

# 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.

## ***Coleraine and Magherafelt Supported Living Service***

**04/10/23 L McIlvenny**  
**Reviewed 19/06/24 LMcIlvenny**  
**Reviewed 11/07/24 LMcIlvenny**

### **1 AIMS OF Coleraine and Magherafelt Supported Living Service**

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

### **2 FACILITIES AND SERVICES**

#### **2.1 Service Management**

The person carrying out the business of the service is **Greer Wilson- Praxis Care, Director of Care and Development, Praxis Care 25/31 Lisburn Road, Belfast BT9 7AA.**

The person managing the service at a local level is **Leanne McIlvenny, Praxis Care 14 Sandy Grove, Magherafelt, BT45 6PU**, who is responsible to **Shirley-Anne Hyslop**, Head of Operations, who is based at Rathkyle, Antrim.

## **2.2 Management Qualification and Experience**

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

The relevant qualification and experience of **Directors of Care Services** are as follows:

### **Greer Wilson - 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 **Leanne McIlvenny** are as follows:-

Higher National Diploma – Health and Social Care (2003)  
NVQ Level 4 – Health and Social Care (2008)  
NVQ Level 4 – Leadership and Management (2010)  
QCF Level 5 – Management and Leadership (2016)

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

## **Shirley-Anne Hyslop (Head of Operations)**

- Foundation Degree in Integrative Counselling
- QCF LEVEL 5 Leadership
- 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

24 years managing supported living services in registered care homes and day resource centres within Mental Health and Learning Disability.

## **STAFF**

The staffing structure of the service is as follows:

**Assistant manager x 0.85 FTE**  
**Team Leader 4 individuals = 3.23 FTE**  
**Support workers x16 = 9.49 FTE**  
**Relief Support workers x5**  
**Assistant Project Officers x 2 = 1.14 FTE**

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

### **Assistant manager**

One of the professional qualifications:

- a) A professional social work qualification and registered on the appropriate part of the Northern Ireland Social Care Council (NISCC) register without condition: or
- b) A first level registered nurse on the appropriate part of the Nursing and Midwifery council register: or
- c) Allied health professions registered with the health professions council or
- d) Level 5 diploma in Leadership for Health and Social Care Service (adults management) Wales and Northern Ireland and registered or be eligible for registration on appointment.

A minimum of 3 years experience in care with at least one year's supervisory experience.

### **Team Leader**

1. Understanding of the mental health and/or learning disability field plus one of the following qualifications;
  - Professional qualification in Social Work,
  - Professional Qualification in Nursing

- Allied Health Profession qualification

*All applicants must be registered, or eligible to register at the time of appointment, on the appropriate part of their professional register (NISCC, NMC, HCPC).*

**OR**

2. 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

**OR**

3. QCF Level 3 in Health and Social Care and 2 years' paid employment experience in a health and social care setting

**OR**

4. Degree in Psychology and 1 year paid employment experience in a health and social care setting

**OR**

5. 2 years' paid employment experience in a health and social care setting.

### **Support worker/relief support worker**

- Good literacy and numeracy skills
- Interest in working with people within a care environment.
- Good interpersonal skills
- Good oral and written communication skills
- Ability to use initiative
- Excellent organisational skills
- Computer skills

### **Assistant Project Officer**

Experience of working in a role with an administrative function  
Working knowledge of Excel and Word  
Diary management  
Knowledge of volunteering processes (desirable)

A person centred approach to service user needs is implemented and each service user will have a named key worker. Staff are available **a maximum of 12.5 hours per day with staff on duty within the Coleraine accommodation service from 8.30am – 9pm (Monday – Sunday) and Magherafelt accommodation from 9am – 9pm (Monday – Sunday). Outside of these hours**

**support is available to service users via an automated service, providing contact numbers for other agencies which may be able to support the individual at time of need.**

**Home Response service is conducted within service users own homes, at an agreeable time with staff available Monday – Friday 9am – 5pm**

**Group activities are conducted on a Tuesday evening 6.30pm - 8pm, Thursday 2pm – 3.30pm and every other Saturday 12pm – 4pm within the Coleraine area.**

