

# Annual Report 2019/20





# Contents

---

Foreword	05
A message from our CEO	06
Praxis Care Rebrands (We Are Less Blue)	07
Our Mission & Vision	09
Our Values	10
Our Services	11
Positive Behaviour Support: Testimonial from Stormin' Gorman	15
Care and Development: Northern Ireland	17
Care and Development: Republic of Ireland	19
Care and Development: Isle of Man & Great Britain	21
New Outcomes Management System	23
People Helping People: HR and Learning & Development	25
Praxis Care Staff Award Winners 2020	27
Quality and Governance	30

---

## Appendix

1. Praxis Care Services	31
2. Board of Trustees	32
3. Senior Leadership Team	33
4. Financial Accounts	34
Acknowledgments	35

# Foreword

The past year has been extremely significant for Praxis Care. Our long term CEO and founder Nevin Ringland retired and has been replaced by Andy Mayhew. Nevin has accepted the role of Patron of Praxis Care and will still be involved with the Praxis Research and Innovation agenda. The Board saw the sad passing of John Barrons, a long-term extremely active Director. There were several changes to the Board and Leadership Team and I am sure we have strengthened the organisation at a time of significant change.



The Organisation is into the second year of the growth plan. Key risk areas which have been strengthened are quality and governance as well as recruitment. Excellent progress has been made but, of course, more challenges lie ahead. It is good to see that we are growing across our geographic base. We are acquiring new properties at a pace in order to support our new contracts. Our R&D activity is now picking up following our partnership with Queen's University as this is expected to deliver significant improvements in the quality of care provided.

Praxis has clear growth goals with a specific focus on complex needs, mental health and learning disability. I urge you to take time and fully read the report as the Board is delighted with how the Organisation has responded to the challenge and the improvements in the quality of care provided.

**Ken Brundle**  
Praxis Chair



## A message from our CEO:

**It was a year of significant change within Praxis Care, but one in which we maintained and reaffirmed our commitment to the underlying principles and strategic direction which had benefitted our service users and the charity over many years.**

I was honoured to be appointed Chief Executive on the retirement of Nevin Ringland, whose vision and drive had founded and developed the organisation from nothing to what it is today: providing services across Ireland, North and South, England and the Isle of Man. Overseeing such a well-respected and large organisation is a sizeable challenge and one in which I have appreciated the tremendous support from the Board, the Senior Leadership Team and staff at all levels.

Among the highlights for me has been the reaffirmation of our enduring principles and mission by way of our strategy document, Praxis 2025. The process of capturing what people thought was the essence of Praxis and putting

that into a blueprint for the next five years was itself unifying and inspiring. The launch of our new brand and web page in early 2020 was also very timely and aimed to give a modern, accessible and attractive showcase to what we do.

Our groundwork in cultivating opportunities in Great Britain and the Isle of Man started to come to fruition, as did our investment in property and training in Northern Ireland, where important new developments in very complex bespoke services started and provided opportunity for a number of people to return home from care settings in England. The very strong growth in services in the Republic of Ireland continued apace, particularly in developing individualised community-based day activities for school leavers under the "New Directions" initiative.

We also hosted a very successful conference in Dundalk, opened by the Minister of State for Disability Issues, Finian McGrath. It was our

first conference with a focus on children's services and the high attendance and expertise of speakers demonstrated the increased attention rightly being given to the importance of transitions between children and adult services.

None of the above could happen without the vital contributions from our Corporate Services Departments, where there has been very significant innovation and improvement, across Governance, HR, Staff Development, IT, Property and Research. It was and is a team effort.

I thank all the staff and volunteers for their continued commitment and share my appreciation to our partner organisations across the sectors for their collaboration and support.

**Andy Mayhew**  
Chief Executive

# Praxis Care Rebrands (We Are Less Blue)

We decided it was time to let go of our blues and create a new brand identity this year to reflect a modern, optimistic organisation that continues to expand its reach through all jurisdictions.

Our new strapline and logo are all about people, both the individuals we support and the staff who work to support them. "Shaped Around the Individual" reflects the bespoke nature of the support we provide and how we view our employees.

Our brighter, distinct branding matches the aspiration of fulfilment that we hope to impart on the lives of our staff, the people we support and their loved ones. To kick off our new branding, we took videos and photos of candid, happy moments of the real people who make up Praxis Care doing their normal day-to-day activities. In combination, the colours, shapes and images we're using bring together the feeling we want people to have when they think of Praxis Care: an organisation that cares.

We clarified **our mission, vision** and **values** which get to the heart of the work we do and why and how we do it.

