

SUI - [SERVICE USER POLICY REVIEW FORM](#)

Praxis Care
STATEMENT OF PURPOSE – PART TWO

Printed copies are for reference only. Please refer to electronic copy for most recent information.

Service users should be made aware of this document and a copy should be made available on request.

1 INTRODUCTION

This document is unique to each specific service and forms the initial part to the Statement of Purpose for all services. To ensure that this statement is reflective of all services, Managers are also required to complete the [SERVICE SPECIFIC INFORMATION FOR STATEMENT OF PURPOSE](#).

Updated 2/9/2024

Kesh/Enniskillen Supported Living Services:

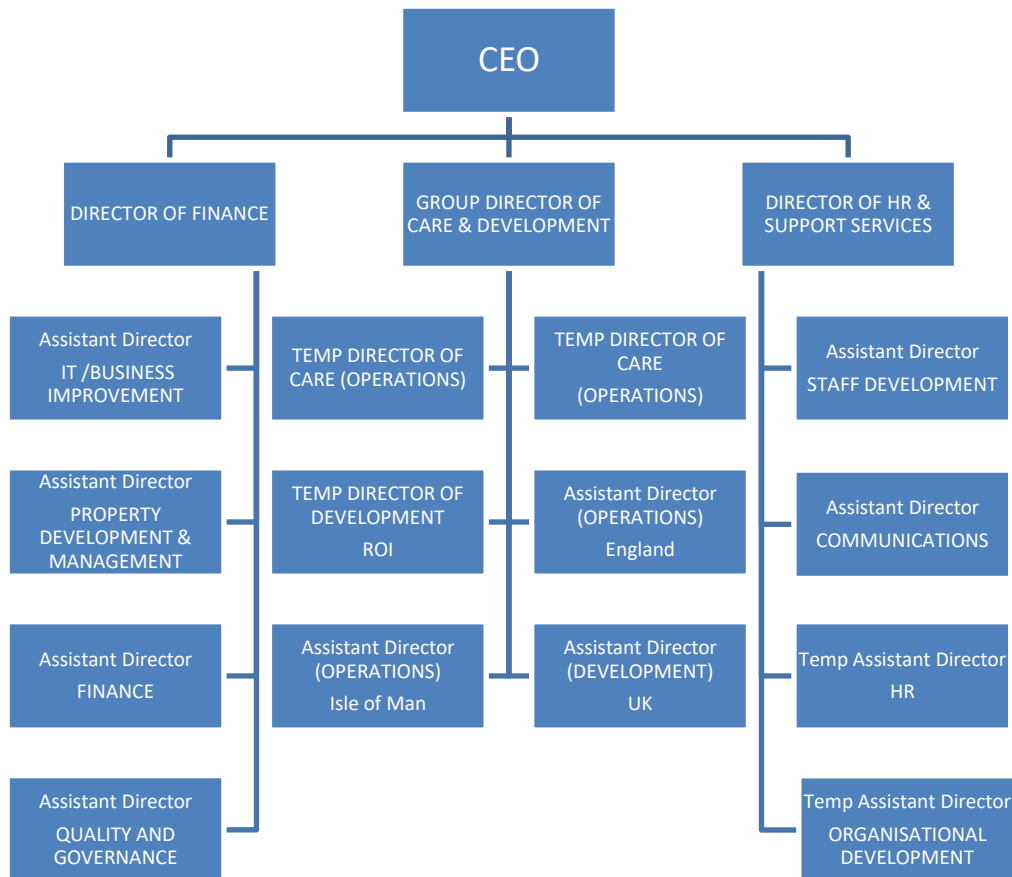
- The Willows, Kesh, Co Fermanagh.
- 19 Glenwood Gardens, Enniskillen, Co Fermanagh.
- 26 Pettigo Road, Kesh, Co Fermanagh.



Praxis Care is a registered charity; it provides a range of services to service users with mental health illness, learning disability, acquired brain injury and dementia. These services include:-

- Nursing/Residential Care
- Supported Accommodation Services, inclusive of shared living arrangements (group houses) and independent self-contained units
- Domiciliary Care

2 ORGANISATIONAL STRUCTURE



Each operational Assistant Director has line management responsibility for Registered Managers.

