

## **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.

This is Part Two of the Statement of Purpose. This information is to be completed by each Manager and accompanies the [STATEMENT OF PURPOSE - PART ONE](#).

## **TEMPLEMORE SUPPORTED LIVING 21.11.21**

### **1 AIMS OF TEMPLEMORE SUPPORTED LIVING**

The service will provide appropriate quality care and support to individuals experiencing learning disability and other complex needs who are assessed as requiring this input to enable them to live as independently as possible in his/her own community.

### **2 FACILITIES AND SERVICES OF TEMPLEMORE SUPPORTED LIVING**

#### **2.1 Service Management**

The person carrying out the business of the service is Andy Mayhew, Praxis Care, Director of Care Services, 25/31 Lisburn Road, Belfast BT9 7AA.

The person managing the service at a local level is Muireann Canavan, Manager, Unit 17, Templemore Business Park, Derry who is responsible to Ciara Duffy, Head of Operations, who is based at Unit 17, Templemore Business Park, Derry.

## **2.2 Management Qualification and Experience**

### **Andy Mayhew** **Chief Executive** BA, MSSC, CQSW

Andy joined Praxis Care as Director of Care in February 2009, and was appointed as Chief Executive in 2019. Previously Andy had worked in the statutory sector for 18 years, most recently as Assistant Director of Older People's Services in the South Eastern Health and Social Care Trust. Most of Andy's previous experience has been in mental health, dementia, primary care and older people's services. He worked in field and residential social work as well as care management prior to moving into management.

The relevant qualifications and experience of **Andy Mayhew** Chief Executive are as follows:-

#### **PROFESSIONAL QUALIFICATIONS:** **Professional Qualification**

- Social Work, CQSW – 1989

#### **Post Professional Qualifications**

- Certificate Supervisory Management
- Diploma Supervisory Management
- MSSC Organisational Management

### **Greer Wilson**

#### **Greer Wilson, Director of Care & Development NI**

**Professional Qualification:** Dip Social Work 2005

**Post Professional Qualifications:** Dip Managing Care, 2006

#### **Employment History:**

South Eastern Trust, Specialist Residential Services (1999-2012)

South Eastern Trust, Learning Disability Community Team Leader (2012-2013)

South Eastern Trust, Adult Disability Services, Senior Manager (2013-2019)

Praxis Care, Director of Care and Development NI (2019 – Present)

Greer is a qualified social worker who has worked directly with service users in children's services, elderly and dementia services, learning and physical disability services and complex needs. Greer joined Praxis Care in September 2019 as Director of Care, Operations and Development after working for the South Eastern Health and Social Care Trust for 20 years. Most recently, this included eight years as a senior manager with responsibility for learning and physical disability services, care management, day care settings and supported living schemes.

**PROFESSIONAL QUALIFICATIONS:**

- Bachelor of Arts: Childhood and Youth Studies (2:1), 2005 Open University
- Bachelor of Arts: Social Work (2:1), 2006 University of Lincoln
- Certificate: Managing Care, 2005 Open University

**Deirdre Carr**

**Regional Director of Care NI**

**PROFESSIONAL QUALIFICATIONS:**

- Bachelors in Science Social Work
- To be confirmed

**Rosemary Doherty**

**Regional Director of Care NI**

**PROFESSIONAL QUALIFICATIONS:**

- RMN – Registered Mental Nurse
- CMS – Certificate in Management Studies
- DMS – Diploma in Management Studies

**Ciara Duffy**

**Head of Operations**

**PROFESSIONAL QUALIFICATIONS:**

- Bachelors in Science Social Work 2010.

**Muireann Canavan**

**Manager**

**PROFESSIONAL QUALIFICATIONS:**

- Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Management)

### **Our Support Staff Team:**

We have a team of skilled care staff whose training is adapted in response to your needs. We take great care in the recruitment and selection of support staff understanding that those selected will be directly supporting you with every life. Access NI checks are completed to ensure we know the person we are employing. Each staff member undergoes a comprehensive organisational induction which corresponds with the Regulation and Quality Improvement Agency (RQIA) Domiciliary Care Agencies Minimum Standards. In accordance with legislation each support worker is registered with the Northern Ireland Social Care Council (NISCC). Being registered means that staff are required to meet the NISCC Standards for their Conduct and Practice in addition to adhering to Praxis Care's organisational policies and procedures. Registration demonstrates that staff are suitably trained, professional in their practice and accountable for the standard of the care they provide. We as an organisation are committed to continuous professional development of our employees in an effort to ensure that our delivery of care/support is of the highest quality.

### **2.3 Organisational Structure**

The service operates as a partnership between Praxis Care, Western Health and Social Care trust.

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

Praxis Care takes full responsibility for all aspects of the service. The Licence Agreement and Support Agreement outline the roles and responsibilities of all parties concerned.

A person centred approach to service user needs is implemented and each service user will have a named key worker. Staff are available between the hours of 8am-11pm daily, including night support where applicable.

Further information on the service can be found in the Service Users Handbook.

### **2.4 Accommodation**

***Describe Accommodation offered if appropriate***

### **2.5 Referral Criteria**

- The person will be **18 or above** at the time of referral
- The person should be able to show a residency history in the **Western Trust Area.**
- *Be eligible for housing benefit*
- The person should meet the criteria as defined by **Western Health and Social Care Trust.**
- The person should meet the criteria for referral to **Western Health and Social Care Trust.**
- 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 **Templemore Supported Living and Domiciliary Agency.**
- 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 Western Trust. Referral agents from outside the geographical area should, in the first instance, contact Western Health and Social Care Trust.

Referrals should meet the following criteria –

- 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. (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
- Supporting people to comply with treatment
- Where appropriate, notifying agencies of concerns about a service user

### **2.9.2 Care Tasks**

- Administering medications – PEG, Buccal Midazolam, Glucose Monitoring
- Health care
- Specific rehabilitation tasks
- Intensive / therapeutic behaviour management – use and implementation of Positive Behavioural Support Plans, TEACCH etc
- Supervision of people at night-time – wakening nights
- Personal care

### **Restrictive Practice**

Within the domiciliary care, Templemore Supported Living, we currently employ restrictive practice measures, on an individual basis and are agreed at multi-disciplinary level. These are reviewed on a regular basis in line with the organisational Restrictive Practice Policy.

### **Deprivation of Liberty**

The same process will take place for any Deprivation of Liberty Safeguarding's (DOLs) deemed necessary.

### **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 service is run. The organisations 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 service users 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 but in most cases 6 monthly. Praxis Care staff are always keen to hear from Service Users and representatives. Heads of Operations will endeavour to make contact with service users on a monthly basis as part of the organisations 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 accommodation's/services fire safety policy and procedures are available on request. 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 accommodation/service conforms to all relevant government guidance on promoting and protecting the health, safety and welfare of service users and staff.

As care/support provided is done so within the service user's own home circumstances are examined on a case to case basis. Where necessary Personal Emergency Evacuation Plans (PEEP) are completed and available within the property for the attention of staff.

### **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, Praxis Care will do the following:-

- If asked, Praxis Care 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.

### **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, 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 accommodation/service by a nominated friend, relative, professional person or advocate, Praxis Care will respect his/her wishes and offer all necessary facilities.

## **2.10 Termination/Moving On of Service**

Service users may leave Praxis Care services 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.