Praxis  
Care



Shaped around  
the individual

# Our Mission & Vision

We clarified our vision, mission and values which get to the heart of the work we do and why and how we do it.

## Our Mission

Empowering lives that are valued, meaningful and inclusive, regardless of the complexity of need, every day.

## Our Vision

Leading the co-production of innovative, individualised care and support approaches across the UK, the Isle of Man and Ireland.



# Our Values

These are what make Praxis Care unique, ensuring we make the right decisions and guiding us in our work with service users, each other and the wider community.



## Passionately Caring

Praxis Care is so much more than a job. We are aware of the enormous trust placed in us and value the uniqueness and potential of every person we support.



## Compassionate

Compassion for people who face real challenges in their lives is a defining component of what makes us Praxis Care.



## Person Centred

We assist people to make informed choices about their own lives and shape the support they receive around their individual needs and aspirations.



## Protecting Individuals

The best interests of service users are paramount. We work in partnership with other organisations, safeguarding individuals, ensuring risk is managed and encouraging positive risk taking.



## Acting with Integrity

We uphold the rights of every person, ensuring their confidentiality, privacy and dignity are respected. We act with honesty and transparency in all interactions with our service users, their families, our staff, our partners and the public.



## Innovating & Improving

We are committed to continuous innovation through practice-based research, development of our staff and feedback from the people we support.

# Our Services

## Autism

Praxis Care offers a wide range of specialist support services to people with autism and their families. We understand that Autism affects every individual differently and influences how a person communicates and relates to other people. Indeed people with Autism may see, experience and understand the world around them in a different way.

## Dementia

Praxis Care understands that everyone wants to be as independent as possible and enjoy the best possible quality of life for as long as possible. A key element affecting the quality of life for someone with dementia is the place in which they live. Where people need specialist accommodation we work with them and the families to ensure it is tailored to their individual needs.

Praxis Care's current provision includes a range of supported accommodation services for those with dementia and less intensive "floating support" which involves daily or weekly visits to people in their own homes.

## Learning/Intellectual Disabilities

We acknowledge that every person is unique and that a 'one-size-fits-all' approach is not appropriate. We also understand that living with others can be difficult for some individuals. Our accommodation models can facilitate flexibility between privacy and individual living space with the opportunity for peer relationships.

We actively work to involve both the Service User and their families in the designing of the accommodation and support mix, shaped around their needs.

We also offer day services with stimulating, goal-oriented activities for people to enjoy fulfilling days in a group setting.

## Mental Ill Health

Praxis Care has been supporting individuals affected by mental ill health for over 30 years. We support people who experience a variety of challenges ranging from anxiety and depression to schizophrenia, bi-polar disorder and personality disorders.

We believe that anyone living with mental ill health should be supported in their recovery journey, in a community setting that works for them, to live the life they choose. We provide a range of accommodation and support services, including supported living, domiciliary care, day activity, counselling and befriending services.

## Services for Children

Praxis Care provides accommodation and support services for children and young people with a learning disability and/or autism, providing long term care or short breaks to help families continue to maintain their children at home. We recognise that every young person is unique and we work with families to understand their needs and translate that into support that is right for them.

We also have extensive experience working with young people who are making that, often difficult, transition to adulthood. We aim to offer assurance and optimism by designing the support package with the family and young person. Praxis Care staff are dedicated in helping each child reach their full potential and develop the skills required to transition into adulthood. Young people are supported to identify and develop their interests and be active citizens in their communities.



# Our Services

## Counselling

Throughout 2019/20, Praxis Care continued to deliver services in four of the five Health and Social Care Trusts in Northern Ireland and the residents of Northern Ireland have been provided with a safe, effective and evidence-based intervention for the treatment of mild to moderate mental health problems. We also secured our first Tier 3 adult mental health service in the Southern Trust, offering treatment for those living with chronic moderate to severe mental health difficulties.

The Counselling Service has been able to support the Trusts in offering the mental health service that clients need at the time they need it. This has reduced lengthy waiting times for primary mental health appointments and ensures that early onset and mild to moderate mental health difficulties can be treated before they escalate into more complex issues. It allows clients to have flexible appointments, within their local area, in confidential surroundings.

The impact on Trust waiting lists means that statutory mental health workers can focus their attention on the provision of care for those with more complex needs.

Feedback received from the commissioning Health and Social Care Trusts has praised the professional, responsive and needs-led service delivery. All therapists employed have completed a Postgraduate Diploma in Cognitive Behavioural Therapy and are members of the BABCP and/or BACP accrediting bodies. Two therapists to date have been provisionally accredited with BABCP and are due to fully accredit this summer. Therapists have been praised for their level of clinical knowledge and advanced risk assessment skills, their evidence-based and client-centered practice and their professionalism when collaborating with statutory bodies.