The person managing the service at a local level is **Larissa McCaffrey, Manager, 26 Pettigo Road, Kesh, Co Fermanagh, BT93 1QX**, Project Manager who is responsible to **Sandra Murray**, Head of Operations, who is based at **26 Pettigo Road, Kesh, Co Fermanagh, BT93 1QX**

2.2 Management Qualification and Experience

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

Greer Wilson –Responsible Individual & 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.

The relevant qualifications and experience of **Larissa McCaffrey** are as follow:-

Larissa McCaffrey, Manager, Kesh Supported Living

**QCF LEVEL 5 LEADERSHIP & MANAGEMENT IN HEALTH AND SOCIAL CARE (Domiciliary Care),
ACCESS to Higher education in Health and Social Care
BTEC Diploma in Health and Social Care
NVQ3 HEALTH & SOCIAL CARE;**



Larissa joined Praxis Care on 5th April 2021 as a Team Leader. Larissa previously worked for 2 years as a quality assurance officer in domiciliary care. Larissa has worked for over 10 years in the caring field as a support worker with adults with Learning Disabilities.

The relevant qualifications and experience of **Stephen Fitzpatrick** are as follows:

Stephen Fitzpatrick – Head of Operations (Temp)

The relevant qualifications and experience of **Stephen Fitzpatrick** are as follows:

Qualifications

Bachelor of Social Work Degree 2:1 Queen University 2017
Robert Gordon University, Aberdeen (2006-2008).
Distance Learning HNC in Social Care: Grade A.

University of Abertay Dundee (2001 – 2005).
BSc (Hons) Sports, Health and Exercise: 2:1.

Employment History

- Support Worker (Respite residential) - Carolina House Trust, Dundee February 2006 to May 2008
- Care Worker (Residential) Parkview School, Dundee January 2008 to June 2008

- Support Worker (Temporary Position): Action Mental Health, Portadown December 2008 to June 2009
- Team Leader (Adult residential) Armstrong Care, Bangor. June 2009 to August 2010
- Children and Young Person Support Worker Foster Care Associates, Belfast July 2011 to July 2014.
- Support Worker -Supported Accommodation MACS Supporting Children and Young People March 2014 - April 2017.
- Residential Social Worker – Ashdale Care Monaghan April 2017 - January 2018
- Tusla Child and Family Agency - Children in Care Social Worker December 2018 – September 2020.
- PBS Lead Praxis Care September 2020 – May 2021
- Temporary Manager Praxis Newry May 2021- February 2022
- Permanent Manager Praxis Care Newry – February 2022 – October 2023
- Temporary Manager Praxis Care Lisburn SLS October 2023 –June 2024

2.3 Operational Partnerships

The service operates as a partnership between Praxis Care and the Western Health and Social Care Trust and the HSC province wide; Also in Partnership with Supporting People and Arbour Housing Association.

Each service user is provided with the appropriate agreements which outline the roles and responsibilities of all parties concerned.
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Further information on the service can be found in the Service Users Handbook.

2.4 Accommodation

Kesh supported Living Service is divided into 3 projects.
The Willows is commissioned by Supporting People and WHSCT and the HSC. This is a three bedroomed house (two of which are en-suite), with

attached annex for 4 service users. The house has a living room, dining room and a kitchen, office which is used also for a sleepover room, and communal bathroom. The willows is located in a residential area in the town land of Kesh.

Kesh Supported Living also consists of a supported living service at 26 Pettigo Road which is commissioned through the WHSCT and the HSC.

Ground floor; It provides single occupancy self-contained accommodation to 2 service users within the Kesh Supported Living building.

First Floor; two offices with staff sleepover room and ensuite, one communal bathroom and kitchen.

Each apartment consists of open plan kitchen / lounge / dining, bathroom, single bedroom. 26 Pettigo Road is located in the rural village of Kesh

Kesh Supported Living also consists of a supported living service at 19 Glenwood Gardens which is fully commissioned through the WHSCT. This is a 1 bedroomed house for 1 service users. The house has a living room, dining room, kitchen, and office. Glenwood Gardens is located in the outskirts of the town in Enniskillen.

