

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 attendees or their representatives are notified of any material changes to the Statement of Purpose within 28 days.

Conlig Day Services 22/07/2024

1 AIMS OF CONLIG DAY SERVICE

The service will provide appropriate quality care and/or support to individuals with **mental ill health, learning disability, or brain injury** 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 responsible person is Greer Wilson.

The person managing the service at a local level is **Colin Fullerton, Conlig Day Services, 4 Main Street, Conlig BT23 7PT** who is responsible to **Darran McQuoid**, Head of Operations, based at **Praxis Care Ards Business Centre, Unit 4-7 Strangford Park, Jubilee Road, BT23**

2.2 Management Qualification and Experience

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

The relevant qualification and experience of the Responsible Individual are as follows:

Greer Wilson – Responsible Individual Greer Wilson - Responsible Individual and Director of Care and Development for Northern Ireland

Greer is a qualified social worker who has worked directly with attendees 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

Rosemary Doherty – Regional Director of Care

Rosemary joined Praxis Care in 2015. She is a Registered Mental health Nurse with a Certificate in Management Studies (CMS) and a Diploma in Management Studies (DMS). With over 25 years of experience in social care and health across sectors including: NHS, Housing Groups, Charity & Voluntary, Rosemary is well equipped in delivering excellent quality care. Additionally, she is an M.H.F.A. (Mental Health First Aid) instructor and has delivered mental health training to various groups with the emphasis on decreasing stigma and discrimination that surrounds mental health. She is passionate about delivering the best quality care in supporting individuals to live their life to the fullest.

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 attendees 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.

The relevant qualifications and experience of **Colin Fullerton Manager Conlig Day Services** are as follows:

QCF Level 5 Diploma in Leadership for Health and Social Care Services (Adults)

Positive Behaviour Support Coach (BILD)

August 2023 – Present Praxis Care Service Manager – Conlig Day Service

March 2020 – August 2023 Praxis Care Service Manager – The Croft

June 2019 – March 2020 Praxis Care Temporary Service Manager – Conlig Day Service

October 2018 – June 2019 Praxis care Assistant Service Manager – Pond Park

March 2016 - October 2018 Support Worker/Team Leader Praxis Care – Pond Park

January 2014 - March 2016 Four Seasons Healthcare

The relevant qualifications and experience of **Darran McQuoid Head of Operations** are as follows:

Qualifications:

Bachelor of Science (BSC) Business & Social Sciences

QCF Level 5 Diploma in Leadership in Health and Social Care Adults Management

ILM Level 3 Award in Leadership and Management

QCF Level 2 Supporting Individuals with Learning Disability

Employment History:

5 x years as registered Manager in health and social care settings
15 x years' experience working in the sector with organisations such as
AGE NI, Triangle Housing Association, Caring
Breaks and The Beeches Professional &
Therapeutic Services.

STAFF

The staffing structure of the service is as follows:

4 X Team Leaders – 3 full time & 1 part time.

10 x Support Workers

1 x Admin Support – part time

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

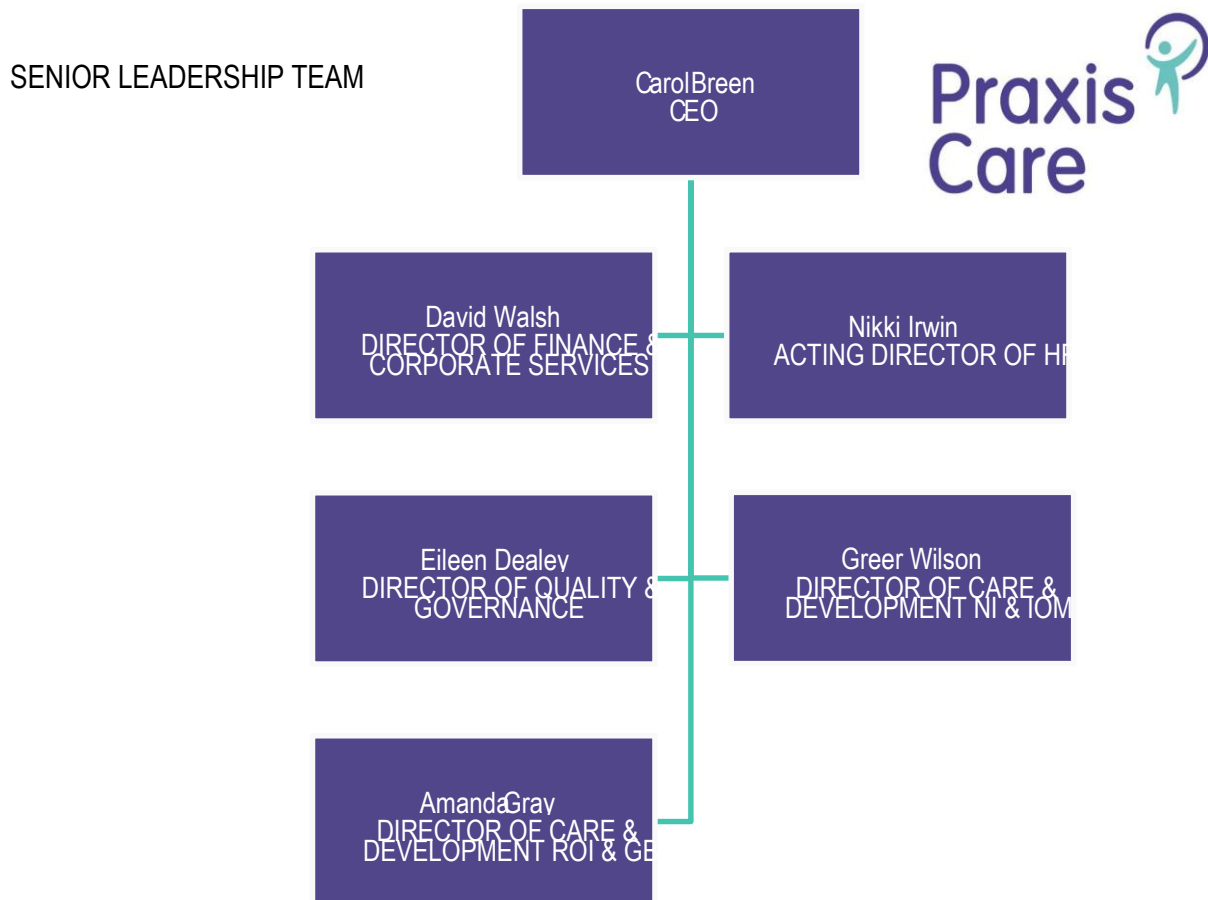
Team Leaders: The Team Leaders who work in this service are qualified to Social Work/Nursing/QCF Level 3/5 level or have two years paid experience in a health and social care setting. They are all fully registered with NISCC or the NMC. They receive ongoing mandatory training from the staff development team within Praxis Care and other external agencies, and training in accordance with attendee needs. The Team Leaders are subject to full Access NI checks, regular supervisions with the Manager and annual appraisals.