The organisation has cemented its reputation as being an expert within the field of mental health and as an advocate for increased mental health awareness and service provision. As a result, the organisation has been asked to contribute to development of future services and has been invited by the media to lead conversations on the subject of mental health service delivery within Northern Ireland.

### Level of Service Delivery:

#### Southern Trust

**391** clients engaged with the service  
**2,452** sessions were delivered

#### Belfast Trust

**97** clients engaged with the service  
**903** sessions were delivered

#### Northern Trust

**20** clients engaged with the service  
**83** sessions were delivered

#### South Eastern Trust

**221** clients engaged with the service  
**937** sessions were delivered

The service employed **11 therapists and two administrators** to deliver the desired contract levels.

During 2019/20, the counselling service engaged with **729 clients** and delivered over **4,375 therapeutic hours** to support the mental health of the people of Northern Ireland.

## Research

We continued to conduct research on our programs and topics relevant to our services, in collaboration with service users. One of the highlights this year was research on physical activity for individuals with mental ill health. While the evidence is clear that there are benefits to physical activity for mental well-being, reviews of the barriers for people with mental ill health and effective interventions are needed.

We contributed to a Northern Irish policy briefing on the topic for those with severe and enduring mental ill health and published two protocols for investigation: "Factors that influence participation in physical activity for people with bipolar disorder: a synthesis of qualitative evidence" and "Factors that influence participation in physical activity for anxiety or depression: a synthesis of qualitative evidence".



# Positive Behaviour Support: Testimonial from Stormin' Gorman

**I'm Gorman Bryne. You can also call me Stormin' Gorman.**

I'm the man that was born twice. I was born on September 22, 1967. My father lost my original birth certificate, though, and the replacement birth certificate listed September 23, 1967. It took me years to find the original with the correct date.

My father, sadly, has passed away. I like to talk to people about him and my time growing up on a farm.

My other family members include my stepmother, Jacintha, and my Aunt Cathy. They call me often and come to visit me regularly – I love to spend time with them. We joke around a lot.

**I've been able to be myself, enjoy my life and get the support I need since I joined Praxis Care. I'm happy to be here.**

I moved to Praxis Care in 2018 to live independently. I use public transport and can go around the community with a bit of support. I call myself "the man with the

money". I like shopping at Home Bargains, Asda and Iceland.

Sometimes I do a "great escape" and hide on the staff so they have to search for me. I like to buy them drinks and buns even though they tell me not to.

I love sweets, especially Yazoos and white Magnums. Sometimes, I cook chips myself in my own fryer. My fridge is always well-stocked for visitors with drinks and sweets.

I do my own dishes with boiling water because, even though I have a dishwasher, it isn't good enough for me!

I love animals, especially feeding them. I'm lucky to live near many animals. I feed apples to the horses, bread to the birds and milk to the cats. When I was on holiday in Blessingbourne, I bought lots of treats for the dogs there to fatten them up. I like to travel, including going to Newcastle to buy rock and Londonderry to walk around the walls.

I'm always joking around. My favourite game is rummy. I'm the rummy champion. When the staff lose to me, I like to tell them, "If you'd brains you would be dangerous". I've taught many staff members how to play rummy. I enjoy teaching them.



I joke that the police are my best mates and 999 is my favourite number. If it comes up in rummy, I say, "There are my mates". I like to watch police shows and tell the staff who watch with me about my encounters with the police.

I have a few slogans I like to say, including "chop chop to the top of the shop" and "your bum's a plum". I enjoy listening to music and call myself a "Rhinestone Cowboy". I like to sing along in the car to songs like "Mamma Mia".

I've been able to be myself, enjoy my life and get the support I need since I joined Praxis Care. I'm happy to be here.





# Care and Development: Northern Ireland

Praxis Care has continued to experience significant growth both geographically and in terms of service provision in the last year. It's important to emphasise that none of this would be possible without the partner organisations who support and work with us every day in the pursuit of excellence and positive outcomes for our service users and their families.


The 5 Health and Social Care Trusts, Supporting People and our regulators at the RQIA are critical partners and we greatly value their input into our learning disability, mental health, dementia, autism, short breaks and young people's services all across Northern Ireland. We also would never achieve the outcomes we are so grateful for without the daily commitment of our staff and volunteers who go above and beyond expectations with regularity and enthusiasm.

Praxis Care have invested heavily in the Positive Behaviour Support Model across all of our learning disability services. We are particularly encouraged to see three of the five HSC Trusts investing in our enhanced PBS services on our Lisburn and Portadown sites. As the name suggests, these services invest particularly heavily in the skill mix of staff, specialist training, bespoke accommodation and enhanced staffing levels on sites that bring to our commissioners an economy of scale when providing very staff-intensive services.