2.5 Referral Criteria

- The person will be 18 years old at the time of referral
- The person should meet the criteria as defined by **HPSS and SP**
- The person should have a diagnosed Learning Disability
- 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 **the relevant H&SCT**. Referral agents from outside the geographical area should, in the first instance, contact.

- 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 engage with treatment and support offered
- 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.

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:

SP Plan 2019-20 & Strategic Intent 2020-2023 & SP Strategy 2021-24

Both the SP Strategic Intent & Draft Strategy highlight the need to continue to work with statutory partners via HSCB project structures to support the resettlement of people with a learning disability.

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"*.

3.1 Service Philosophy

- **Service users** should be afforded opportunities, **choices, privacy, dignity**, the right of self-determination and the right to take risks in daily living activities having a quality of life which accords with those available to other **citizens**.
- **Service users** should be given the opportunity to live within local communities, and be provided with a standard of housing, **security** and local facilities that accord with those available to other members of the community.
- **Service users** should be encouraged to achieve their optimum level of **independence** through receiving practical help and support in dealing with everyday situations.
- In order to provide full and integrated services to service users, Praxis Care is committed to collaboration with other statutory, voluntary and private agencies in the pursuit of its aims.

PRIVACY

Praxis Care strives to retain as much privacy as possible for service users by respecting the principle that Praxis Care staff are guests in the service user's home. Only in circumstances where staff believe the service user may be at risk should staff enter the service user's room without permission. Personal assistance will be given by staff as discreetly as possible in intimate situations. Praxis Care will secure service users records and information and respect the confidentiality of these records, only sharing them with those who need to have access.

DIGNITY

The personal needs and dignity of all service users will be respected. All service users will be addressed as he/she wishes. Staff will endeavour to protect service users from any stigma that may be experienced due to his/her religious belief, political opinion, racial group, age, marital status, or sexual orientation. Service users wishes and needs will be taken into consideration and account at all times.

INDEPENDENCE

Praxis Care recognises the importance for all service users to retain his/her independence by encouraging service users to continue to think, plan, act and take sensibly calculated risks. Praxis Care will help service users to manage for themselves where possible rather than becoming dependent on staff and others. The organisation will maximise and promote opportunities for self care by involving service users in the planning of his/her care/support.

SECURITY

Praxis Care aims to provide an environment and structure of support/care which responds to the need for security, by making sure that help is offered when a service user needs or wishes to engage in any activity which places his/her in situations of substantial risk through risk management. Praxis Care aims to help create a physical environment that is free from unnecessary sources of danger to vulnerable people or property.

CITIZENSHIP

Praxis Care works to maintain service users' place in society by supporting and enabling participation and benefits as citizens. Service users will be encouraged to participate in elections, use public services including health and social services, have access to his/her friends, relatives and representatives, participate in societies, places of worship etc and to complain about or give feedback on Praxis Care's services.

CHOICE

Praxis Care aims to help service users exercise the opportunity to select from a range of options in all aspects of their lives by delivering a service which is responsive by avoiding strict routines, and maintaining flexibility to accommodate different choices and variety in their daily lives.

FULFILMENT

Praxis Care promotes the opportunity for service users to lead fulfilling lives in which they can realise personal aspirations and abilities. It responds to service users rights to fulfilment.

CHOICE OF ACCOMMODATION

Praxis Care recognises that every prospective service user should have the opportunity to choose accommodation which suits his/her needs and abilities. To facilitate that choice and to ensure that service users know precisely what services are offered, the organisation will provide detailed information for service users on individual schemes/projects and offer introductory visits to prospective service users.

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.

PERSONAL AND HEALTH CARE

Praxis Care adheres to professional standards and guidelines for the service to be provided. In pursuit of the best possible care, the organisation will develop, an Assessment & Plan based on the initial assessment, and regularly review as appropriate with the service user.

Praxis Care services will ensure that all service users have access to Health and Social care professionals and are supported to attend healthcare appointments as required.

LIFESTYLE

To respond to the variety of lifestyle needs and wishes of services, Praxis Care will aim to provide a lifestyle for a service user which satisfies social, cultural, religious and recreational interests and needs.

Using this philosophy, Praxis Care will ensure these Underpinning Principles:

3.2 Underpinning Principles

User Focus

The needs, views and aspirations of service users are central to the service delivery, management and decision making processes of the organisation.

