

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.

-Philosophy of Service - Aims and Objectives - Facilities and Service-

Scarlet Street Day Service DROGHEDA



Date created: 18/01/2024

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STATEMENT OF PURPOSE

Scarlet Street Day service Drogheda

Address:

Scarlet Street Day Service,
Praxis Care,
Scarlet Street,
Drogheda
Co. Louth

Telephone:

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Deniseking@praxiscare.ie

Website:

www.praxisprovides.com

Revision : V8

REGISTERED PROVIDER

Name: Praxis Care

Director of Care & Services: Amanda Gray

Principal Address:

North: Praxis Care, 25-31 Lisburn Road, Belfast, BT9 7AA.

South: Ardee Business Park, Ardee, Co, Louth.

Principal telephone number

041-6871904

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041-68577681

E-mail address: info@praxiscare.ie – carolbreen@praxiscare.ie

HEAD OF OPERATIONS

Name Karen Barrett

Address: Unit 18, Ardee Business Park, Hale Street, Ardee, Co. Louth

Head of Ops Telephone Number: 085 8707850

Email address: karenbarrett@praxiscare.org.uk

PERSONS IN CHARGE

Name: Denise King

Address: The Hub, Grounds of Boyne Rugby Club, Ballymakenny Rd, Drogheda, Co. Louth / Scarlet Street Day service, Scarlet Street, Drogheda. Co.Louth

Manager Telephone Number:

Email address: Deniseking@praxiscare.ie

Arrangements when Person in Charge is not on site.

There is an on-call management system in place at Praxis Care in case of emergencies. There is an Assistant Director and Director on-call outside of office hours 24hours per day, each day of the year.

The centre has a buddy manager system in place for occasions when the manager is on leave.

MANAGEMENT TEAM

CEO:	Carol Breen
DIRECTOR OF CARE SERVICES:	Amanda Gray
REGIONAL DIRECTOR OF CARE :	Lisa McIvor
HEAD OF OPERATIONS:	Karen Barrett
PERSON IN CHARGE OF THE HUB:	Denise King
ASSISTANT MANAGER :	Majella McGuinness
COMPLAINTS OFFICER :	Linda Lyons
DATA PROTECTION OFFICER :	Vincent Lavery
SAFEGUARDING CHAMPION OFFICER :	Brian McCreedy
LOCAL SAFEGUARDING OFFICER :	Denise King

Capacity of Scarlet Street Day Service

The Scarlet Street Service can provide service to max capacity 10 service users currently providing service to 7 service users.

1 AIMS OF Scarlet Street, DROGHEDA

1.1 Background

This document sets out the Statement of Purpose and function of Scarlet Street Day Service. The Statement of Purpose will outline the aims and objectives of the service, the range of services provided and the management and staffing structure.

Scarlet Street Service Statement of Purpose and Function in consultation meets the requirements of:

- Government launched the National Disability Strategy in 2004 and looked to tie together law and policy in the area of disability.
 - Disability Act 2005
 - Health Act 2007, which is the care and support of residents in Designated Centres for persons (Children and Adults with Disabilities/Regulations 2013). The regulations came into operation November 2013. It may be cited as Health Act 2007.
 - HIQA is the statutory body under the Health Act 2007, responsible for setting standards and ensuring these are met.
 - The Children's Act 2001

- The Child Care Act 1991
- Children's First Guidelines
- New Directions Guidelines

The ethos of Scarlet Street Day Service is founded upon the values and vision of Praxis Care which aims to empower adults with multiple needs, including intellectual disability and challenging behaviour, to enjoy everyday living, irrespective of the complexity of their needs. The ethos of Scarlet Street Service is further enhanced by Praxis Care values, which include Promoting Independence, Protecting Individuals, and Promising Integrity.

This Statement of Purpose will be shared with service users and their family representatives. The service users are made aware of the New Directions Guidelines and the standards are maintained within Scarlet Street Day Service. This will involve inspections announced or unannounced to the designated centre.

The Statement of Purpose will be reviewed bi-annually by Scarlet Street Day Service and updated as necessary in line with legislation, regulations, standards and practice development.

1.2 Introduction

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

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

1.3 Designated Centre Operation

The services operate as a partnership between Scarlet Street day service and Louth HSE.

Praxis Care takes full responsibility for all aspects of the service. The Service Level Agreement outlines the roles and responsibilities of all parties concerned.

A person centred approach to each service user's needs is implemented and each service user will have a named key worker. Staff are available 9-5 four days per week Monday to Thursday, 9-4 on Fridays.