This model remains in its infancy, but we have successfully helped several service users leave long-term medium secure hospital settings in Northern Ireland and further afield into bespoke accommodation in the heart of their local communities. We are greatly excited and motivated by this model and hope to see it expand in years to come.

We have also been delighted to open the newly reconfigured Supported Living service at Kimberley House in Newtownards. Kimberley House had previously struggled to provide suitable accommodation under its previous residential model, and is now a purpose-built service with individual bespoke apartments providing a greatly enhanced quality of accommodation, as well as a working model under supported living that is much more person centred and fit for purpose. We would like to thank the South Eastern Trust in particular as the host Trust, as well as Supporting People and the Department for Communities for ensuring this wonderful development could move ahead.

There have been many other investments in services across Northern Ireland that would warrant highlighting, but we don't have the space to do it here. In conclusion, we would welcome anyone who wants to see more of our services to feel free to get in touch with our head office, and we will be delighted to arrange to show you around and present our range of services to anyone who wants to engage with us. Thank you to everyone who supported us this year, your help is greatly appreciated.

A high-angle photograph of a man and a woman participating in a ropes course. The man, on the left, is wearing a black vest over a green shirt and black pants, and is focused on adjusting a rope. The woman, on the right, is wearing a bright pink hoodie and glasses, smiling at the camera. They are on a dark grey tiled floor with several thick, light-colored ropes crisscrossing around them.

“Whenever I came into Praxis [as a service user], I just knew my life was gonna change...They support me no matter what...It's a really good team to work with.”

# Care and Development: Republic of Ireland

This year was a particularly busy and eventful year for Praxis Care, Ireland. The last 12 months have seen us go from strength to strength.

Our strategic focus at all times is our service users, to ensure we honour our commitment of quality to them, their families and our statutory and regulatory partners at all times.

This ambition is only achievable due to our exceptional workforce, our teams across all services who will always go the extra mile. They remain stoic in their efforts to provide the safest, most effective and highest quality services to our service users. They are our greatest asset and we are so proud of them.

Thanks to their professionalism and care, we continued to grow our reputation as a specialist charity across the country. We now have a strategic presence in 7 of the 9 Community Healthcare Organisation areas. The service models are bespoke and specifically designed to meet the individual needs of service users.

We have grown across all service models areas — residential, respite and day service provision — allowing us to increase the number of service users we support, our greatest privilege. We opened 6 new residential services, 2 New Directions day service models and 1 children’s residential respite service. We also secured our largest ever tender to transfer the Cork Association for Autism to Praxis Care, an undertaking we are excited to progress next year.

In November 2019, we held our Praxis Care Autumn Conference—“Building Castles in the Sky: The Future of Services for Children with Intellectual Disability, Mental Health Issues, Autism and Complex Needs”. It was well attended with knowledge sharing around the topic of improving services for children and young people, developing services that can support them to overcome challenges and flourish. Attendees had extensive personal and professional experience and we were delighted to facilitate these discussions.

Our ability to consolidate and grow our services is a testament to our strong governance, excellent staff and their leadership, commitment to best practice and research and determination to always improve and foster a learning culture.

We are excited about the future, grateful to all our partners and committed to the opportunities that lie ahead.



“Compliment staff on how they cared for my parent who recently transferred to nursing home”

# Care and Development: Isle of Man & Great Britain

The team's focus across our services in the Isle of Man and in England through this period was to consolidate and invest in our existing provision, build awareness of our service offers and ways of working and position ourselves for quality-focused, person-centred and sustainable growth through the following years. At every level, these objectives were achieved and we are immensely proud of colleagues across all our services in helping us to reach this point – for their engagement, their compassion, their commitment, their challenge and their innovation. Their collective work has created the opportunities to which we are now responding.

Consistent in our service delivery approach has been our commitment to safe, high-quality, personalised, meaningful and sustainable provision. We are a trusted, respected and responsive partner. We go the extra mile, we innovate and are open minded to change; we are outcome focused. Everything we do is shaped around each person we engage with – we stand by and demonstrate this daily. It is valued and acknowledged:

**“We are eager to work with Praxis Care and the MDT as a whole agree that the support has been invaluable to AB and her care.”**

**“I just wanted to send an email in recognition of some really positive work and responses from staff working with CD over the last couple of weeks.”**

We have invested in our staff salary offers, in their progression and career development – particularly in respect of practice-based learning, PBS coaching and KUF competency and their support. We have grown our bespoke provision across both jurisdictions,

retained all of our key tendered services, further enhanced our property development and management resource and embraced the development of and opportunity delivered from the live quality and governance dashboards being launched across the organisation. We are also now very proud members of the National Care Forum as well as engaging actively with research colleagues at Queen's University Belfast and offering nurse training development across the midlands. All of this enables us to help to make every life the best it can be every day.

