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# 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.

## West Midlands Supported Living Service

**18<sup>th</sup> January 2024**

### **1 AIMS OF WEST MIDLANDS SUPPORTED LIVING SERVICE**

The service will provide appropriate quality care and/or support to individuals with **learning disability and mild mental health and associated complex behaviours** 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 of the service **Amanda Gray Praxis Care, Director of Development ROI Supported by Lisa Mclvor Regional Director of Care ROI)**

The person managing the service at a local level is **[Emma White, Praxis Care, Burgage Lodge, 184 Franche Road, Kidderminster, DY11 5AD, who is responsible to Salma Jussab Head of Operation's Name, Head of Operations, based at [Unit 1 Chipstead Road, Erdington, Birmingham B23 5HB**

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## **2.2 Management Qualification and Experience**

The relevant qualification and experience of Director of Care Services are **Amanda Gray** as follows:

**B.A Honours Applied Social Studies (disability)  
Diploma in Business (Marketing)**

**Lisa McIvor**

**Degree in Social Care – Higher Education & Training Aware Council,  
Ireland**

The relevant qualifications and experience of **Emma White Interim Registered Manager** are as follows:

First level Registered Nurse  
Learning Disabilities, Dip HE, Diploma in Professional Practice  
Palliative Care, Registered Managers Award.

The relevant qualifications and experience of Carl Pringle Acting Manager are as follows:

Care Certificate  
GNVQ Health and Social Care  
Degree in Youth & Community Studies  
Start Level 5 QCF in Health & Social Care

The relevant qualifications and experience of **Salma Jussab** are as follows:

**[NVQ LEVEL 4 Registered Manager Award  
NNEB and is a Mental Health First Aider**

## **STAFF**

The staffing structure of the service is as follows:

**7 Support Workers plus  
 5 SW's - Vacant post  
 1 T/L X 39 hrs  
 2 X 10hrs Admin**

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

Job Title	Staff Names	Qualifications & Experience	Start Date
Team Leader	Heather Crocker	NVQ level 2 & 3 in Health & Social Care, MVA & MAPPA Started Care Certificate	2/11/03
Support Worker	Cheryl Miles	NVQ LEVEL 2 IN Health & Social Care, MVA & MAPPA	1/6/08
Support Worker	Kim Godson	NVQ LEVEL 3 & 5 IN Health & Social Care, MAV & MAPPA	6/5/13
Support Worker	Kira Dunford	Working on Care Certificate	9/01/23
Admin Officer	Rachel Randle	NVQ level 2 business administration	6/03/23
Admin Officer	Donna Smith	NVQ LEVEL 2 Business Administration	2/05/23


A person centred approach to service user needs is implemented and each service user will have a named key worker. Staff are available **[24/7, support 15 hours per day with 9 hours sleep- ins 7 days a week.**

### 2.3 Operational Partnerships

The service operates as a partnership between Praxis Care, **Care Quality Commissioner, Worcestershire Commissioners Team, Wyre Forest, Learning Disability Team, Worcestershire Safeguarding Team, Citizen Housing and Platform Group.**

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

#### **Baxter Avenue & Rivermead – owned property by Housing Associations**

Baxter Avenue, is a shared living house offering person centred support for up to two adults with learning disability and associated complex behaviours. This house has two double bedrooms on the first floor and a shared bathroom provision. Both services users has their own lounge on the ground floor, with shared kitchen diner also on the ground floor and enclosed rear garden.

Rivermead is a shared living house offering person centred support for up to three adults with Learning Disability and associated complex behaviours.

This large house has three double bedrooms, associated ensuite and bathroom provision, a range of shared accommodation and a large enclosed rare garden. Both houses is warm, safe and welcoming with an experienced, dedicated and skilled staff team.