1.4 Aims and Objectives of Scarlet Street Day Service

Scarlet Street Service currently facilitates a day service programme for 5 adults with intellectual disability, autism and challenging behaviours. The ethos of Scarlet Street Service is founded upon Praxis Care's values and vision to empower adults with multiple needs to enjoy everyday living irrespective of the complexity of their needs. This is further enhanced by the values laid out by Praxis Care to promote independence, protect individuals and promise integrity.

Scarlet Street Day Service provides appropriate support to individuals by assessing their needs at the referral stage. Our aim is to ensure that the service provided can meet their assessed needs whilst enabling the individual to be as independent as possible.

We aim to integrate the individual into the locality and build appropriate relationships in order for them to achieve their maximum potential.

Our objectives are:

- ❖ To provide appropriate support to individuals with complex needs, including but not exclusive of Intellectual disability, Mental Ill Health and assessed Medical needs
- ❖ To promote and maximise the independence of individuals and maintain them in the community
- ❖ To ensure that the individual's emotional, social, intellectual, physical and support needs are met
- ❖ To promote the principles of choice, respect, dignity and confidentiality
- ❖ To ensure service user involvement in the service
- ❖ To work in partnership with key stakeholders to continually improve the service offered in the development of future services
- ❖ To ensure each service user has access to education and employment opportunities
- ❖ A high quality standard of care that is responsive to the individual needs of the service users.
- ❖ The provision of individualised programmes of day activity that promote social inclusion.
- ❖ Ensure that each service user is afforded the opportunity to make choices around their day activity programmes.

- ❖ Enable the young adults to live the life they wish to live within a safe and nurturing environment.
- ❖ Provide a service that is under pinned by a person centred, evidence based needs led approach.
- ❖ Promote active citizenship and full participation in the local community.

2 Facilities and Services at Scarlet Street Day Service

2.1 Service Management

The person carrying out the business of the service is **Amanda Gray, Praxis Care, Director of Care and Development, Ardee Business Park, Ardee, Co. Louth.**

The person managing the service at a local level is **Denise King, Scarlet Street, Drogheda, Co. Louth,** who is responsible to **Karen Barrett, Head of Operations, based in Ardee Business Park Ardee, Co. Louth.**

STAFF

Scarlet Street Day Service staff play a very important role in the service user's welfare by ensuring that all possible efforts are made to protect service user's from abuse and exploitation from whatever source.

To maximise this contribution, Scarlet Street Day Service will do the following:-

- Ensure appropriate staffing levels and skill mix is sufficient to meet each service user's 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 Praxis Cares internal Staff Development Department.
- Retain the external verification from Investors in People to demonstrate the Praxis Care's commitment to its staff.

Scarlet Street Day Service Activity Facilitators:

Scarlet Street Day Service has a team of Activity Facilitators. The essential criteria for Activity Facilitators in Praxis Care, The Hub is

- Interest in caring
- Good numeracy and literacy skills
- Full drivers licence and access to own transport.

QCF Level 3 Diploma in Health and Social Care (or higher level of same qualification), Major FETAC Level 5 Award in the field of Health and Welfare or Health Care Support, or Degree or HND in any discipline, Registered Disability team, Registered Nurse or Registered Occupational Therapist.

AS PART OF THE SCHEME SPECIFIC TRAINING IN THE HUB STAFF COMPLETE THE FOLLOWING:

- Autism Awareness
- Administration of Buccal Midazolam
- FEDs (feeding, eating and drinking)
- New Directions

Staffing Compliment:

1 Manager, 1 assistant manager, 1 Team Leader and 6 Support Workers

POSTION	NUMBER EMPLOYED	WHOLE TIME EQUIVALENT
Person in Charge	1	0.82 (32hrs)
Assistant PIC	1	1 (39hrs)
Team Leader	1	1 (39hrs)
Support Staff	24	23.97 (863 hrs)
		7 x 39hrs, 13 x 36hrs, 1 x 30hrs, 1 x 28hrs, 1 x 24hrs, 1 x 20hrs, 2 x 22hrs, 1 x 28hrs & 1 x 15hrs
Total staff employed at scheme	30	26.79 (7 WTE of 26.6 are based in Scarlet Street).
The Hub minimum safe staffing levels : 18.8 (464 hrs)		
Scarlet Street minimum safe staffing levels : 7 WTE (252 hrs).		