We have been supported and challenged by our corporate service colleagues, the Senior Leadership Team and the Board in all of this work and are extremely grateful for their guidance and input. Thank you all our team members—our support workers, team leaders, managers, cooks, cleaners, administrators, nurses, students, volunteers, development and property colleagues and heads of service—and here's to a lot more teamwork and successes going forward!

“I wanted to let you know how very grateful I am that my daughter is back under the protective wing of Praxis Care. It's highlighted to me and I hope others, that fully trained learning disability professionals and care workers are essential for adults like her.”



# New Outcomes Management System

## OMS Overview

During 2019, Praxis Care's Outcomes Management System, known as the OMS, was built, ready for a gradual roll out. The OMS is an IT-based system that facilitates the recording of individual service users' outcomes in a distance-travelled-over-time approach. The outcomes are recorded directly onto the OMS via the annual review of assessments process and, each year, as areas of support or care change, outcomes can be tracked. Operational staff at all levels have access to view data on the OMS according to staff grade and relevant scheme(s).

## Outcomes Assessments

All adult Praxis Care services (except respite, befriending and counselling services) have begun to record outcomes. The assessment is made up of key areas of support referred to as support 'elements'. Each element is divided into sub-elements to capture greater detail. Assessments are used to benchmark service users' progress at points in time capturing outcomes in two ways. Firstly, the assessment records a service user's level of independence as staff record how much intervention is required for each area of the

service user's life (elements and sub-elements) to be managed effectively. A higher score represents a greater level of independence. Secondly, 'wellbeing questions' are used to record both the service user's and staff's perspectives on how well each area is being managed.

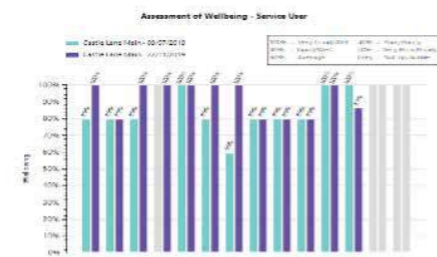
## September 2019 – September 2020, 600 service users had an assessment completed on the OMS.

This allows service users' voices to be recognised separately from staff and shows that even when there is no change in the service user's level of independence, how the service user's feelings can change. The assessments on the OMS also record notes.

## Outcomes Reports

Individual Assessment Reports can be generated from the OMS to compare information from one assessment to the next. The reports include bar charts showing changes in both the level of independence and wellbeing responses.

The graph below highlights changes to the service user's wellbeing score from one assessment to the next.



Organisational-level reports will be the next stage of report production and will be created during autumn 2020.

## OMS – Service User Data

The OMS includes other service-user rich data from referral to exit and allows real-time data to be input at the service level, which can be reported on across the organisation by scheme level, jurisdiction and service user category. Data include service capacity, voids, number of referrals, temporary leave, etc. The OMS provides an instant reporting facility so that staff can generate reports onto Excel about enquiries, referrals, service users and leavers. Internally, additional reports have been set up to capture more detailed information that supports both organisational and commissioner needs.

## September 1, 2020 Service Users

### By Category

	Mental Health	Learning/Intellectual Disability	Older People/Dementia
<b>Total</b>	481	661	148

### By Jurisdiction

	Northern Ireland	Republic of Ireland	England	Isle of Man
<b>Total</b>	867	287	83	53

## Dashboards

Work is in the early development stages to design dashboard reporting on the OMS. Dashboards will allow useful OMS data to be produced in a visually appealing and user-friendly format at a touch of the button.



## Service User Outcomes Tracker Web App

Praxis Care has been awarded funding through Supporting People's Provider Innovation Fund to develop a Service User Outcomes Tracker Progressive Web App by March 2021. This will be primarily focused on mental health service users and will enable them to directly respond to a series of outcomes-based 'mood' questions using a smart phone or tablet. This information will link into the OMS service user records to enable staff to use the Outcomes Tracker responses to enhance service delivery.



# People Helping People: HR and Learning & Development

At the heart of everything we do is our people. We aim to attract employees with a strong value base aligned with the organisation. We continue to invest heavily in our employees' development – from induction and right throughout their career, offering specialist bespoke training packages grounded in research that will support the care and development of the people we support.

