

# 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.

## BESPOKE SERVICES

kilmorey House,

3 Arthur Street,

Newry,

BT34 1HR

08<sup>th</sup> August 2024

## 1 Aims

### 1.1 Bespoke Services

The Bespoke service will support Services users with complex needs in the community including: Mental health support needs, learning disability and issues with alcohol/substance use. The Bespoke service will aim to support service users in their own accommodation and enable them to live as independently as possible.

## 2 FACILITIES AND SERVICES

### 2.1 Service Management

The person carrying out the business of the service is **Greer Wilson, Praxis Care, Director of Care Services, 29-31 Lisburn Road, Belfast, BT9 7AA**

The person managing the service at a local level is **Katherine Cunningham, 3 Arthur Street, Newry, Co-Down, BT34 1HR** who is responsible to **Aine Murnin Head of Operations, based at Edenmill House, 2 Crozier Mews, Banbridge, BT32 3AT**

## **2.2 Management Qualification and Experience**

The relevant qualification and experience of the Responsible Individual are as follows:

### **Greer Wilson – Responsible Individual**

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

### **Greer Wilson - Director of Care and Development for Northern Ireland**

Greer is a qualified social worker who has worked directly with service users in children's services, elderly and dementia services, learning and physical disability services and complex needs.

Greer joined Praxis Care in September 2019 as Director of Care, Operations and Development after working for the South Eastern Health and Social Care Trust for 20 years. Most recently, this included eight years as a senior manager with responsibility for learning and physical disability services, care management, day care settings and supported living schemes.

#### Education

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

### **Deirdre Carr – Regional Director of Care**

Deirdre Carr joined Praxis Care as Regional Director of Care for Northern Ireland in March 2020. A qualified social worker, Deirdre has worked directly with service users in older people and dementia services, mental health services, learning and physical disability services, children's services

and addiction services for over 20 years. After working for the Southern Health and Social Care Trust at the start of her career, Deirdre moved to management of a bespoke dementia service with Fold Housing Association, and then to senior management with responsibility for Residential Care & Support Services, Day Care Services and Joint Managed Partnerships. Deirdre brings a wealth of knowledge and expertise to the organisation.

The relevant qualifications and experience of **Aine Murnin** are as follows:

**Qualifications**

- Registered General Nurse 1988
- Registered Mental Nurse 1990
- Certificate in Supervisory Management 2000
- Health & Safety I.O.S.H Certificate 2003
- NVQ Assessors Award 2006
- NVQ A1 Assessors Award 2007
- General Nursing Qualification 1985 – 1988

**Experience**

- 1988 – 1989 Whipps Cross Hospital London
- 1989 – 1990 Mental health Qualification Southern College of Nursing, Craigavon
- 1990 – 1995 Staff Nurse in St Luke’s Hospital, Armagh
- 1995 – 1999 Senior Project Worker with Praxis Care Kilmorey House, Newry
- 1999 – 2017 Project Manager with Praxis Care Group Crozier Mews, Banbridge.
- 2017 - Current Head of Operations, Southern Trust Area

The relevant qualifications and experience of **Katherine Cunningham** are as follows:

**Qualifications**

Psychology Degree - 2012

- University of Ulster

PG Certificate in Cognitive Behavioural Practice - 2013

- Queens University

Certificate of Higher Education in Counselling Studies - 2017

- University of Ulster

QCF Level 5 Diploma in Leadership and Management for H&SC &CYP settings (Adults Management)- 2022

- City & Guilds

## **Experience**

- Manager Bespoke – July 2024 to present: Praxis Bespoke
- Acting Manager – Oct 2023 to July 2024: Praxis Care, Newry
- Assistant Manager - Jan 2023 to Oct 2023: Praxis Care, Newry
- Team Leader - Sept 2017 to Jan 2023: Praxis Care, Newry
- Support Worker – Mar 2014 to Sept 2017 Praxis Care, Newry
- Volunteer Counsellor/ Group Facilitator – 2014 to 2019: Davina's Ark, Newry

## **Staff**

The staffing structure to cover all services is as follows:

Manager

Team Leaders hours / relief Team Leaders

Support Worker hours/ relief Support Workers

These are sufficient to cover rota/safe staffing levels.

There is a combination of the following & relevant qualifications within the team between team leader and support workers;

BSc Hons in Social Work, NVQ 2, QCF 3 & QCF 5 in Health & Social Care  
Postgraduate Diploma in Health Promotion, BSc Hons in Social  
Administration and Policy & BSc Hons in Social Work  
BSc Hons Psychology Degree  
BSc Hons Communication Advertising and Marketing  
QCF 5 & BSc Hons Sociology & Criminology  
Psychology & Master's Degree in applied Psychology and Mental Health  
HND in Photography  
BA Hons in Applied Social Studies in Social Care  
Psychology and Masters in Education & Special needs.  
Construction Degree

A person centred approach to service user needs is implemented and each service user will have a named key worker. Each PWS have varying commissioned hours.

## **2.3 Operational Partnerships**

The service operates as a partnership between Praxis Care and Southern Area 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.

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

## **2.4 Accommodation**

Bespoke services provide care and support for people with complex needs in the community including: Mental health support needs, learning disability and issues with alcohol/substance use. This service is aimed at ensuring individuals are provided with support (where required) which enables them to live as independently as possible. The Bespoke service promotes service user's choice, rights and equality in all aspects of our work. Staff will always ensure the service user's best interests are core to the service being provided.

## **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 Southern Health and Social Care Trust Area
- The person should meet the criteria as defined by the Southern 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 at the Bespoke services.
- 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 members of the SHSCT. Referral agents from outside the geographical area should, in the first instance, contact: The relevant Trust

- An application form must be fully completed and include information on risk.
- The applicant and carer (if so desired) will be invited to visit the service and discuss his/her needs with Praxis Care staff.

- An Admission Panel will meet to consider all applications. The referral agent will be invited to discuss the application and provide further information/clarification as appropriate.
- The Panel's decision will be communicated to the referral agent as soon as possible and will always be followed up with a written explanation of the decision.
- An Appeals Procedure is in place if a prospective applicant is not satisfied with the outcome from the admissions panel.
- Prospective service users will be provided with as much information as possible about the service to help him/her make a decision about whether or not he/she wants to receive care and/or support. Praxis Care offers the opportunity for a prospective service user to visit the accommodation/service and meet and talk with 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 8 weeks 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
- 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 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. 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.

The fire alarms and carbon monoxide are tested weekly as necessary and where relevant (Service users in Bespoke properties are encouraged to test their own Fire alarms weekly).

Staff retain a spare key to the houses/flats in order to gain access in the event of an emergency or access for maintenance at the service user's request. This arrangement is agreed with each service user when they move in. Service users also have the right for staff not to hold a key if they so wish.

There are restrictive practices in place for some service users in Bespoke Houses however these do remain reviewed on a regular basis on a multi-disciplinary level.

### **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.