## 2.5 Referral Criteria

- The person will be 18 years old at the time of referral
- The person should be able to show a residency history in the **Worcestershire Area**
- The person should meet the criteria as defined by **Worcestershire Learning Disability Team/Local Authority/CQC Jurisdiction**
- 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 **Learning Disability Team & Worcestershire County Council/Brokerage Team.**

Referral agents from outside the geographical area should, in the first instance, contact: **Worcestershire Commissioning Team for advice.**

- 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:

### **Care and Well-being of each individuals**

### **2.9.1 Housing Support**

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

### **2.9.2 Care Tasks**

- Administering medications
- Health care
- Specific rehabilitation tasks
- Intensive / therapeutic behaviour management
- Supervision of people at night - time
- Personal care

### **2.9.3 Social Activities, Hobbies and Leisure Interests**

Praxis Care will try to make it possible for service users to live his/her life as fully as possible. In particular, it will do the following:-

1. As part of the moving-in/commencement of service process, potential service users will be encouraged to share as much information as possible about his/her social, cultural and leisure interests.
2. Service users will be helped to continue to enjoy a range of individual and group activities and interests, both inside and outside the accommodation, to carry on with existing hobbies, pursuits and relationships, and to explore new avenues and experiences. In group living settings, all service users are entitled to use the dining room, the communal lounges, other sitting and circulating areas, and the grounds of the scheme but those who wish, may remain in his/her own rooms. Service users are encouraged to personalise their rooms with small items of

- furniture and other possessions, and individual preferences in matters of decoration and furnishings are encouraged.
3. In partnership with service users, social and leisure activities will be designed to form the basis of the communal content of the life of the scheme/service. Friendships among service users will be facilitated and it is hoped that service users will enjoy being part of a community, but there is no compulsion on a service user to join in any of the communal social activities.
  4. With the full and inclusive involvement of service users, local councillors, members of parliament, representatives of voluntary organisations, students, school children and others will be encouraged to visit schemes/services.
  5. Recognise that risk-taking is a vital and often enjoyable part of life and of social activity and that some service users will wish to take certain risks despite or even because of his/her disability. Praxis Care does not aim to provide a totally risk-free environment though care will be taken to ensure that service users are not subjected to unnecessary hazards. When a service user wishes to take part in any activity which could involve risk, a thorough risk assessment will be carried out with that individual, involving relatives, friend or representative, if desired and Praxis Care will agree and record action which will appropriately balance the factors involved. Such risk assessments will be regularly reviewed, with the participation of all parties.
  6. For the benefit of all service users and staff, the communal areas of the accommodation are designated as non-smoking. Service users may smoke in designated smoking areas only.
  7. There may be a charge associated with some social activities and services; where this applies, the details will be made clear to the service user in advance.

#### **2.9.4 Consulting Service Users about the Way the Service Operates**

Praxis Care aims to give service users opportunities to participate in all aspects of life in the accommodation/service. In particular, service users are regularly consulted both individually and corporately about the way the accommodation/service is run.

The organisation's objective is always to make the process of managing and running the service as transparent as possible, and to ensure that the service has an open, positive and inclusive atmosphere.



Service Users will have the care/support he/she receives reviewed at least annually. Regular service users meetings are held and input is sought on matters relating to the everyday running of the scheme.

Satisfaction surveys are carried out at least annually with actions completed in response to feedback. Praxis Care staff are always keen to hear from Service Users and representatives. Heads of Operations will endeavour to make contact with service users and, where appropriate their representative on a monthly basis as part of the organisation's monitoring processes.

### **2.9.5 Fire Precautions, Emergency Procedures and Safe Working Practices**

All service users are made aware of the action to be taken in the event of a fire or other emergency, and copies of the service's fire safety policy and procedures are available on request. Regular fire drills are conducted, where appropriate, and information is displayed through the building to guide all persons in the event of a fire. All staff have training in First Aid in the event of an emergency. The service conforms to all relevant government guidance on promoting and protecting the health, safety and welfare of service users and staff.

- **In Having a Fire Assessment carried out or reviewed.**
- **Having all outstanding requirement from the FRA been completed**
- **In the event of an emergency evacuation, has a nominated person (s) selected to control the situation and to meet the Fire Service when they arrive at the scene**
- **Ensuring all fire exit and escape routes, Fire Alarm points and items of firefighting equipment's clearly visible, unobstructed and appropriately "signed"**
- **All fire doors marked as such, fitted with self-closing mechanisms, and kept closed (except those on magnet catches linked to the fire alarm.**
- **PEEP in placed**
- **All members of staff aware of how to contact the Emergency Service**
- **Fire Safety kept up to date**
- **Fire/smoke alarms tested weekly and details recorded**
- **Fire /smoke alarms inspected by external contractors at least annually**
- **Fire Drill been performed within the past 6 months**
- **Emergency lighting tested monthly 'in house' and annually by external contractors**

➤ **Staff received appropriate fire safety training**

### **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.