This year, we introduced a PBS model: through this we offer enhanced training to develop highly skilled staff teams to look after the needs of people whose needs can be incredibly complex. To support this, we commenced the process of rolling out our PBS coaching courses for our operational managers, with ongoing roll out in 2020/21 planned.

As demand for our services grows, the size and disparity of our workforce is increasing, with it set to accelerate in the coming year. To meet these demands, we have invested in new systems and processes to ensure efficiency in recruitment, onboarding, training and engagement. This investment will continue in the upcoming Strategy 2025 to take us into the next five years. Ongoing investment in technology to enhance the employee experience in an ever increasingly dispersed workforce is being taken forward.

Coming to the end of the 2019/20 year, we were all hit by COVID and developing safe environments for our employees and the people we support was paramount. The health and wellbeing of our employees will continue to be of significant importance. To say we are proud of our people is an understatement. Every day wonderful achievements

and successes are seen in our services – transforming the lives of those we support. This is only achieved by having a dedicated, well-trained workforce who collaborate across functions, are responsive and put the people we support at the centre of everything we do.

**Head count increased 10%  
from April 2019 to March 2020  
(1385 to 1529).**

<b>862</b>	training courses delivered with
<b>8331</b>	participants
<b>33</b>	Employees Trained PBS Coaching Level
<b>5010</b>	eLearning courses taken



“I am writing to comment on the member of staff who accompanied my son to his initial assessment appointment with ourselves. [Service user’s key worker] clearly has a very good understanding of my son and his needs. She showed herself to be very good at engaging with him and communicated with him in an empathetic and appropriate manner throughout the interview. It was lovely to see the relationship between them and it is clear that [service user] clearly benefits...”

# Praxis Care Staff Award Winners 2020

## The Pat Cassidy Award for Inspirational Leadership Congratulations Barbara Shaw at Rainbow Lodge

Barbara Shaw has been key in promoting a positive team spirit. She is a very kind and hardworking individual and has put the needs of the team ahead of her own. She has so far hosted an Easter egg competition, robot-making competition and 'guess the staff from baby photographs' competition, and she is planning much more. She completed this and so much more on top of her weekly and extra hours.



## Exceptional Performance Award Congratulations Nuala MacOscar at Rainbow Lodge

Nuala MacOscar certainly deserves this award: she designed a full programme of home schooling upon commencement of lockdown for the children. She contacted each child's teachers at the beginning, gathering advice on school work they had been completing and then using her own time to compile a schedule of home schooling for the children. She completed all this and much more whilst continuing with her relief post as she wants to remain as part of the Rainbow team.



## Living the Values Award Congratulations Fergal Coleman at Foyle Young People Service

Fergal Coleman consistently displays the values of Praxis Care in everything that he does. Fergal is extremely respectful to everyone he interacts with and helps to create a culture where everyone feels valued and respected. Fergal has recently supported a service user through a difficult time when he was putting himself at serious risk through drug misuse. The service user reduced his drug usage and the behaviour that was putting him at serious risk.



### Etta Eid Jennings Award for Exceptional Performance Congratulations Cornerstones

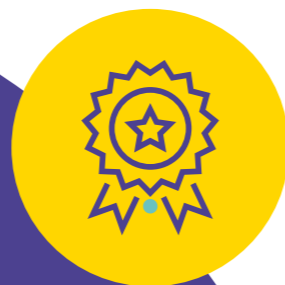
Over the past year, the four wonderful service users in Cornerstones have made significant changes in their lives through increased community participation, new experiences and improved social opportunities. Cornerstones held a summer barbeque and Christmas scheme party in-house for families where all service users attended, which had not occurred previously. The highlight of the year was in September when three service users went to Lanzarote for four nights. They made truly great memories and the trip was a huge success.

### Improvement through Partnership Award Congratulations Castle Lane Main Unit

By positively risk assessing residents who would disengage from conventional day care services, they have successfully re-engaged with local community opportunities. At a local level within scheme, residents have availed of services which are not just specifically catered for learning disability. This influences corporate development as Castle Lane is an excellent example of a scheme which is moving into the area of 'community development' with staff liaising with providers of other services to meet the needs of service users.

### Services Users & Carer Choice Award Congratulations Plasden Court

The team at Plasden Court are providing the tools & opportunity that Service Users need to create genuine lasting change for ourselves. This change isn't limited to circumstance but in personal attitudes, thoughts and beliefs that are essential for continued progress. Time that is spent working with staff has been invaluable in creating a firm foundation of self-confidence for everyone involved and changes many individuals' lives.



# Quality and Governance

## ISO9001:2015

Our annual ISO9001:2015 Assessment visit took place in April 2019 which was once again a huge success. While three minor non-conformities were identified, the BSI assessors were extremely complimentary about the work of the organisation and concluded that Praxis Care's quality management system demonstrated that it is designed to support the strategic direction and delivered the intended results.

