

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.

Antrim & Ballyclare Supported Living Services

Date of revision 21st February 2024

1 AIMS OF Antrim & Ballyclare Supported Living Service

The service will provide appropriate quality care and/or support to individuals with **mental ill health, learning disability** who are assessed as requiring this input to enable them to live as independently as possible in their own community.

Strategies that underpin the care and support provided in scheme;

The ethos and provision of the service aims to fit within the following strategies:

SP 3 year Draft Strategic Plan & Covid-19 Recovery Plan 2022-2025

The Strategic Plan highlights the need for services for Mental Health with a move towards Floating Support or Peripatetic services being desired. Increasing the number of places is also identified. Foyle MH reconfiguration during 2021 aligns with the SP Strategy.

Draft Mental Health Strategy 2021

This Strategy identifies the need for services within community settings, working collaboratively across departments and the need of services in key areas within NI, including Foyle area.

Bamford Review

The Bamford Review was initiated by the DHSSPS to review the law, policy and services affecting people with mental illness or a learning disability.

Transforming Your Care (2011)

The Transforming Your Care review proposed a model of health and social care which put the individual at the centre with services becoming increasingly accessible in local areas. There are 12 underpinning principles and some of these correlate with Praxis Care's values.

Like the Bamford Review, the TYC review aligns with the role of Praxis Care's SP projects with the focus for Learning Disability and Mental Health services to reduce the number of people in institutional care/long-stay hospitals by resettling people in community based options such as supported housing.

Health & Wellbeing 2026: Delivering Together Strategy

The Health & Wellbeing 2026 Strategy was issued by the Minister of Health (Department of Health) during October 2016 to outline actions over the next decade within the Health and Social Care sector.

The strategy outlines the need for a new model of person-centred care focussed on prevention, early intervention, supporting independence and wellbeing. It also states care and support should be delivered 'in the most appropriate setting, ideally in people's homes and communities'.

Equal Lives Report 2005

The Equal Lives Report (2005) concluded that progress needed to be accelerated on establishing a new service model, which draws a line under outdated notions of grouping people with a learning disability together and their segregation in services where they are required to lead separate lives from their neighbours. The Equal Lives Report identified 5 core values that must underpin all policy and service development which include ***citizenship, social inclusion, empowerment, working together and individual support.***

Draft Programme for Government (PfG) 2017-2025

Outcome 4 'We enjoy long, healthy, active lives' refers to a need to work towards 'parity of esteem' for mental health services.

Outcome 8 'We care for others and we help those in need' states that people with disabilities are more likely to live in poverty, to be economically inactive, to face problems with housing and experience social exclusion and refers to support for people with disabilities to live more independent lives.

Ending Homelessness Together: Homelessness Strategy for NI 2017-22 NIHE

The Homelessness Strategy is focused on prevention and recognises that mental and physical health issues can be contributors to homelessness. The strategy accepts that "*failing to prevent homelessness costs the public purse thousands of pounds more per individual than would be the case were timely interventions to take place*".

The Active Ageing Strategy 2016-21

This Strategy references the need for Older People to have independence, to address the issues of social isolation and to have tailored services to meet individual need including appropriate domiciliary care support for those with long-term conditions.

2 FACILITIES AND SERVICES

2.1 Service Management

The persons carrying out the business of the service are:

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

Rosemary Doherty – Regional Director of Care

Deidre Carr – Regional Director of Care

25/31 Lisburn Road. Belfast. BT9 7AA

The person managing the service at a local level is:

Aine Martin - Manager,
based at **163 Rathkyle Antrim BT41 1LW** who is responsible
to,

Shirley-Anne Hyslop - Head of Operations,
based at **25/31 Lisburn Road, Belfast BT9 7AA.**

2.2 Management Qualification and Experience

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

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

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

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 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.

The relevant qualifications and experience of **Shirley-Anne Hyslop - Head of Operations** are as follows:

- Foundation Degree in Integrative Counselling
- NVQ Level 4 Management

- NVQ Level 4 in Care
- Certificate in Counselling (Distinction)
- IV NVQ Internal Verifiers Award
- D32/33 Assessors Award
- Higher Professional Diploma Learning Disabilities
- BA Hons in English

Present : Head of Operation (NI East Antrim)
2009 – 2016: Project Manager, Praxis Care
2007 - 2009: Management Officer, Triangle Housing
2007 -2007: Senior Project Worker, Salvation Army
1998 - 2007: Services Manager, Support for Living

Fifteen years managing supported living services in registered care homes and day resource centres within Mental Health, Challenging Behaviour, Adults with Learning Disability Drug and Alcohol, Dual Diagnosis and Complex Needs all within the voluntary sector.

Eight years delivering training programmes relating to the health and social care fields in both the private and statutory organisations.

The relevant qualifications and experience of **Áine Martin - Manager** are as follows:

- BSc Hons Social Policy
- QCF Level 5 Management and Leadership for Health and Social Care
- ACTL Diploma (Trinity Guildhall)

Áine joined Praxis Care in 2011 and worked as a Support Worker, Team Leader and Assistant Manager before taking up her current post of Manager. Before joining Praxis Care Áine worked in a life sharing community with adults with learning disability in New Hampshire, USA. Áine also previously worked with women who were experiencing domestic abuse. Áine also worked for a voluntary organisation delivering training to volunteers and with children with ASD using the therapeutic medium of drama.

The relevant qualifications and experience of **Elaine Patterson - Assistant Manager** are as follows:

- QCF Level 5 Management and Leadership for Health and Social Care
- QCF Level 2 & 3 in Health and Social Care

Elaine joined Praxis Care in 2005 and worked in Adult Learning Disability services as a Support Worker, Team Leader and Assistant Manager before taking up post as Acting Manager then current Assistant Manager in December 2022. Before joining Praxis Care Elaine worked with service users in Learning Disability and Mental Health services in both hospital and community settings.