**Floating Support (Mental Health and Older People) (Supporting People funded)**

**Floating support (Mental Health and Older People) is conducted within service users own homes, at an agreeable time with staff available Monday – Friday 9am – 5pm**

**Within the service there is a clear manager on call system, which areas of concern can be escalated to a Head of & a Director of Care who are also on call out of hours (including public holiday & weekends). Contact details will be made available to staff members, by the registered manager.**

### **2.3 Operational Partnerships**

The service operates as a partnership between Praxis Care, **Supporting People, Northern Health and Social Care Trust, Choice, Arbour and Radius Housing Associations.**

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 Coleraine based accommodation is made up of 13 properties in a Flat Cluster and Dispersed Intensive Support Housing. Within the Coleraine Accommodation CCTV is in operation on external pathways, surrounding the building. CCTV is also utilised in the**

**office space (Unit 1 Laurel Hill Business Park), signage noting same is in place.**

**The Magherafelt DISH Accommodation is made up of 15 properties in the Magherafelt and Cookstown area.**

**Within Floating Support and Home Response aspects service is provided in the service users own home.**

**Coleraine Dementia Floating Support and Coleraine Mental Health Floating Support primarily operate within 10 mile radius of Coleraine office (this would include the following areas: Coleraine, Portrush, Portstewart, Castlerock, Ballymoney).**

**The registered office is based at 14 Sandy Grove, Magherafelt BT45 6PU, sub office located at Unit 1 Laurel Hill Business Park, Coleraine BT51 3PY.**

## **2.5 Referral Criteria**

*Please see Appendix 1 for comprehensive details regarding referral criteria for the various services available and the referral criteria applicable.*

## **2.6 Referral Process**

Referrals will only be accepted from **Northern Health and Social Care Trust (Self referrals acceptable within the Floating Support service)**. Referral agents from outside the geographical area should, in the first instance, contact: **Northern Health and Social Care Trust**.

- An application form must be fully completed and include information on risk.
- The applicant and carer (if so desired) will be invited to visit the service and discuss his/her needs with Praxis Care staff.
- An Admission Panel will meet to consider all applications. The referral agent will be invited to discuss the application and provide further information/clarification as appropriate.
- The Panel's decision will be communicated to the referral agent as soon as possible and will always be followed up with a written explanation of the decision.
- An Appeals Procedure is in place if a prospective applicant is not satisfied with the outcome from the admissions panel.
- Prospective service users will be provided with as much information as possible about the service to help him/her make a decision about whether or not he/she wants to receive care and/or support. Praxis Care offers the opportunity for a prospective service user to visit the

accommodation/service and meet and talk with service users and staff. The organisation is happy for a prospective service user to involve his/her friends/family before making the final decision about placement or commencement of service.

- If it is felt that the accommodation or service is not suitable for a particular person, advice will be given on how to look for help elsewhere. This will only happen after full and inclusive discussions with all relevant parties.

## **2.7 Receiving a Service**

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

## **2.8 Service User Plan of Care**

Praxis Care works with service users, and his/her friends, relatives or representatives (if appropriate) to draw up a written plan of the support the organisation will aim to provide. The plan sets out the service user's needs, risks that need management, support/care provided and desired outcomes.

At least once a month, each service user's plan is reviewed. There is a formal review process at 6 months after first placement and at least annually thereafter. An emergency review can be convened at any time. From time to time further assessments of the service user's needs are required to ensure that the support provided by the organisation is relevant to helping the service user achieve his/her full potential.

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

## **2.9 The Range of Support/Care**

The service endeavours to meet the following needs:

### **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** *(only applicable in Accommodation and Home Response services – in line with Everyday Living Plans)*

- 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.

***(Please refer to Appendix 2 for fire procedures)***

### **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.

It is recommended that individuals read the relevant sections of their support agreement in relation to “moving on from Praxis Care Services” and “Ending the Agreement” for further details. Please speak with your key worker at any stage for clarification.

### **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 & Draft SP Strategy 2021-24**

Both the SP Strategic Intent & Draft Strategy highlight the need for services for Older People and reference the prevalence of Dementia. Floating Supports role in addressing service needs for Older People is highlighted.

#### **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.***