Service user opinion is actively sought and methods of ensuring the meaningful engagement of service users are identified and implemented. Service provision reflects the choice and input of individual service users.

Partnership

The organisation actively supports working in partnership with relevant stakeholders to ensure the organisation's aims and objectives are met and resources are used most effectively in meeting service users' needs.

Research and Evidence Based Practice

Service delivery is based on current recognised good practice and also on research which is used to improve the development of best practice.

Striving for Excellence

The organisation is committed to providing excellent services to meet measured outcomes, National Care Standards, user expectations and contractual obligations. The obligation promotes choice and aims to be the best in its chosen field.

The Learning Organisation

The organisation promotes a culture where staff and service users are enabled to maximise their potential through empowerment processes that build on strengths and develop skills and opportunities for personal development.

Value for Money

The organisation is committed to maximising the use of resources, auditing outcomes and focusing service delivery in order to meet purchaser and service user requirements.

Social Inclusion / Integration

All service provision is underpinned with the principles of promoting inclusion in local communities and supports initiatives that reduce the marginalisation of vulnerable people. This includes an advocacy and campaigning function.

Organisation Effectiveness

The provision of an effective service is enabled through good communication, innovation, creativity and the development of a competent, multi-skilled workforce.

AIMS & OBJECTIVES

4.1 AIMS

Praxis Care services aim to:-

- Offer service users a service as part of their overall Care/Support package, the support to enable the service user to remain in his/her chosen environment
- Prevent unnecessary admissions to hospital
- Enable service users who require a high level of support in the short term to return directly to his/her own scheme/project on discharge from hospital.
- Enable and empower service users to maximise their potential to maintain independence.
- Enable service users to determine their goals, leading to the achievement of their desired outcomes.
- Enable service users to be active citizens within their local community.
- Employ professional staff who are suitably trained in care and support
- To offer support and advice to the carers of individuals who are in receipt of Praxis Care services.

4.2 OBJECTIVES

Praxis Care strives to achieve the above aims by:-

- Offering support and care to vulnerable people in the form of practical, social and emotional support which will facilitate the service user's functioning and their inclusion as citizens in the community.
- Drawing up an individualised Assessment & Plan which will enable a service user to develop his/her optimum level of independence and desired outcomes based on a comprehensive assessment of need.
- Consulting with the service user, relevant other professionals and Praxis Care staff and formulating an agreed Assessment & Plan
- Reviewing the Assessment & Plan on a regular basis through a formal process with regular liaison between service users, Praxis Care staff and statutory key workers as appropriate.
- Supporting and providing relief to carers in situations to prevent hospital placements or to prevent the breakdown of the family network to a service user.

5 COMPLAINTS PROCEDURE

Praxis Care has an established Complaints & Compliments Management Policy. Praxis Care promotes an open culture where service users/carers/relatives are encouraged to express views. A 'How to Make a Complaint Guide' along with a leaflet is given to each service user, or any person acting on the service users behalf. Praxis Care endeavours to locally resolve any issue/s raised by service users/carers/relatives in the first instance. However, Praxis Care recognises that, in some instances, complaints require further investigation. Praxis Care has a nominated Complaints Officer who can be contacted in this instance. Service Users are also provided with the contact details of the Statutory Agency and Regulatory and Commissioning bodies with whom the service user can contact if satisfaction is not reached. Advice on the process of making a complaint is also available via the organisation's website- www.praxiscare.org.uk

Complaints Officer

RQIA, James House
2-4 Cormac avenue,
Gasworks,
Belfast
BT7 2JA
Tel No: 028 95 361 111
Email:- info@rqia.org.uk
Web: www.rqia.org.uk

Or by contacting

Northern Ireland Public Services Ombudsman
Progressive House, 33 Wellington Place
Belfast, BT1 6BR Tel: 0800 34 34 24 [Email:- nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)

Praxis Adult Safeguarding Champion

Brian McCready - Praxis Care
25-31 Lisburn Road, Belfast
BT9 7AA - Tel: 028 90 727 152
Email:- Brianmccready@praxiscare.org.uk