Minimum Staffing levels: Monday, Wednesday, Thursday, Friday 216 hours 6 staff. Tuesday 7 staff 222
Safe Staffing levels: As above

Scarlet Street Day Service Provides

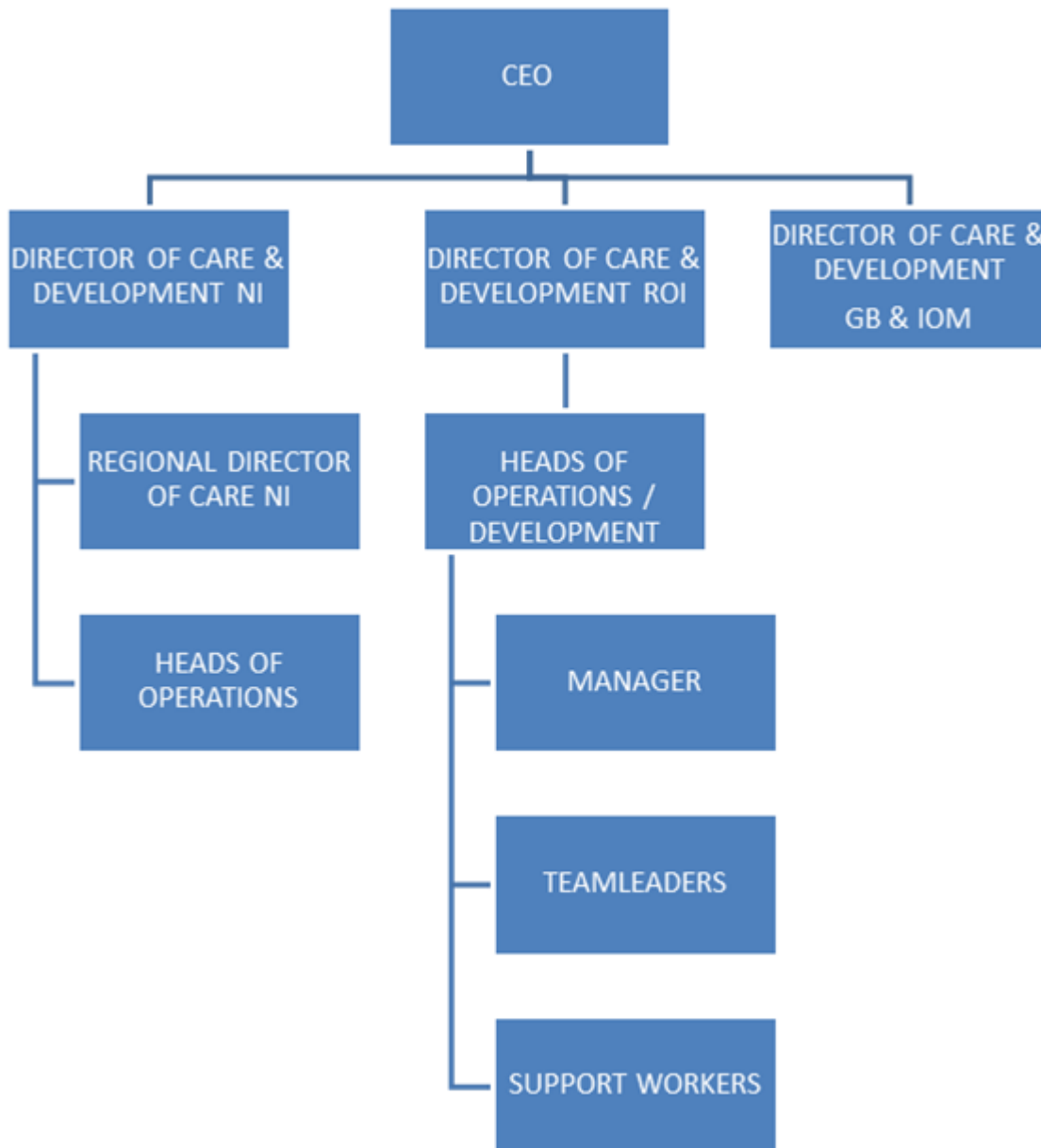
- Scarlet Street Day Service provides a New Directions led day service to adults over the age of 18.
- Scarlet Street Day service has a team of activity facilitators who work together to provide high quality care to the service users.
- Praxis Care is committed to the ongoing training and professional development of the staff and bi-monthly scheduled supervision of staff members in order to facilitate high standards of care for all service users within the service.
- All service users are empowered to enjoy everyday living, irrespective of the complexity of their needs. This is evidence based through the setting of person centred outcomes which are measured on a regular basis to evidence achievement.

Capacity of the centre:

10 adults can be accommodated in Scarlet Street Day Service.