## QGMIS

The development of the organisation's innovative Quality & Governance Management Information System continued throughout the year, with a number of key organisational processes moving from manual paper-based reporting systems to more intuitive and efficient online reporting tools. This in turn has provided the organisation at a senior level to have immediate access to data helping to identify trends and patterns, as well as helping to inform more accurate and timely decision-making. The online processes developed and implemented during the year have included incident reporting, accident reporting, complaints reporting, environmental auditing, data breach reporting and out of hours consultancy reporting.



# Appendix

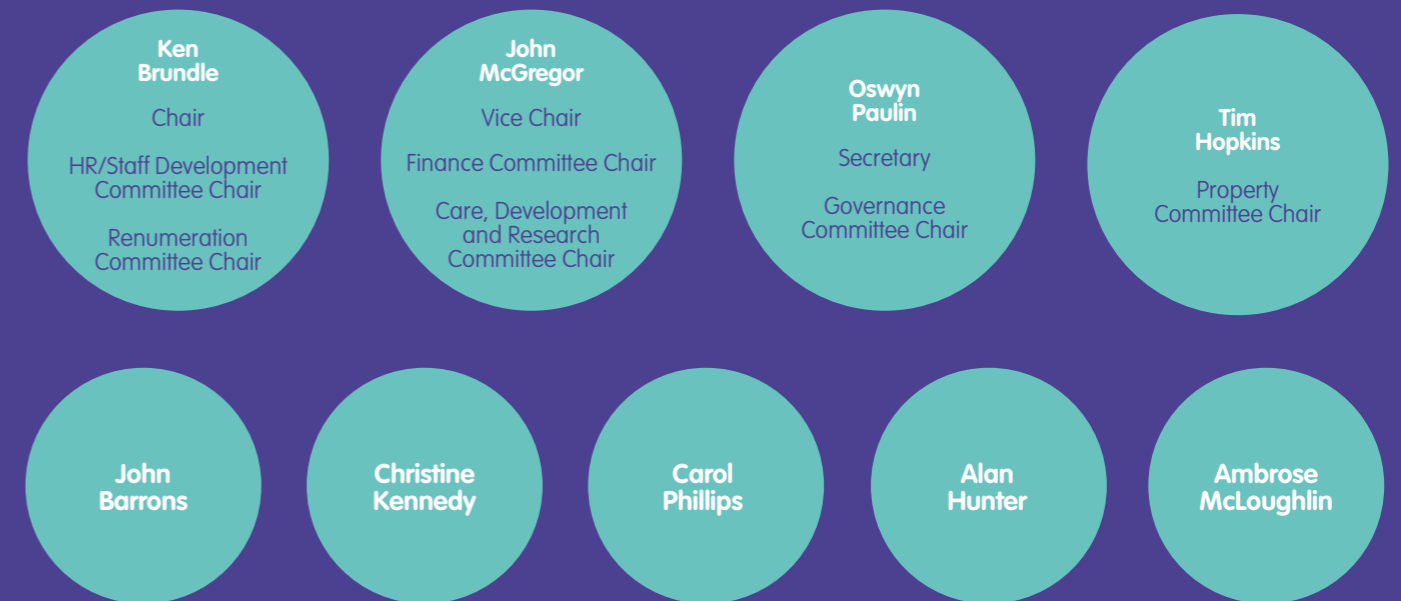
## 1. Praxis Care Services

For more comprehensive details about Praxis Care services across Northern Ireland, the Republic of Ireland, Great Britain and the Isle of Man, visit [www.praxiscare.org](http://www.praxiscare.org)



## 2. Board of Trustees

Authority to conduct Praxis Care's day-to-day activities is delegated by the Board to the Chief Executive, who is responsible for ensuring that the agreed activities are carried out and objectives achieved.





## 3. Senior Leadership Team

The Chief Executive and the Directors form the Senior Leadership Team and each has clearly defined areas of responsibility and accountability. The Senior Leadership Team reports to the Chief Executive and meets weekly.