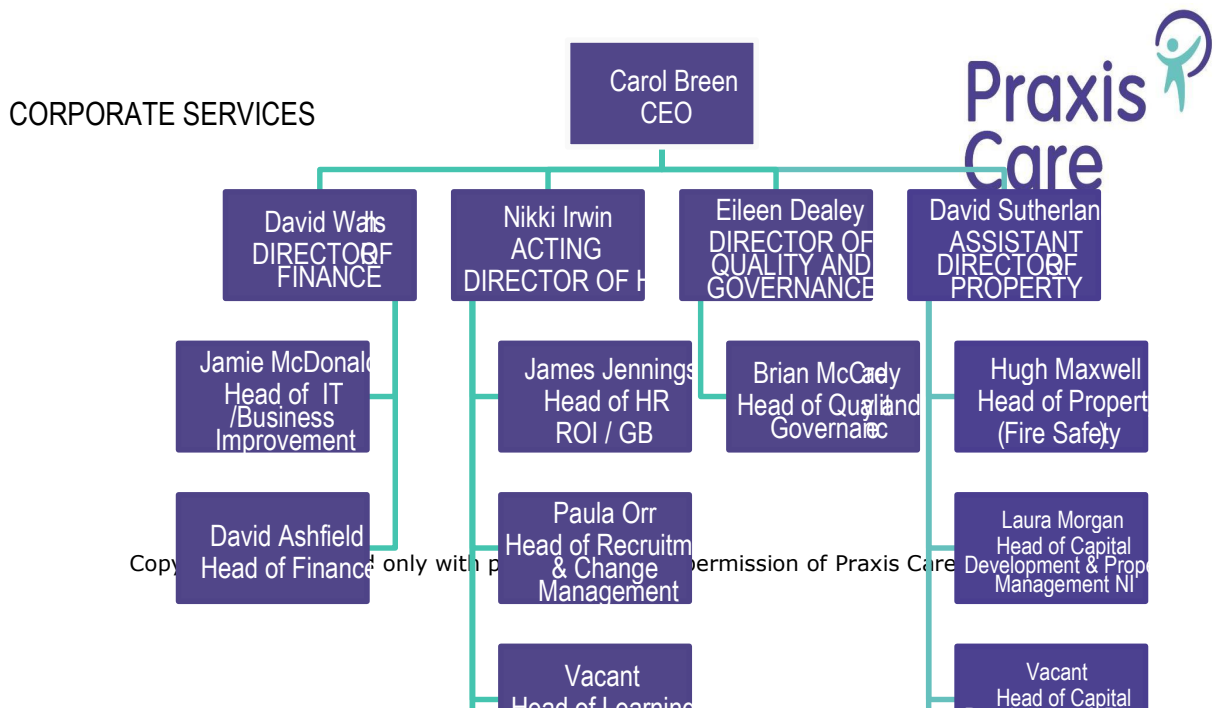
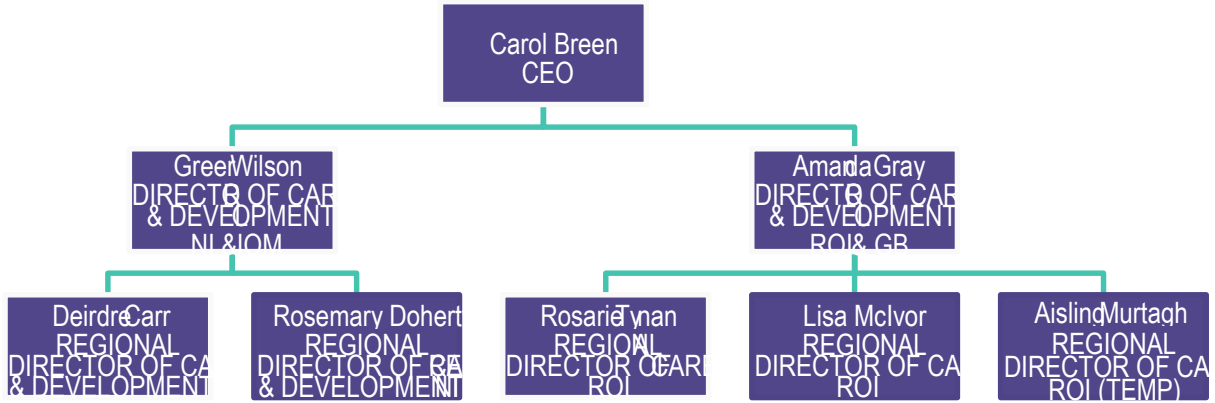
Support Workers: Support workers receive induction and ongoing mandatory training through the staff development team within Praxis Care and other external agencies, and training in accordance with attendee needs. Some Support Workers have completed QCF/NVQ level 2/3. All Support Workers are subject to full Access NI checks, regular supervisions with the Team Leader and annual appraisals.