2.3 Organisational Structure

The service operates as a partnership between Praxis Care and the HSE.
Praxis Care Organisational Structure for ROI Care and Development as follows



Each service user is provided with the appropriate agreement(s) which outline the roles and responsibilities of all parties concerned.

A person centre approach to service users' needs is implemented and each service will have a named keyworker. Staff are available between the hours of 09:00 – 17:00 Monday to Thursday and 09:00 – 16:00 on a Friday.

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

2.4 Accommodation / Premises

Scarlet Street Day Service is located on Scarlet Street, in Drogheda Co. Louth. Scarlet Street consists of 12 rooms in total over the two levels. The downstairs level consists of 7 rooms – an office, medication room, toilet, sensory room and 3 service user base rooms. In the upstairs level there is a kitchen area, sensory room, toilet and 2 base rooms.

Level 1:

Office :	17 m2 approx
Medication Room :	4.6m2 approx
Sensory Room :	9m2 approx
Toilet :	6m2 approx
Room 1 :	15m2 approx
Room 2 :	14.5m2 approx

Level 2 :

Kitchen :	15m2 approx
Sensory Room:	6m2 approx
Toilet :	2.5m2 approx
Room 1:	12m2 approx
Room 2 :	15m2 approx

The physical environment of the service is designed for service user's convenience and comfort. In particular Scarlet Street Day Service 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 and facilities suitable to meet the needs of service users.
- Arrange for specialist equipment to be available to maximise service users' comfort, independence, and safety.
- Ensure service users have safe, comfortable service 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.
- Scarlet Street Day Service will have a clear agreement that will provide details of the responsibilities of the HSE and Praxis Care in the maintenance, safety and fire precautions. This agreement will be held centrally and a copy held locally for each Registered Person in Charge.

2.5 Referral Criteria

Referral Criteria

- The person will be in the 18 to 65 age group at the time of referral
- Individuals will have a diagnosed an intellectual disability and/or Autistic Spectrum Disorder and/or and complex needs. The individual may also display behaviour that challenges and/ or have mental health issues.
- If an individual requires specialist support in everyday living staff will follow recommendations in order for the person to reach their full potential and become part of the local community in a functional way.
- The individual is envisaged to benefit from the educational, recreational and community integration that The Hub Day Service will provide
- The person should meet the criteria as defined by the HSE
- The person should meet the criteria for referral to Care Management (Praxis Admission Panel) services as defined by HSE
- The person will show a range of both Support and Care needs which the Admission Panel feel is appropriate with the level of support on offer in The Hub Day Service
- The person will be agreeable to the referral being made and, where possible, have had an opportunity to view the services offered.

2.6 Referral Process

Referrals will only be accepted from members of the *HSE*. Referral agents from outside the geographical area should, in the first instance, contact *HSE*.

Referrals should meet

- 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 The Hub 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 user's representatives 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. The Hub Day Service offers the opportunity for a prospective service user and or their representatives to visit the service and meet and talk with service users and staff.

If it is felt that the service is not suitable for a particular service user, 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.

An assessment will occur at least 28 days after admission to Scarlet Street Day Service.

2.8 Service User Plan of Care and Review

Scarlet Street Day Service works with service user's, 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 and or representative is offered 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

Scarlet Street

Scarlet Street Day service provides day opportunities to 5 adults with a physical disability or intellectual disability and complex needs currently with maximum capacity of 10 service users.

Age range and sex of residents

The current service users that will avail of Scarlet Street Day Service will be adults between the ages of 18 and 65 years all currently male.

The service endeavours to meet the following needs. (Please note that the following is not an exhaustive list).

2.9.1 Housing Support

- Assistance acquiring essential household items
- Locating essential local services
- Paying bills
- Maintaining the property
- Safety issues
- Signposting to specialist services
- Budgeting
- Good neighbour / dealing with disputes
- Essential daily living tasks
- Emotional support
- Communication support
- Supporting children/young people to comply with treatment
- Where appropriate, notifying agencies of concerns about an adult

2.9.2 Care Tasks

- Administering medications
- Health care needs
- Specific rehabilitation tasks
- Intensive / therapeutic behaviour management
- Supervision of the adult
- Personal care
- Recreational services both within the service and in the community.

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 service, to carry on with existing hobbies, pursuits and relationships, and to explore new avenues and experiences.
3. In partnership with the 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 the service users will be facilitated and it is hoped that the 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 the service user, local councillors, TD's, 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. The Hub Day Service 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 The Hub staff 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 premises 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 and family in advance.