**Andy Mayhew**

Chief Executive

**Laura Moore**

Director of Human Resources and Corporate Services

**Aidan Daly**

Acting Director of Human Resources and Corporate Services

**David Walsh**

Director of Finance and Corporate Services

**Eileen Dealey**

Director of Quality & Governance

**Carol Breen**

Director of Care and Development, Republic of Ireland

**Greer Wilson**

Director of Care and Development, Northern Ireland

**Richard Broughton**

Director of Care and Development, Great Britain & Isle of Man

## 4. Financial Accounts

Consolidated Statement of Financial Activities (incorporating the Income and Expenditure account) for the year ended 31 March 2020

	Unrestricted Funds 2020 (£)	Restricted Funds 2020 (£)	Total Funds 2020 (£)	Unrestricted Funds 2019 (£)	Restricted Funds 2019 (£)	Total Funds 2019 (£)
<b>Income</b>						
Donations and legacies	23,821	-	<b>23,821</b>	15,608	-	<b>15,608</b>
Income from investments	2,541	-	<b>2,541</b>	2,847	-	<b>2,847</b>
Income from charitable activities	42,858,573	4,410,557	<b>47,269,130</b>	34,938,458	4,607,793	<b>39,546,251</b>
Other income	18,339	-	<b>18,339</b>	19,677	-	<b>19,677</b>
<b>Total Income</b>	<b>42,903,274</b>	<b>4,410,557</b>	<b>47,313,831</b>	<b>34,976,590</b>	<b>4,607,793</b>	<b>39,584,383</b>
<b>Expenditure</b>						
Raising funds	94,942	-	<b>94,942</b>	142,629	-	<b>142,629</b>
Charitable activities	40,340,933	4,820,242	<b>45,161,175</b>	32,771,876	5,013,878	<b>37,785,754</b>
<b>Total Expenditure</b>	<b>40,435,875</b>	<b>4,820,242</b>	<b>42,256,117</b>	<b>32,914,505</b>	<b>5,013,878</b>	<b>37,928,383</b>
(Loss)/Profit on disposal of fixed assets	(15,656)	-	<b>(15,656)</b>	1,177	-	<b>1,177</b>
<b>Net income</b>	<b>2,451,743</b>	<b>(409,685)</b>	<b>2,042,058</b>	<b>2,063,262</b>	<b>406,085</b>	<b>1,657,177</b>
<b>Other recognised gains/ (losses)</b>						
Unrealised loss on investments	(1,665)	-	<b>(1,665)</b>	(1,207)	-	<b>(1,207)</b>
Unrealised foreign exchange gain	-	-	-	3,325	-	<b>3,325</b>
<b>Net movement in funds before transfers</b>	<b>2,450,078</b>	<b>(409,685)</b>	<b>2,040,393</b>	<b>2,065,380</b>	<b>(406,085)</b>	<b>1,659,295</b>
Transfer between funds	(331,796)	331,796	-	-	-	-
Effect of correction of prior period error	-	-	-	(72,564)	72,564	-
<b>Total funds brought forward</b>	<b>14,272,517</b>	<b>77,889</b>	<b>14,350,406</b>	<b>12,279,701</b>	<b>411,410</b>	<b>12,691,111</b>
<b>Total funds carried forward as restated</b>	<b>16,390,799</b>	<b>-</b>	<b>16,390,799</b>	<b>14,272,517</b>	<b>77,889</b>	<b>14,350,406</b>

The Statement of Financial Activities includes all gains and losses in the year and therefore a statement of comprehensive income has not been prepared.

# Acknowledgments

A warm and heartfelt thanks to everyone who supported Praxis Care over the past year. With your help, Praxis Care is able to continue to provide high quality services to individuals who have complex needs across Northern Ireland, the Republic of Ireland, Great Britain and the Isle of Man.

## A special thank you to:

- Funding bodies
- Staff
- Volunteers
- Service users
- Families of service users
- Regulators
- Friends of Praxis Care

An extra special thank you to [Gorman](#) who shared his story in this annual report.

If you require more information about Praxis Care services or if you would like to receive this information in a different format, please contact:



Praxis Care  
25 - 31 Lisburn Road  
Belfast  
BT9 7AA

Northern Ireland: +44 (0) 28 9023 4555  
Republic of Ireland: +353 (0) 41 687 1904  
Great Britain: +44 (0) 1162 320 021  
Isle of Man: +44 (0) 1624 619 803

[info@praxiscare.org.uk](mailto:info@praxiscare.org.uk)  
[info@praxiscare.ie](mailto:info@praxiscare.ie)  
[www.praxiscare.org](http://www.praxiscare.org)



**Praxis**   
**Care**

Praxis Care  
25 - 31 Lisburn Road  
Belfast  
BT9 7AA

Northern Ireland: +44 (0) 28 9023 4555  
Republic of Ireland: +353 (0) 41 687 1904  
Great Britain: +44 (0) 1162 320 021  
Isle of Man: +44 (0) 1624 619 803

[info@praxiscare.org.uk](mailto:info@praxiscare.org.uk)  
[info@praxiscare.ie](mailto:info@praxiscare.ie)

[www.praxiscare.org](http://www.praxiscare.org)