X
Shared Lives (SHL)	<input type="checkbox"/>
Extra Care housing services (EXC)	<input type="checkbox"/>
Ambulance service (AMB)	<input type="checkbox"/>
Remote clinical advice service (RCA)	<input type="checkbox"/>
Blood and Transplant service (BTS)	<input type="checkbox"/>

Regulated activity(ies) carried on at this location		
Personal care	<input checked="" type="checkbox"/>	
Registered Manager(s) for this regulated activity: Farhana Dudha		
Accommodation for persons who require nursing or personal care	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Accommodation for persons who require treatment for substance abuse	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Accommodation and nursing or personal care in the further education sector	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Treatment of disease, disorder or injury	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Assessment or medical treatment for persons detained under the Mental Health Act	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Surgical procedures	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Diagnostic and screening procedures	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Management of supply of blood and blood derived products etc	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Transport services, triage and medical advice provided remotely	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Maternity and midwifery services	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Termination of pregnancies	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Services in slimming clinics	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Nursing care	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Family planning service	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		