

STATEMENT OF PURPOSE - PART TWO - SERVICE SPECIFIC INFORMATION

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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.

**Banbridge Supported Living Service;
2 CROZIER MEWS,
BANBRIDGE, BT32 3AT
06/08/24**

1 AIMS OF Banbridge Supported Living Service

This service will provide appropriate quality care and/or support to individuals with mental ill health 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 Greer Wilson, Praxis Care, Director of Care & Development NI, 25/31 Lisburn Road, Belfast BT9 7AA.

The person managing the service at a local level is Carly Chambers, 2 Crozier Mews, Banbridge, BT32 3AT), who is responsible to (Aine Murnin) Head of Operations, based at Edenmill House, 1 Crozier Mews, Banbridge, BT32 3AT

Aine Murnin is responsible to Deirdre Carr, Regional Director, 25/31 Lisburn Road, Belfast BT9 7AA.

Deirdre Carr, is responsible to Greer Wilson, Director of Care,25/31
Lisburn Road, Belfast BT9 7AA.

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 for Northern Ireland – Responsible Individual

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

Deirdre Carr – Regional Director of Care

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.

Aine Murnin – Head of Operations

Registered General Nurse, Registered Mental Nurse, NVQ A1 Assessors Award, Certificate in Supervisory Management, Health & Safety I.O.S.H Certificate, NVQ Assessors Award.

General Nursing Qualification, Whipps Cross Hospital London employed as a General Nurse on a Genito – Urinary Ward, Mental Health Qualification, Staff Nurse in different wards in St Lukes Hospital, Armagh, Senior Project Worker with Praxis Care Group in Kilmorey House, Newry, Project Manager with Praxis Care Group in Crozier Mews, Banbridge. Present Head of Operations, NI South.

Carly Chambers – Manager Banbridge MH Scheme

The relevant qualifications and experience of **Carly Chambers** are as follows:

Over 15 years' experience in the health and social care sector in various backgrounds. Worked for Praxis Care for the last 7 years, previous registered manager of Castle Lane SL service.

Professional Qualification:

QCF Level 5 Diploma in Leadership in Health and Social Care Adult Management – Feb 2022

BSc (Hons) Criminology and psychological studies

STAFF

The staffing structure of the service is as follows:

3 Team Leaders – 2 x 39hrs & 1 x 32hrs
4 full time Support Workers – 1x 39, 3 x 32hrs
3 part-time support Workers – 24hrs
1 floating support Worker – 37.5hrs
1 floating support worker-18 hours
6 Relief Support Workers.
1 Relief Team Leader
1 APO 30hrs

These are sufficient to cover rota/safe staffing levels.

There is a combination of the following & relevant qualifications within the team;

BSW Social Work
QCF LEVEL 5 Diploma in Leadership in Health & Social care Adult Management.
BSc (Hons), Diploma in Combined Social and Behavioural Sciences.
L4 Preparing to Teach in the Lifelong Sector.
QCF Assessor Awards L1 - L3 in Management.
NVQ L3 Promoting Independence.
BA English (2.1).
Btec in Dementia Studies.
Btec National Diploma in Social care.
BSc (Hons) Degree in Criminology & Psychology.
BSc (Hons) Occupational Therapy.
GCSE/A Levels

2.3 Operational Partnerships

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

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 24 hours per day with one sleepover at scheme between the hours of 12pm and 8am.

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

2.4 Accommodation

16 service users, 7 in Group Home, 6 in Flat Cluster, 3 in Edenmill

Minimum staffing level for the scheme is 2 staff during the day and 1 sleepover staff from 12am until 8pm.

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 Southern Trust area.
- The person should meet the criteria as defined by the Southern Trust.
- 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 (Banbridge Scheme)
- 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 Southern Trust. Referral agents from outside the geographical area should, in the first instance, contact: Southern 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:
Support Individuals with mental illness to live as independently as possible

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. A Fire Grab Pack is available in the front office. This contains AD on call rota & contact numbers, Fire & Emergency Evacuation Policy and Procedure and Continuity Management Plan.

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.