A person centred approach to attendee needs is implemented and each attendee will have a named key worker. Staff are available 7 hours per day. The staffing ratio is 1:3 as per Day Care Minimum Standards (DHSSPS: 2012), however this is dependent on attendee need and multi-disciplinary assessment.

A person centred approach to attendee needs is implemented and each attendee will have a named key worker. Staff are available **7 hours per day. The staffing ratio is 1:3 as per Day Care Minimum Standards (DHSSPS: 2012), however this is dependent on attendee need and multi-disciplinary assessment.**

2.3 Organisational Structure





2.4 Operational Partnerships

The service operates as a partnership between Praxis Care and the health and social care trusts.

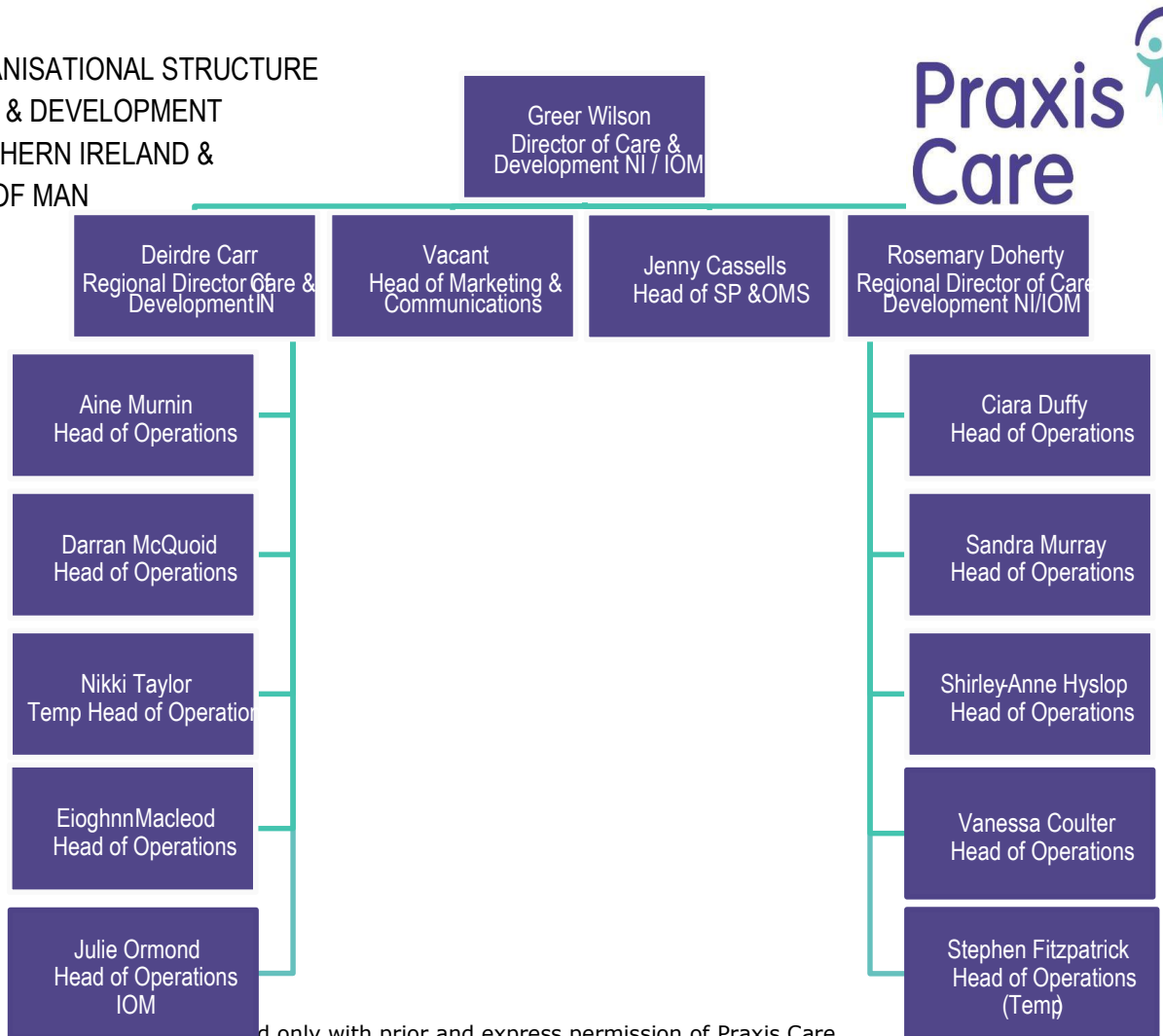
Each attendee is provided with the appropriate agreements(s) which outline the roles and responsibilities of all parties concerned.