2.9.4 Consulting Service Users about the Way Service Operates

Scarlet Street Day Service aims to give service users opportunities to participate in all aspects of life in the service. In particular, service users are regularly consulted both individually and corporately about the way the service is run. The scheme 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. Regular key working meetings are held and input is sought on matters relating to the everyday running of the scheme. Regular satisfaction surveys are carried out by Praxis Care's Research Department in relation to user involvement issues. Service users will have the care/support he/she receives reviewed at least annually. Scarlet Street staff are always keen to hear from the service users and their representatives. Head of Operations will endeavour to make contact with the service users on a monthly basis as part of the organisations monitoring processes.

2.9.5 Fire Precautions, Emergency Procedures Safe Working Practice

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 services fire safety policy and procedures are available on request. Where service users are unable to understand the emergency evacuation process personal emergency evacuation plans will be devised to assist with emergency evacuation. Regular fire drills are conducted 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. In the event of an evacuation, all attempts will be made to support evacuation of each unit in the Hub.

2.9.6 Arrangements for Religious Observances

Service users who wish to practise his/her religion/faith will be given every possible help and facility. In particular, the Hub will do the following:-

- If asked, Scarlet Street staff will make contact with any local place of worship on a service user's behalf. The organisation can usually arrange for a minister or a member of the relevant organisation to visit a service user.
- Particular care will be taken to try to meet the needs of service users from minority faiths. These should be discussed with the manager before placement.
- All service users are given the opportunity to attend a religious service as they choose.

2.9.7 Relatives, Friends and Representatives

- If a service user wishes, his/her 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 service by a nominated friend, relative, professional person or advocate, The Hub staff will respect his/her wishes and offer all necessary facilities.

2.9.8 Advocacy Services

- Independent, confidential and free advocacy service is available for service users through the national advocacy service North East region. The National Advocacy service can be contacted directly or through a Friend or carer acting on the service users behalf with their agreement.
- This aims to encourage the service user to have access to independent, representative advocacy services to support, empower, and represent the views of the service user to ensure that their voices are heard on issues and decisions that affect their lives. Information regarding these services will be provided to the service user on admission, with staff supporting the facilitation or access to the services where requested by the service user's family member or where deemed necessary. Access to advocacy services will also be discussed regularly at key worker meetings in The Hub to remind service users of their right to access this service.

2.9.11 Service users access to education, training and employment

- All service users are encouraged to take part in activities which promote independence and develop social skills. These are devised given consideration to each person's ability.

2.9.12 Participation of service users in the Centre

- Each month there are service user meeting's with all service users and staff members. Prior to this meeting, the service users make suggestions of agenda items which they would like discussed.
- All service user representatives receive a Praxis Care Service user annual survey to complete each year.
- All service users have access to a service user guide which details the names and contact numbers of local advice services.
- Scarlet Street Service follows Praxis Cares Service User Involvement strategy which is produced in partnership with service users.

2.9.13 Therapeutic Techniques

Scarlet Street Service is committed to providing positive approaches to meeting the needs of its service users. This includes embracing therapeutic models of support or interventions where required. Scarlet Street Day Service applies a model of Positive Behaviour Support to support service users to have behavioural needs assessed and care planned in a proactive approach where the focus is on environmental design, positive interactions and alternative teaching and skill development of functionally equivalent behaviours. Additionally, a recovery based model of care is applied to support service users to pursue positive mental wellbeing. All staff members are trained in these approaches, with the internal Staff Development team also providing support to staff on the floor in specific interventions or therapies where necessary. Personal Behavioural Management Plans are designed and implemented on an individual basis as required.

Additionally, Praxis Care staff work collaboratively with external health providers in order to support service users where necessary. This can be in consultation with professionals in psychiatry, occupational therapy, physiotherapists, speech & language therapists, etc. Where appropriate, staff attend appointments with the service users and become trained by external professions to ensure that any required therapies or intervention can be completed.

- All appointments outlined below are facilitated by the service user's families.
- Chiroprapist
- G.P / Hospital, including A&E
- Dentist

In an emergency staff may attend A&E with a service user while waiting for a guardian to arrive.

2.9.14 Privacy and Dignity of Residents

- Access to the telephone/mail/visitors is permissible to all service users at all times.
- Personal records are maintained for each service user on their daily routines, personal information and reports from external professionals.

- Independence and autonomy is promoted and maintained for all service users at all times.
- All personal belongings are kept in their own lockers.
- At the service user key worker meeting, service users are given the opportunity to speak openly about all matters and raise any concerns they may have. Staff will also use these meetings to update the service users. Details of daily activities etc. are presented to the service users through pictorial aids, activity and welcome boards.
- All information is in a format that is appropriate to the information and communication abilities of each service user availing of the day service.
- Each person is responsible for the safety of their own belongings. Praxis Care take no responsibility for damage to personal property or to items left in the communal area of the scheme.