STAFF

The staffing structure of the service is as follows:
Ballyclare supported living services staff team includes the following:

1x 39hour Project manager
1x 38hour Team leader
1x 39hour Team Leader
1x 24hour Team leader
2x 39hour Support workers
3x 32hour Support workers
1x 20hour APO

Antrim Supported living service staff team includes the following:

1x 39hour Assistant manager
1x 39hour Team leader
2x 39hour Support worker

1x 30hour Support worker
1x 25hour APO

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

Antrim & Ballyclare Supported Living services - Team Leader –
Experience of working in MH & LD setting
SVQ level 3, QCF 3 & QCF 5

Antrim & Ballyclare Supported Living Service - Support worker -
Experience of working in Health and Social Care Setting, QCF level 3.
Registered Nurse (relief staff).

A person centred approach to service user needs is implemented and each service user will have a named key worker.

ANTRIM - Staff are available from 8.30am–9.00pm Monday to Friday and 1pm-9.00pm Saturday, Sunday and holidays. Ballyclare Supported Living is out of hours contact for advice and support.

BALLYCLARE – Staff are available 24 hours per day with 1 staff on duty from 7.30am to 11.30pm, and the other from 11am-9pm. There is 1 sleepover staff member between the hours of 11.30pm-7.30am who is also on call for Antrim.

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

There is a Manager 'on call' system in place for advice and support to all staff after 5pm at night and all weekend / holidays.

2.3 Operational Partnerships

The service operates as a partnership between Praxis Care, Supporting People N.I, NHSCT, Radius Housing and Choice Ireland Housing Association.

Praxis Care takes full responsibility for all aspects of the service. The Licence Agreement and Support Agreement outline the roles and responsibilities of all parties concerned.

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

ANTRIM

Praxis Antrim is a 16 place supported living scheme for adults who have experienced severe and enduring mental ill health problems and are under the care of a psychiatrist. The accommodation in Antrim is owned by Choice Housing Association and the Housing Executive. Support is managed by Praxis Care. It is located in Rathkyle, the Stiles area of Antrim and is convenient to shops and leisure facilities.

BALLYCLARE

Ballyclare Supported Living is a group house and flat cluster which provides support and accommodation for 18 adults aged between 18 – 65 who have experienced Mental Ill Health and are under the care of a Consultant Psychiatrist. It is located in the centre of town, convenient to shops and amenities.

2.5 Referral Criteria

- The person will be in the **18 to 65** age group at the time of referral
- The person should meet the criteria of needing mental health support as defined by NHSCT and Supporting People N.I, and under the care of a consultant psychiatrist.
- The person should meet the criteria for referral to Care Management services as defined by NHSCT and Supporting People N.I.
- The person will show a range of support needs which the admission panel feel is appropriate with the level of support on offer within the services.
- The manager or delegated person in their absence will meet the person to outline service provided.
- The person will be agreeable to the referral being made and where possible have opportunity to view the services offered.

2.6 Referral Process

Referrals will only be accepted from **The Northern Health & Social Care Trust**. Referral agents from outside the geographical area should, in the first instance, contact the above.

- 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:(Please note that the following is not an exhaustive list).

2.9.1 Housing Support

- Assistance acquiring essential household items
- Locating essential local services
- Working towards independence, where appropriate
- Working toward goals and aspirations, including updating an Every Day Living Plan and monthly key working sessions.
- Support to pay bills
- Community involvement
- Signposting to specialist services
- Budgeting
- Good neighbour / dealing with disputes
- Essential daily living tasks such as cooking, and support to maintain Living space
- Recovery-led support for mental health
- Supporting people to understand their medication and other Treatment.
- Liaising with the multi-disciplinary teams and sharing information on a 'need to know' basis.

2.9.2 Care Tasks

- Managing medication
- Referral to specific rehabilitation tasks
- Referral to Intensive / therapeutic behaviour management.
- Financial management, if required

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.

There are designated fire safety meeting points in all schemes and these will be identified during the induction process, and regular fire drills to ensure understanding to maintain safety.

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.

2.9.8 RAISING A CONCERN ABOUT A SERVICE

Raising your concerns/complaints regarding Health and Social Care (HSC) Services with RQIA

One of the most important ways for RQIA to help ensure that care services improve is by listening to the people who use the services or have family and friends who avail of these services.

During our inspections we collect the views of service users and their families/loved ones to help inform our assessment of the care being provided. If you have concerns/complaints about a service, we are keen to hear from you.

The information you provide will be assessed by an RQIA inspector, and we will take appropriate steps to follow up your concerns. This will involve some but not necessarily all of the following stages:

- Recording your concerns to help inform our understanding of the service: -this information will be reviewed by our inspector in advance of our next planned inspection
- Speaking further with you regarding matters of clarity
- Speaking to the service provider for further information, and to follow up the issues you have raised
- Speaking to the Health and Social Care Trust (HSCT) to seek their knowledge of the service and the quality of service delivery
- Carrying out a planned or unplanned inspection of the service to review the concerns you have raised
- Providing feedback to you (where appropriate) following our review of the matters raised

If you wish to contact us regarding a concern about a service, you can:

- **Phone:** RQIA's Guidance Team (Mon-Fri 9am-4pm): 028 9536 1111, any calls received after 4pm will receive a call back within 24 hours from a member of the Guidance Team
- **Email:** info@rqia.org.uk
- **Post:** The Regulation and Quality Improvement Authority, James House, 2-4 Cromac Avenue, Gasworks, Belfast. BT7 2JA

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.