Further information on the service can be found in the Attendees Handbook.

2.5 Accommodation

Conlig Day Services provides a day opportunities model of care and support for up to 35 adults with learning disability. It is located in the grounds of Conlig Presbyterian Church and has a small plot of land facing this premises which comprises of the gardens group. The premises

ORGANISATIONAL STRUCTURE CARE & DEVELOPMENT NORTHERN IRELAND & ISLE OF MAN



consists of the minor hall, main hall, kitchen, toilets, and Managers, admin and Team Leaders offices.

Kitchen: One portacabin is currently used as a kitchen and this is a group for up to eight attendees. The kitchen portacabin is 42ft x 12ft.

Gardens Group: A horticulture project operates in the village nursery opposite the church, consisting of a portacabin which is used for dining and meetings, 2 polytunnels, summer house and an area of land. This is a group for up to ten attendees. The gardens portacabin is 30ft x 11ft.

Main Hall in Church: The main hall in the church is used for attendees to meet, have refreshments, lunch and do activities from – these can be in house or community based activities. The main hall is 62ft x 29ft.

Small Hall in Church: The small hall in the church is used for attendees to meet, have refreshments, lunch and do activities from – these can be in house or community based activities. The small hall is 44ft x 14ft.

Crèche in Church: The crèche room in the church can be used for attendees to meet, have refreshments, lunch and do activities from – these can be in house or community based activities. The crèche is 28ft x 12ft.

2.6 Referral Criteria

1. The person will be in the **18 to 65** age group at the time of referral, however referrals for those age 65 and above may also be considered.
2. The person must have a diagnosed learning disability confirmed by a specialist Consultant.
3. The person should meet the criteria as defined by the HPSS Trust.
4. The person should meet the criteria for referral to Care Management services as defined by HPSS Trust.

5. The person will show a range of both support and care needs which the admission panel feel is appropriate with the level of support on offer at Conlig Day Services.
6. The person will be agreeable to the referral being made, and where possible, have the opportunity to view the services offered.
7. The relevant Trust must be willing to provide the funding of the placement.

2.7 Referral Process

Referrals will only be accepted from **SE Trust, BHSCT, Northern Trust, Western Trust and Southern Trust**. Referral agents from outside the geographical area should, in the first instance, contact: **HPSS Trust/Local Authority/DHSS/HSE**

- 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 attendees 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 attendee to visit the accommodation/service and meet and talk with attendees and staff. The organisation is happy for a prospective attendee 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.

2.8 Receiving a Service

Potential attendees will have his/her needs thoroughly assessed before being accepted to the service; this is intended to provide each attendee with the best possible information on which to make an informed choice about his/her future.

2.9 Attendee Plan of Care

Praxis Care works with attendees, 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 attendee's needs, risks that need management, support/care provided and desired outcomes.