Safeguarding Officer

TBC - Coleshill
Enniskillen
BT94 02866 344000

Praxis Complaints Officer

Linda Lyons – Governance Manager, Praxis Care
25-31 Lisburn Road, Belfast
BT9 7AA - Tel: 028 90234555 OR 07585129417
Email:- Lindalyons@praxiscare.org.uk

6 THE ENVIRONMENT

The physical environment of the accommodation (if provided) is designed for service users' convenience and comfort. In particular Praxis Care will do the following:-

- Maintain the buildings and grounds in a safe condition
- Make detailed arrangements for the communal areas of the accommodation to be safe and comfortable.
- Ensure the provision of adequate toilet, washing and bathing facilities suitable to meet the needs of service users.
- Arrange for specialist equipment to be available to maximise service users' comfort, independence, and safety.
- Provide individual accommodation which meets the National and Minimum Standards.
- Ensure service users have safe, comfortable accommodation and have the opportunity to have their own possessions around them.
- Ensure that the communal areas are kept clean, hygienic and free from unpleasant odours, with effective systems in place to control the spread of infection.
- Monitor the environment through a system of Health & Safety checks.
- Where the building is owned by another agency, a clear agreement will provide details of the responsibilities of each party involved in the maintenance, safety and fire precautions. This agreement will be held centrally and a copy held locally for each Registered Manager.

7 STAFFING

Praxis Care staff play a very important role in service user welfare by ensuring that all possible efforts are made to protect service users from abuse and exploitation from whatever source.

To maximise this contribution, the organisation will do the following:-

- Ensure appropriate staffing levels and skill mix is sufficient to meet service user needs and regulations.

- Provide an appropriate number of staff with qualifications in health and social care at all times.
- Adhere to recruitment policies and equal opportunities for staff.
- Provide staff with a structured induction programme, and ongoing training for any further development needs through the organisation's internal Staff Development Department
- Retain the external verification from Investors in People to demonstrate the organisation's commitment to its staff.
- Within Kesh Supported Living Scheme there is 1 manager, 4 full-time team leaders, 4 relief leaders who all carry out support working on a full time/ part time contracts, 18 support workers covering a variety of full time, part time and relief contracts.
- The staff team within Kesh Supported Living have a variety of qualifications and experience that they bring to the team to ensure the highest level of care to our service users.
- The qualifications range from NVQ/QCF level 2, NVQ/QCF Level 3, NVQ/QCF Level 5.
- The staff team within Kesh Supported Living all undertake mandatory and scheme specific training before start of employment and updates this regularly in line with RQIA requirements.
- Staff within Kesh Supported Living have wealth of knowledge and years of experience. Some have been working within Praxis for 15years. Some members of staff have recently commenced employment with Praxis from different organisations.

8 MANAGEMENT AND ADMINISTRATION

Praxis Care recognises that effective leadership and management is critical in each scheme. To provide the quality required it will do the following:-

- Aim for a management approach which creates an open, positive and inclusive atmosphere.
- Implement effective quality assurance and quality monitoring systems which adhere to ISO 9001:2008 Quality Management Systems.
- Control all documents within the Quality Management System through regular review or organisational policies, procedures and forms.
- Control records created by ensuring they are kept safely and securely and retained and destroyed following clear guidelines.
- Provide, through an external supplier, suitable Employers Liability, Building, Contents and Vehicle Insurance for services provided (as required). Service Users will require to obtain Contents Insurance for items that do not belong to the organisation.

- Work to accounting and financial procedures that safeguards service user' interests.
- Offer service users appropriate assistance in the management of their personal finances.
- Monitor and supervise all staff and voluntary workers, regularly on an informal and formal basis and appraise performance on an annual basis.
- Maintain up to date, accurate records on all aspects of the scheme and its service users.
- Ensure that the health, safety and welfare of service users and staff are promoted and protected.

9 UNTOWARD EVENTS

Praxis Care has a clear procedure for the reporting of Untoward Events. These are events that may arise from one or a combination of the following scenarios:

- Unsafe acts.
- Unsafe conditions.
- Personal factors (e.g. lack of attention, physical assault etc.)

An Untoward Events describes both incidents and accidents.