2.10 Ending the Service & Moving On.

- Service users may leave The Hub Service for several reasons. They may no longer require the service, the service is only provided for a period of time and moving on from the service will be planned and managed with the service user and or representative.

3. Philosophy and Underpinning Principles

Every individual service user referred to/accepted by Scarlet Street Day Service 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.

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 service, 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 each service user, Scarlet Street Day Service is committed to collaboration with other statutory, voluntary and private agencies in the pursuit of its aims.

3.2 Choice of accommodation

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

4. Underpinning Principles

4.1 User Focus

The needs, views and aspirations of each service user are central to the service delivery, management and decision making processes of Scarlet Street Day Service.

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

4.2 Partnership

Scarlet Street Day Service actively supports working in partnership with relevant stakeholders to ensure Praxis Cares aims and objectives are met and resources are used most effectively in meeting service users' needs.

4.3 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.

4.4 Striving for Excellence

Scarlet Street Day Service 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.

4.5 The Learning Organisation

Scarlet Street Service 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.

4.6 Value for Money

Scarlet Street Service is committed to maximising the use of resources, auditing outcomes and focusing service delivery in order to meet purchaser and service user's requirements.

4.7 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.

4.8 Organisation Effectiveness

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

5. Ethos

5.1 Promoting Independence - the purpose of Scarlet Street Day Service

Scarlet Street Day Service will help every individual to become as independent as he or she can be, to reach their full potential, and be active citizens in their communities.

Scarlet Street Day Service will enable individuals to make informed choices about their own lives, and involve them in all aspects of the work of Scarlet Street Day Service through the scheme's commitment to a user focused ethos.

5.2 Promising Integrity - the principles of Scarlet Street Day Service

Scarlet Street Day Service will respect the rights of every individual, ensuring that their confidentiality, privacy and dignity are secured.

Scarlet Street Day Service will act honestly, openly and with transparency in all interactions with children and their representatives, stakeholders, and the public.

Scarlet Street Day Service will foster and promote a sense of social responsibility throughout the organisation and scheme to the benefit of the environment and everyone with whom the organisation and scheme comes into contact.

5.3 Protecting Individuals - the professionalism of Praxis Care, Scarlet Street Day Service

In all the schemes actions, the best interests of service users are paramount.

Scarlet Street Day Service will carry out its work in partnership with other organisations, safeguarding individuals, ensuring risk is managed, and encouraging positive risk taking.

Scarlet Street Day Service focus on continuous improvement means that it strives for the highest standards, with current best practice guiding everyday service delivery.

Scarlet Street Day Service staff are committed to their own professional development and to maintaining the highest codes of conduct expected by service users and the public.

6. Complaints Procedure

The person participating in management at a local level is the designated complaints officer Denise King. Within Scarlet Street Day Service individuals with complaints may directly approach Denise with their complaint. Denise can be contacted in writing in the Hub, Grounds of the Boyne Rugby Club, Ballymakenny Road, Drogheda, Co. Louth or via email at Deniseking@praxiscare.ie If Denise is not in the designated centre, complaints can be discussed with a staff member, who can contact Denise, or Majella McGuinness (assistant Manager) or the Head of Operations in Denise's absence.

Praxis Care endeavours to locally resolve any issue raised in the first instance but recognises that in some cases, complaints require further investigation. The complaints procedure therefore comprises of 3 internal stages and 1 external stages which can be additionally applied to permit the effective management of a complaint where required: -

Praxis Care's Complaints Procedure comprises of 3 internal stages with a 4th external stage:-

- Stage 1: Point of Contact Resolution i.e. all complaints resolved in 3 working days
- Stage 2: Not resolved within 3 working days OR requiring Investigation or Management
- Stage 3: Internal Appeal process
- Stage 4: External Review (e.g. Ombudsman/ Confidential Recipient (ROI)).

If the complainant is not happy with the response to the complaint from Scarlet Street Day Service complaints office, Praxis Care's named Complaints Officer Linda Lyons can be contacted on 004428900818430 and +44(0)7585129417 or via email on lindalyons@praxiscare.org.uk The complaints officer will inform the complainant when they have received the complaint and he/she will say what they will do. You have the right to receive a response within 4 weeks. Details of the actions, responsibilities and timescales at every stage are outlined in full within the Organisations' Complaints policy and procedure.