At least once a month, each attendee's plan is reviewed. There is an initial placement review at 6 weeks. There is then an annual review following this, however some attendees may require 6 monthly reviews depending on needs. An emergency review can be convened at any time. From time to time further assessments of the attendee's needs are required to ensure that the support provided by the organisation is relevant to helping the attendee achieve his/her full potential.

Every attendee keeps a copy of his/her own Assessment & Plan and is encouraged to participate as fully as possible in the support planning process.

Any restrictive practice in place will be the least restrictive in nature, deemed necessary following assessment, and will be agreed in conjunction with the attendee, relatives (if appropriate), health care trust and agency. Restrictive Practice registers will be reviewed on a regular basis as per policy and procedure. Below is a possible list of restrictive interventions, this is not an exhaustive list.

- PRN Medication
- High staffing levels
- MVA – Physical intervention, this is always a very last resort if all other methods of intervention have failed and a person is a serious risk to themselves or others.

2.9.1 The Range of Support/Care

The service endeavours to meet the following needs:

- Assistance with activities of daily living for example, cooking/cleaning.
- Promotion of independent living skills
- Social interaction
- Independent travel training
- Social skills development
- Employability skills through education/training
- Assistance with budgeting skills
- Advocacy skills development
- Recreational activities
- Relationships/sexual health education
- Emotional support
- Healthy Lifestyle
- Group work
- Community Development & involvement

2.9.2 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 attendee

2.9.3 Care Tasks

- Administering medications
- Health care
- Specific rehabilitation tasks
- Intensive / therapeutic behaviour management
- Personal care

2.9.4 Social Activities, Hobbies and Leisure Interests

Praxis Care will try to make it possible for attendees 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 attendees will be encouraged to share as much information as possible about his/her social, cultural and leisure interests.
2. Attendees 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 attendees 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. Attendees 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 attendees, social and leisure activities will be designed to form the basis of the communal content of the life of the scheme/service. Friendships among attendees will be facilitated and it is hoped that attendees will enjoy being part of a community, but there is no compulsion on a attendee to join in any of the communal social activities.
4. With the full and inclusive involvement of attendees, 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 attendees 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 attendees are not subjected to unnecessary hazards. When a attendee 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 attendees and staff, the communal areas of the accommodation are designated as non-smoking. Attendees 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 attendee in advance.

2.9.5 Consulting Attendees about the Way the Service Operates

Praxis Care aims to give attendees opportunities to participate in all aspects of life in the accommodation/service. In particular, attendees 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.

Attendees will have the care/support he/she receives reviewed at least annually. Regular attendees 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 Attendees and representatives. Heads of Operations will endeavour to make contact with attendees and, where appropriate their representative on a monthly basis as part of the organisation's monitoring processes.

2.9.6 Fire Precautions, Emergency Procedures and Safe Working Practices

All attendees 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 attendees and staff.

2.9.7 Arrangements for Religious Observances

Attendees 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 attendee's behalf, if requested. The organisation can usually arrange for a minister or a member of the relevant organisation to visit an attendee.

- Take particular care to try to meet the needs of attendees from minority faiths. These should be discussed with the manager the service commences.

2.9.8 Relatives, Friends and Representatives

- Attendees are given every possible help to maintain and retain the links with families and friends.
- If a attendee wishes, their friends and relatives are welcome to visit at a time convenient to the attendee and to become involved in daily routines and activities.
- If a attendee 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

Attendees 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 attendee in their best interests.

2.11 Arrangements for respecting Attendees Dignity

All attendees who attend this service have an absolute right to privacy and dignity. It is our aim to treat all attendees as individuals with continuous positive regard, respect and care. There are policies, procedures and standards in place to ensure this is at the core of the work we do.

- All attendees have the right to be treated with dignity, courtesy and respect at all times by the organisation's employees.
- Privacy and dignity is a fundamental part of staff induction and training.
- All staff are registered with NISCC and are expected to adhere to the NISCC Code of Conduct.
- Staff ensure that they adhere to protecting the confidentiality of attendee's information. Attendees provide either written or verbal consent for staff when

sharing information to other professionals/family members is required. This is recorded for information also.