Praxis Care have arrangements for the reporting, recording and investigating of untoward events to effectively manage health, safety and quality and minimise risk throughout all Praxis Care operations.

10 MEDICATION MANAGEMENT

Praxis Care has a comprehensive policy which governs the management of medication across the organisation. This policy aims to:

- Promote safe practices in managing medication.
- Set out the practical guidelines and define the principles for safe and effective systems including the arrangements required regarding receipt, storage, administration, disposal, and documentation of medicines.

- Operate on the principle of an assessment to establish the extent of the service user's ability to safely take medication. Following this assessment, a plan will be constructed which identifies the level of support required by the service user. Praxis Care encourages service users to self-manage their medication and will provide support and assistance.

11 POLICIES AND PROCEDURES

Absence of the manager	ABSENCE OF THE MANAGER
Access to records	RECORDS MANAGEMENT POLICY INFORMATION GOVERNANCE & DATA PROTECTION POLICY
Advocacy /Accessing other services	ACCESSING OTHER SERVICES
Accidents - reporting, recording, notification	UNTOWARD EVENTS & NOTIFICATIONS POLICY & PROCEDURE REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURENCES
Accounting and financial control arrangements	FINANCIAL OVERVIEW SYSTEM CONTROLS
Activities	SERVICE USER ACTIVITIES POLICY
Admission of residents	SYSTEM CONTROLS CHILDREN - ADMISSION & SERVICE DELIVERY POLICY & PROCEDURES ADULT - ADMISSION & SERVICE DELIVERY POLICY & PROCEDURES
Alcohol in the home	ALCOHOL & DRUG POLICY
Alcohol in the day care setting	Locally written
Assessment of risks in the home/ day care setting	RISK MANAGEMENT POLICY
Assessment, care planning and review	SYSTEM CONTROLS CHILDREN - ADMISSION & SERVICE DELIVERY POLICY & PROCEDURES ADULT - ADMISSION & SERVICE DELIVERY POLICY & PROCEDURES
Bullying and Harassment	ANTI HARASSMENT AND BULLYING POLICY FOR SERVICE USERS ANTI-HARASSMENT AND BULLYING POLICY & PROCEDURE
Business Continuity	BUSINESS CONTINUITY PLAN POLICY SERVICE SPECIFIC BUSINESS CONTINUITY MANAGEMENT PLAN
CCTV	CCTV POLICY & PROCEDURE
Changing a worker	ADULT - DOMICILIARY CARE PROCEDURES FOR STAFF

Child protection	ENG - CHILD SAFEGUARDING & PROTECTION POLICY & PROCEDURES IOM - CHILD SAFEGUARDING & PROTECTION POLICY & PROCEDURES NI - CHILD SAFEGUARDING & PROTECTION POLICY & PROCEDURES ROI - CHILD PROTECTION AND WELFARE POLICY & PROCEDURE CHILDREN - ANTI-BULLYING POLICY & PROCEDURES
Communication with service users, carers and representatives	COMMUNICATION POLICY COMMUNICATION WITH SERVICE USERS POLICY
Complaints	COMPLAINTS & COMPLIMENTS MANAGEMENT POLICY & PROCEDURE
Computer and internet safety	INFORMATION SECURITY POLICY
Confidentiality	CONFIDENTIALITY & INFORMATION SHARING POLICY INFORMATION GOVERNANCE & DATA PROTECTION POLICY
Consent	INFORMATION SHARING AGREEMENT RESTRICTIVE PRACTICES POLICY & PROCEDURES
Continence promotion	PROMOTION OF CONTINENCE POLICY
COSHH	COSHH / CHEMICAL AGENTS POLICY
Dealing with dying and death	END OF LIFE CARE POLICY AND PROCEDURE
Decontamination of re-useable medical devices	INFECTON PREVENTION & CONTROL POLICY
Discharge arrangements for residents	SYSTEM CONTROLS CHILDREN - ADMISSION & SERVICE DELIVERY POLICY & PROCEDURES CHILDREN - EXIT POLICY & PROCEDURES ADULT - ADMISSION & SERVICE DELIVERY POLICY & PROCEDURES
Disposal of clinical waste	INFECTON PREVENTION & CONTROL POLICY
Education	CHILDREN - EDUCATION POLICY
Equality issues and non-discriminatory practice	EQUAL OPPORTUNITIES POLICY FOR SERVICE USERS EQUAL OPPORTUNITIES POLICY
Exclusion Policy	Locally written
Fire precautions	FIRE & EMERGENCY EVACUATION POLICY & PROCEDURE
First aid	FIRST AID AT WORK POLICY
General communication arrangements	ORGANISATIONAL COMMUNICATION
Gifts to staff and donations to the home	GIFTS HOSPITALITY CONFLICT OF INTEREST & LOYALTY POLICY

