

## **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.

### ***Locke House 132-136 THOMAS STREET PORTADOWN***

Locke House is a supported living facility for adults (age 18+) with enduring mental ill health. The staff also provide support to 4 individuals with a learning disability. Individuals are supported to live as independently as possible with their own tenancies with planned support from Praxis Care staff. Housing is provided by Arbour Housing Association and Choice Housing.

We provide supported living in group housing and a flat cluster. These supported living environments have staff support 24/7. Care and support packages are tailored to each individual to optimise levels of independence and promote their wellbeing. Tenants must be willing to be supported with housing-related support and to achieve personal goals relating to their mental health diagnosis and wellbeing.

We also have dispersed intensively supported housing (DISH) with daytime support in a community setting.

Additionally, our bespoke DISH service supports people with a learning disability.

***4<sup>th</sup> September 2024***

## **1 AIMS OF Locke House – RQIA No. 10826**

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**

#### **GREER WILSON – Responsible Individual and Director of Care and Development NI –**

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

#### **Qualifications**

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

The person carrying out the business of the service is **Deirdre Carr, Praxis Care, Director of Care Services, 25 /31 Lisburn Road, Belfast BT9 7AA.**

The person managing the service at a local level is **Christine Bracewell, Locke House, 132-136 Thomas Street, Portadown**, who is responsible to **Vanessa Coulter**, Head of Operations, who is based at **the same address.**

## 2.2 Management Qualification and Experience

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

### **DEIRDRE CARR - REGIONAL DIRECTOR OF CARE FOR NORTHERN IRELAND**

**Deirdre Carr**, joined Praxis Care as Regional Director of Care for Northern Ireland in 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, she brings a wealth of knowledge and expertise to the organisation.

The relevant qualifications and experience of **Christine Bracewell** are as follows:

### **CHRISTINE BRACEWELL – REGISTERED MANAGER**

The relevant qualifications and experience of **Christine Bracewell** are as follows:-

#### **Professional Qualifications**

- ◆ QCF Level 3 Health and Social Care
- ◆ QCF Level 5 Health and Social Care Leadership and Management

#### **Employment History**

- ◆ 2021- to Date Manager Praxis Care
- ◆ 2017 – 2021 Team Leader (Praxis Care)
- ◆ 2015 – 2017 Support Worker – Autism Initiatives
- ◆ 2009 – 2015 Registered childminder

The relevant qualifications and experience of **Vanessa Coulter** are as follows:

## **VANESSA COULTER – HEAD OF OPERATIONS**

### **PROFESSIONAL QUALIFICATIONS:**

- ◆ 1992 – 1995 Diploma in Learning Disability Nursing RNMH (Queen’s University, Belfast)
- ◆ 1997 – 1999 BSc (Hons) in Health Studies 2:1 (Queen’s University Belfast)
- ◆ 2003 Certificate in Management (Institute of Leadership and Management).
- ◆ 2003 NVQ Assessors Award (D32 D33)
- ◆ 2003 IOSH Health & Safety
- ◆ 2003 Advanced Diploma in Leadership Management – Distinction (University of Ulster, Jordanstown).
- ◆ 2009 NVQ Internal Verifier Award (IV).
- ◆ 2019 Positive Behaviour Support (Coaching Level)
- ◆ 2022 Growing Leaders Certificate.

### **EMPLOYMENT HISTORY:**

- ◆ 1992 – 1995 Student Nurse (S.Area College of Nursing Craigavon)
- ◆ 1995 -1997 Staff Nurse (The Beeches Nursing Home Aghalee)
- ◆ 1997 – 1998 Deputy Manager (The Beeches Residential Home Ballynahinch and The Beeches Nursing Home Aghalee.
- ◆ 1998 – 2001 Team Leader (Forest lodge Residential Home)
- ◆ 2001 – 2005 Day Services Manager (Bocombra Workskills and Secret Garden)
- ◆ 2005 – 2008 Acting Assistant Director of operations (Challenge)
- ◆ 2008 – Mar 2010 Day Services Manager (Bocombra and Secret Garden).
- ◆ Mar 2010 – Apr 2010 Manager Brookvale Residential Home (Monaghan) – Praxis
- ◆ Apr 2010 – Dec 2019 Manager (Day Time Activity Programme, Portadown)
- ◆ Dec 2019 – Nov 2020 Acting Head of Operations (North Down)
- ◆ Nov 2020 – April 22 Manager (Day Time Activity Programme, Portadown).
- ◆ April 22 – current – Head of operations PBS service Portadown.