- All attendees have individual files – these files have a restricted section for confidential information.
- Attendee records are kept in a secure, locked cabinet and access is only provided to those who need it with consent from attendees as per GDPR procedures.
- In relation to sexuality – staff provide support, without judgement, and if needed a private place for attendees to discuss any areas of concern.
- There are single sex bathroom facilities available and disability accessible bathroom.
- Some individual attendees may require a comprehensive risk assessment & management plan under promoting quality care guidelines – this is carried out by the multi-disciplinary team if a attendee needs more intensive support and management of risk. This also includes information on Human Rights/Deprivation of Liberty if it is assessed that restrictive practice is needed to ensure the safety of the attendee/others.

2.12 Therapeutic Techniques

Alternative Therapy: We are currently seeking an alternative therapist for reflexology/aromatherapy sessions.

Behaviour Support: If an attendee needs input in regards to behaviour support this is in partnership with the health and social care trusts behaviour/intensive support team. This can include positive behaviour support assessment and planning. All staff then receive training and information sessions on how to support a attendee to manage their behaviour. If it is felt a referral is needed to the behaviour support team this can be done via the Team Leaders or Manager.

2.13 Arrangements for complaints/compliments:

See Statement of Purpose Part 1.

2.14 Restrictive Practice

Restrictive Interventions

Restrictive interventions' may be defined as '*Interventions that restrict an individual's movement, liberty and/or freedom to act independently, in order to take immediate control of a dangerous situation; in order to end*

or reduce the danger to the person or others; containing or limiting the person's freedom for no longer than is necessary'. (DOH 2014)

Praxis Care ensures a human rights-based approach to care and support and implements the principles of human rights in its work with individuals. However, at times it may be necessary for an individual's liberty to be restricted in order to keep them or others safe.

A restrictive practice will only be used in limited circumstances and as a last resort after all other options to keep people safe have been exhausted. Any restrictive practice will be agreed in conjunction with the relevant statutory services, and will be formally reviewed at regular set intervals. It will be proportionate and not last for any longer than required.

2.15 Deprivation of Liberty Safeguards

Mental Capacity Act and Deprivation of Liberty:

The Mental Capacity Act (NI) 2016 came into partial implementation in December 2019.

"Depriving a person of his/her liberty is one of the most serious infringements on a person's human rights. The Act therefore treats detention amounting to deprivation of a liberty (DOL) as one of the most serious interventions that can be done to a person who lacks capacity."

A deprivation of liberty is when:

- **The person is being cared for in his/her home and**
- **The person lacks capacity and**
- **The person is not free to leave and**
- **The person is under continuous supervision and control**

To enable us to provide care for a person who has been assessed as lacking capacity in this scheme, and where legal criteria is met, we must have a Trust Panel Authorisation or be working towards same. The legal criteria for a Trust Panel Authorisation is:

- **P lacks capacity**
- **P is deprived of their liberty**
- **There is care and treatment in the place where DOL is taking place**
- **The DOL is in the best interest of P**
- **Failure to deprive P of their liberty would create risk of serious harm to P or serious physical harm to others.**

All attendees in this scheme who meet the “acid test” will be considered under the MCA framework and if the legal criteria is met will have a Trust Panel authorisation in place.

A deprivation of liberty register is maintained in Conlig Day Services.

All attendees will be reviewed regularly with consideration of deprivation of liberty safeguards where necessary and proportionate.

2.16 Working Safely During COVID 19

Measures are in place that will prevent the spread of COVID 19 in the service, and to ensure staff understand how to work safely while COVID 19 is present in the community.

Please see Praxis Care documents:

- Working Safely During COVID 19 Policy
- UK – COVID 19 Infection Prevention & Control & the use of PPE.
- Conlig Day Services Business Continuity Plan