Infection prevention and control	INFECTON PREVENTION & CONTROL POLICY
Inspections of the home/ day care setting	EXTERNAL REGULATORY REPORT PROCEDURES MONTHLY MONITORING VISIT REPORT INTERNAL AUDIT POLICY & PROCEDURE WORKPLACE INSPECTION, AUDIT POLICY & PROCEDURE
Insurance arrangements	INSURANCE PROCEDURE
Intimate Care	PERSONAL CARE POLICY
Involvement of residents in the running of the home/ day care service	SERVICE USER INVOLVEMENT STRATEGY
Keys/ access to residents' accommodation/bedrooms	ADULT - ACCESS TO ACCOMMODATION
Listening and responding to residents' views	COMPLAINTS & COMPLIMENTS MANAGEMENT POLICY & PROCEDURE SERVICE USER SURVEY PROCEDURE
Maintenance of equipment, plant, premises and grounds	PROPERTY MANAGEMENT POLICY HEALTH & SAFETY POLICY STATEMENT GAS / OIL / CARBON MONOXIDE SAFETY POLICY LEGIONELLA POLICY WORK EQUIPMENT POLICY AND PROCEDURE
Management of keys	Locally Written
Management of medicines	MEDICATION POLICY DOMICILIARY & SUPPORTED LIVING MEDICATION PROCEDURES RESIDENTIAL AND NURSING HOMES MEDICATION PROCEDURES
Management of records	RECORDS MANAGEMENT POLICY RETENTION AND DISPOSAL OF RECORDS PROCEDURE
Management of risks associated with care of individual residents	ADULT - RISK ASSESSMENT & MANAGEMENT PLAN
Management, control and monitoring of the home	INTERNAL AUDIT POLICY & PROCEDURE SERVICE STATISTICS PROCEDURE QUALITY MONITORING VISIT PROCEDURE
Managing aggression	MANAGEMENT OF BEHAVIOURS WHICH CHALLENGE POLICY & PROCEDURES MANAGEMENT OF SELF HARM POLICY
Menu planning	NUTRITION POLICY CATERING POLICY & PROCEDURES
Missing items	FRAUD RESPONSE POLICY
Missing residents	MISSING PERSONS POLICY & PROCEDURES ROI - UNEXPLAINED ABSENCE OF THE CHILD PROCEDURES
Moving and handling	MANUAL HANDLING POLICY AND PROCEDURE
Nutrition	NUTRITION POLICY
Operational policy	ORGANISATIONAL PLANNING POLICY
Outings for service users	Locally written
Planning, recording and reviewing the programme of activities and events	SERVICE USER ACTIVITIES POLICY