## **NICOLA CLOUGHAN – ASSISTANT MANAGER**

The relevant qualifications and experience of **Nicola Cloughan** are as follows:-

### **Professional Qualifications**

- ◆ GNVQ Advanced Health and Social Care
- ◆ HND in Care Practice
- ◆ QCF Level 5 Health and Social Care Leadership and Management

### **Employment History**

- ◆ 2023 – Assistant Manager Praxis Care
- ◆ 2005 – 2023 Team Leader (Praxis Care)
- ◆ 2002 – 2005 Support Worker – Triangle Housing Association

## **STAFF**

The staffing structure of the service is as follows:

There is x1 full time Administrator  
There is x12.5 FTE Support Workers  
There is x5.23 FTE Team Leaders

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

The minimum qualifications required for a Team Leader role are as follows;  
Professional qualification in Social Work, • Professional Qualification in Nursing Scheme Manager Team Leader Support Worker5 • Allied Health Profession qualification, Level 5 Diploma in Leadership for Health and Social Care (Adults' Management / Adult's Residential Management) (Wales and Northern Ireland) and 2 years paid employment experience in a health and social care setting, QCF Level 3 in Health and Social Care and 2 years' paid employment experience in a health and social care setting

The minimum qualifications required for a support worker role are as follows;

Good literacy and numeracy skills

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 at least 2 staff during the day in Locke House and 1 sleep in staff available at night, and 1 staff available at night for a 1:1 bespoke tenant.

## 2.3 Operational Partnerships

The service operates as a partnership between **Praxis Care, Arbour Housing Association, Southern Area Trust and Supporting people**. 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

The service offers four types of accommodation and support:

1. Group Living – seven bedrooms with ensuite facilities, a communal lounge, kitchen and bathroom are available in Locke House
2. Flat Cluster – seven one bedroom flats are available in Locke House
3. Dispersed Intensively Supported Houses (DISH) – seventeen houses/flats are available in the Portadown area adjacent to the town centre
4. Bespoke services to 4 individuals with a LD, living in supported accommodation in the community.

## 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**
- The person should meet the criteria as defined by the Southern Trust and should have been approved by the Trust's Accommodation Panel.
- 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 **Southern Trust's Mental Health Team, Forensic Mental Health Team or Forensic Learning Disability Team** (community and ward based.) Referral agents from outside the geographical area should, in the first instance, contact: the relevant Team Leader in the Southern Trust's Community Mental Health Team or Learning Disability Team to discuss the referral.

- 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 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.

**If you discover a fire:**



Shut the room door where the fire has Discovered.



Raise the alarm and call the fire service On 999.



Alert everyone to evacuate the building By the nearest fire exit



Go to the assembly point

ONLY ATTEMPT TO EXTINGUISH A MINOR FIRE WITH AN APPROPRIATE FIRE EXTINGUISHER AND ONLY IF:

- You have received relevant training to do so within the last 12 months.
- You are confident to do so and there is no personal risk involved.

**If you are told a fire has occurred:**



Evacuate through the nearest fire exit



Close doors behind you as you leave



DO NOT STOP to collect belongings



Report to the nominated person at the Assembly Point (tree in the car park)



DO NOT re-enter the building for any reason.

If your only exit is blocked by fire, go to the room furthest from the fire, closing all doors behind you and sit by a window until the fire service arrives.

**REMEMBER:**



Calmness and speed will make evacuation safe and prevent injury



Be familiar with escape routes



Be familiar with the location and operation of fire equipment

## **Health and Safety**

Regular Fire Drills and Inspections will take place involving staff and people we support – as outlined in Praxis Care Health & Safety Policy. People we support will be notified in writing, of any planned health and safety checks or maintenance work, a minimum of 24 hours in advance. Staff are authorised to access Individual's flats with a master key for the essential purpose of conducting health safety & wellbeing checks. They will always knock and verbally call out to individuals, ensuring safety and appropriateness before entry, to prioritise the wellbeing of our individuals. Wellbeing checks will be completed by two members of staff.

### **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.

### 3 PHILOSOPHY AND UNDERPINNING PRINCIPLES

Every individual service user referred to/accepted by Praxis Care has a right to take part in making decisions and informed choices about his/her care/support. This statement supports the principle of personal autonomy, individuality, dignity, privacy, confidentiality and choice. It also respects the individual's rights to receive services which are continually striving to promote his/her optimum level of independence.

The organisation's philosophy permeates all aspects of its services.

#### **Strategies that underpin the care and support provided in scheme:**

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

##### **Mental Health Strategy 2021-2031**

In line with commitments made as part of the New Decade, New Approach agreement, the Mental Health Strategy was launched on 29<sup>th</sup> June 2021. The Strategy was co-produced together with various stakeholders, people with lived experience, Health and Social Care professionals and carers.

The Strategy is person centred, takes a whole life approach and the key aim is to ensure long term improved outcomes for people's mental health.

##### **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.

Fifty of the Seventy-six Actions from Bamford have links to Learning Disability services. Action 13 has been one of the most recognised actions – ***to resettle all long-stay patients and close all long-stay hospitals by 2015.*** According to the DoH by 2016, 25 inpatients still remained in hospital.

Praxis Care have worked in partnership with the HSC Trusts and NIHE to create and restructure services to allow the Bamford Actions to be realised.

### **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"*.