6.1 Additional Advice/Support

Advice can be sought from the designated organisational Complaints Officer at any stage or any other Praxis Care staff member with delegated authority, which shall be determined by the nature and seriousness of the complaint. Advice can also be sought from the Ombudsman's Offices at any stage. Ultimately, the nature and seriousness of the complaint will determine the personnel, timescales and stages most relevant in the process.

Notification of all complaints, regardless of what stage the complaints were resolved will be sent to the organisation's Complaints Officer and the appropriate Health Service Executive disability team. The person in charge of the service will ensure that each Service user is kept fully informed of the complaint process and understands this procedure.

6.2 Recommendations and redress

Praxis Care will aim to ensure that redress will be consistent and fair for both the complainant and the individual service against which the complaint was made. The forms of redress or responses will be appropriate and reasonable where it has been established that a measurable loss, detriment or disadvantage was suffered or sustained by the complainant personally.

During key working sessions, staff read out the complaints procedure to the service user's and the process involved in making the complaint.

Staff are also there to advise the service user if they are unhappy with a service: in respect of staff or the service does something in the wrong way; staff or service doesn't do something that should have been done; staff or service does something that should not have been done.

Staff then advise the service user's that a staff member can help them with this; if they want they can make a written complaint to the person in charge. If the service user is still unhappy about how the complaint has been dealt with at this stage, or if the service user has a serious complaint that he or she feels unable to raise with the Manager of the service, the service user should contact: **The Complaints Officer, Praxis Care, 25-31 Lisburn Road, Belfast, BT9 7AA.**

7. Management and Administration

Scarlet Street Day Service recognises that effective leadership and management is critical in each scheme. To provide the quality required Praxis Care 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 obtaining Contents Insurance for items that do not belong to the organisation.
- Work to accounting and financial procedures that safeguards service user's interests.
- Offer service user's 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 adults.
- Ensure that the health, safety and welfare of service user's and staff are promoted and protected.

8. Untoward Events

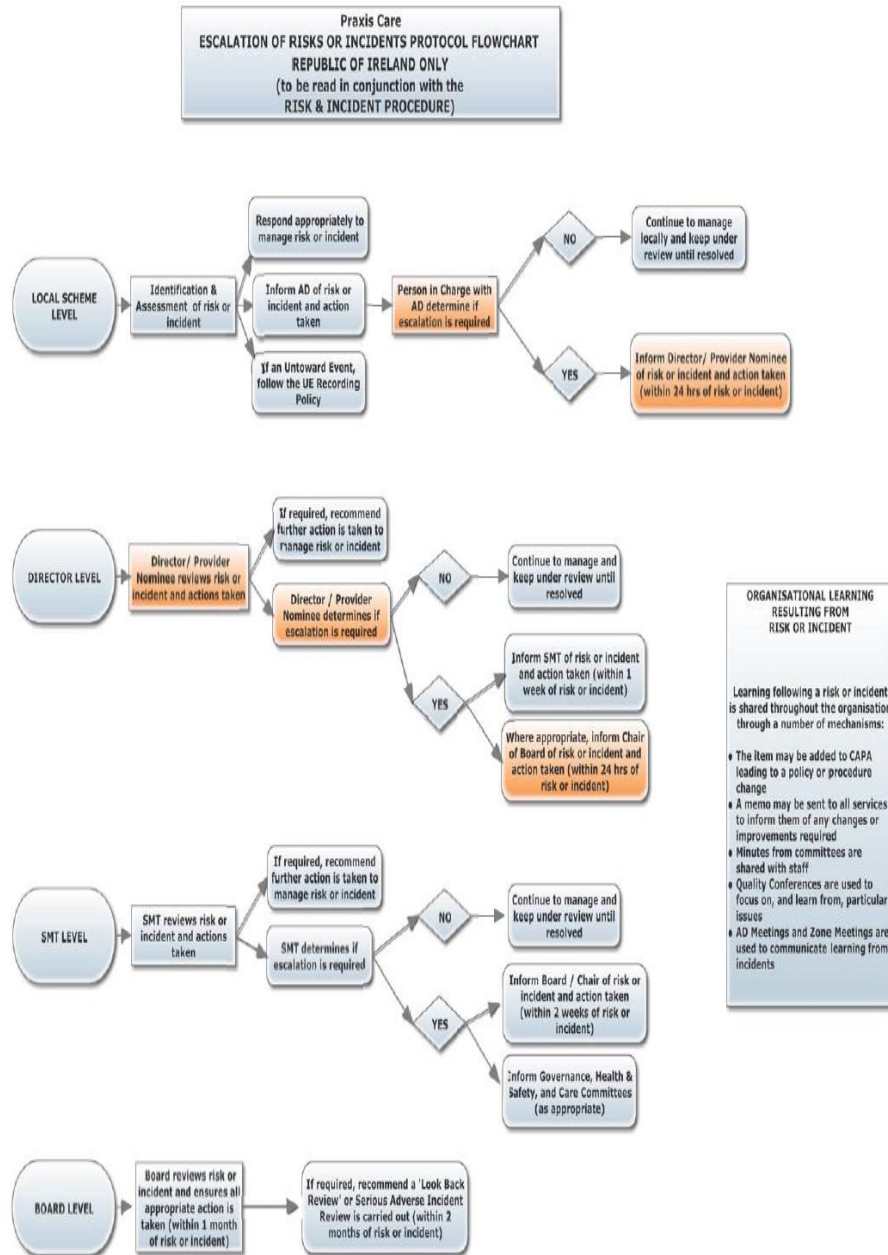
Scarlet Street Day Service has a clear procedure for the reporting of Untoward Events. These are events that may arise from one or a combination of the following scenarios:

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

An Untoward Events describes both incidents and accidents.

Scarlet Street Day Service has arrangements for the reporting, recording and investigating of untoward events to effectively manage health, safety and quality and minimise risk throughout all the Hub operations.

8.1 Escalation of Risks and Incidents



Reporting of risk through untoward events recording and associated escalation will be dependent on the assessed level of risk and guided by the Sensitive Severity Scale presented below, alongside the Untoward Events Recording, Reporting & Investigation Policy and the Risk & Incident Escalation Procedure.

Sensitive Severity Scale

<u>Level 1:</u>	<ul style="list-style-type: none"> • One occurrence of verbal aggression occurs; swearing, non-person-directive. • Throwing light objects not likely to cause harm. • Storming away or refusing to engage appropriately.
<u>Level 2:</u>	<ul style="list-style-type: none"> • Multiple occurrence of a level 1.
<u>Level 3:</u>	<ul style="list-style-type: none"> • Physically aggressive gesture to people; raising fist, 'squaring up' <u>&/or</u> physical aggression to/with objects.
<u>Level 4:</u>	<ul style="list-style-type: none"> • Physical aggression to self, others or property resulting in no injury or damage.
<u>Level 5:</u>	<ul style="list-style-type: none"> • Physical aggression to self or others resulting in injury leaving a mark; redness, bruise or minor property damage.
<u>Level 6:</u>	<ul style="list-style-type: none"> • Physical aggression to self or others resulting in injury requiring 1st Aid or moderate property damage.
<u>Level 7:</u>	<ul style="list-style-type: none"> • Physical aggression to self or others, requiring hospital attention or police involvement. • Significant property damage.

Safeguarding arrangements

Praxis Care provides training and support for staff to enable them to safeguard service user's and respond appropriately to instances of abuse. Staff will have knowledge and skills from training to care effectively for vulnerable service users

This training is mandatory and is included in the organisations structured induction programme and it provides advice on how to:-

- **Identify** - What is abuse?
- **Recognise** and identify the different forms of abuse
- **Employ** strategies to prevent and minimize abuse occurring
- **Respond** to suspected/confirmed abuse
- **Report** and record suspected confirmed abuse

Update training is provided for staff on a regular basis and is monitored through the organisation’s Staff Development Department.

Praxis Care have policies and procedures in place which define abuse and identify how to manage the reporting of suspected or actual abuse of vulnerable service user’s. A copy of the policies and procedures are available to all staff and service users within the centre. Any concerns regarding the welfare and protection of a service user will be reported and appropriate action taken immediately in line with National policies and guidelines.

In order to safeguard all service user’s within the centre an environmental assessment will be completed to ensure each service user is located in the most appropriate activity room in the centre to ensure their needs are met. Praxis Care will ensure that the private space of each service user is respected and ensure this is enforced by all staff.

Praxis Care is committed to the protection and safeguarding of service user’s within the centre and will take all necessary precautions to provide a safe environment for all residents

DATE	VERSION #	DETAILS OF CHANGES MADE	SIGNATURE
06.03.2023	V. 2	Included details of Assistant Manager under Management Team	
07/07/2023	V.3	Changed Head of operations details and added structural chart	Karen Fleming – HOO Admin Assistant
20/09/2023	V.6	Changed PIC details and Assistant Manager	Denise King.
25/11/2023	V.7	Included new management structure and changed the WTE details to reflect new referral.	Denise King.
18/01/2024	V 8	Amended the WTE to reflect new admission. Amended COMPLAINTS as per policy. Included new organisational structure.	Denise King