Promotion of residents' health and welfare	STAYING WELL STAYING SAFE
Protection of vulnerable adults	ENG - SAFEGUARDING ADULTS POLICY & PROCEDURE IOM - ADULT SAFEGUARDING POLICY & PROCEDURES NI - ADULT SAFEGUARDING POLICY & PROCEDURES ROI - SAFEGUARDING VULNERABLE ADULTS POLICY & PROCEDURE
Quality improvement	QUALITY POLICY NON CONFORMITY & CORRECTIVE ACTION PROCEDURE MANAGEMENT REVIEW MEETINGS PROCEDURE
Recording and reporting care practices	ADULT - ADMISSION & SERVICE DELIVERY POLICY & PROCEDURES CHILDREN - ADMISSION & SERVICE DELIVERY POLICY & PROCEDURES
Records for food and drinks consumed	NUTRITION POLICY and written locally
Referral arrangements	ADULT - ADMISSION & SERVICE DELIVERY POLICY & PROCEDURES CHILDREN - ADMISSION & SERVICE DELIVERY POLICY & PROCEDURES APPEALS PROCEDURE
Referral to health and social care professionals	STATEMENT OF PURPOSE
Reporting adverse incidents	INFORMATION GOVERNANCE & DATA PROTECTION POLICY UNTOWARD EVENTS & NOTIFICATIONS POLICY & PROCEDURE
Resident agreement	ADULT - RESIDENTIAL AGREEMENT
Residents' guide	ADULT - SERVICE USER HANDBOOK
Residents' clothing	PERSONAL CLOTHING, LINEN & LAUNDRY POLICY & PROCEDURES
Residents bringing their own furniture into the home	STATEMENT OF PURPOSE SERVICE SPECIFIC INFORMATION FOR STATEMENT OF PURPOSE SERVICE USER PERSONAL MONIES AND PROPERTY POLICY & PROCEDURE
Residents' meetings and forums	ORGANISATIONAL COMMUNICATION
Residents' healthcare arrangements	SERVICE SPECIFIC INFORMATION FOR STATEMENT OF PURPOSE
Residents' involvement in activities and events	SERVICE USER ACTIVITIES POLICY
Residents' laundry	PERSONAL CLOTHING, LINEN & LAUNDRY POLICY & PROCEDURES
Residents' personal relationships	RELATIONSHIPS AND SEXUALITY POLICY & PROCEDURES
Responding to residents' behavior	MANAGEMENT OF BEHAVIOURS WHICH CHALLENGE POLICY & PROCEDURES
Restraint and seclusion	RESTRICTIVE PRACTICES POLICY & PROCEDURES MANAGEMENT OF BEHAVIOURS WHICH CHALLENGE POLICY & PROCEDURES
Safe and healthy working practices	H&S ORGANISATIONAL ARRANGEMENTS
Safe handling of food	CATERING POLICY & PROCEDURES

Safeguarding and protecting residents' money and valuables	SERVICE USER PERSONAL MONIES AND PROPERTY POLICY & PROCEDURE
Security of the home	Local Policy
Self Harm	MANAGEMENT OF SELF HARM POLICY
Service user agreement	ADULT - SUPPORT AGREEMENT ADULT - DOMICILIARY CARE AGREEMENT ADULT - DAY CARE CONTRACT
Service user holidays	SERVICE USER HOLIDAYS POLICY & PROCEDURE
Skin care	PERSONAL CARE POLICY
Smoking	SMOKING POLICY
Spiritual care for residents	ADULT - SERVICE USER HANDBOOK
Staff acting as a keyworker	CHARTER FOR SERVICE USERS
Staff clothing	DRESS CODE POLICY
Staff discipline	DISCIPLINARY PROCEDURES
Staff grievance	GRIEVANCE PROCEDURE
Staff handovers	HANDOVER PROCEDURE
Staff induction	INDUCTION COURSES LIST
Staff meetings	ORGANISATIONAL COMMUNICATION
Staff records	RECORDS MANAGEMENT POLICY RETENTION AND DISPOSAL OF RECORDS PROCEDURE
Staff recruitment	Recruitment & Selection Process - Flowcharts
Staff supervision and appraisal	SUPERVISION POLICY APPRAISAL POLICY
Staff training and development	STAFF DEVELOPMENT POLICY
Staffing arrangements	DUTY ROTA MANAGEMENT GUIDELINES
Take away foods	NUTRITION POLICY
Transport - use and provision	TRANSPORTATION OF SERVICE USERS
Untoward incidents	UNTOWARD EVENTS & NOTIFICATIONS POLICY & PROCEDURE
Use of agency staff	USE OF AGENCY STAFF POLICY
Use of mobile phones	USE OF MOBILE PHONES & RECORDING DEVICES POLICY
Vehicle Maintenance	FLEET & VEHICLE POLICY
Visitors	SERVICE SPECIFIC INFORMATION FOR STATEMENT OF PURPOSE ADULT - SERVICE USER HANDBOOK
Volunteers	VOLUNTEER POLICY
Whistle blowing.	WHISTLEBLOWING POLICY
Work permits (IOM)	WORK PERMITS FOR ISLE OF MAN SCHEMES

12 REFERENCES

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