

STATEMENT OF PURPOSE - PART TWO - SERVICE SPECIFIC INFORMATION

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COMPLETED: 1ST MARCH 2025 | By Eiohnn MacLeod | Head of Services

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.

Thie Quinney | Supported Living | Physical Disability

Thie Quinney
Fairfield Avenue
RAMSEY
Isle of Man
IM8 2LS
(including)

Isle of Man Physical Disability Outreach Service

1ST March 2025

1 AIMS OF THIE QUINNEY & IOM PHYSICAL DISABILITY OUTREACH SERVICE

The service will provide appropriate quality care and/or support to individuals with a physical disability(ies) who are assessed as requiring this input to enable them to live as independently as possible in their own community.

The Thie Quinney service provides accommodation and community based support to up to x9 individuals in their own tenancies.

The PD Outreach service provides community based support to individuals in their own homes and community based on assessed level of need and support required.

2 FACILITIES AND SERVICES

2.1 Service Management

The person carrying out the business of the service is **Mr. Greer Wilson, Director of Operations (Care and Development) (NI&IOM).**

Greer is based at **Praxis Care H/O, 25-31 Lisburn Road, BELFAST, BT9 7AA, Co. Antrim, Northern Ireland**

The person managing the service at a local level is **Mrs. Paige McDowell, Service (Registered) Manager.**

Paige is based in the service;

Thie Quinney, Fairfield Avenue, RAMSEY, IM8 2LS, Isle of Man

Paige is responsible to:

Mr. Eiohnn A MacLeod, Head of Operations (Isle of Man),

Eiohnn is based at

Praxis Care (IOM)	13 Peel Road, DOUGLAS, IM1 4LR, Isle of Man
Praxis Care (NI)	25-31 Lisburn Road, BELFAST, BT9 7AA, Co. Antrim, Northern Ireland

2.2 Management Qualification and Experience

The relevant qualification and experience of the person carrying out the business of the service (**Mr. Greer Wilson**) are as follows:

2005 BA Children & Youth Studies (2:1), Open University

2005 Cert Managing Care, Open University

2006 BA Social Work (2:1), University of Lincoln

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.

The relevant qualifications and experience of **Mrs. Paige McDowell (Service Manager)** are as follows:

2013 BTEC National Extended Diploma in Health and Social Care

2022 QCF Level 5 Leadership in Health & Social Care

Leonard Cheshire IOM	Support Worker	2017-2018
	Team Leader	2018-2019
	Deputy Manager	2019-2020
	Service Manager	2021-2025
Praxis Care IOM	Service Manager	2025-Current

The relevant qualifications and experience of **Mr. Eiohnn A MacLeod (Head of Operations)** are as follows:

2009 Diploma in Social Sciences (SW), University of Glasgow (Dumfries Chrichton)

2015 NVQ Level 3 Health & Social Care, Rutledge Bangor

2016 Dip Social & BioSciences (Nursing Pathway), SERC

2017 IOSH Managing Safety (Level 3)

2019 QCF Level 5 Leadership in Health & Social Care (Adults Management & Adults Residential), Barbican Training

2023 Leadership & Development, University of Ulster (Belfast)

Eiohnn first commenced Social Work training in 2009 and has worked in Health & Social Care services since. Eiohnn has worked from Support Worker/Key Worker roles to his current post as Head of Operations.

Simon Community NI	Support Worker	2009-2010
Turning Point Scotland	Senior Support Worker	2010-2012
Simon Community NI	A&C Officer	2012-2015
NIAMH (Inspire Wellbeing)	Team Leader	2015-2020
SEHSCT	Resettlement Worker	2015-2021
Triangle Housing Assoc.	Area Service Manager	2017-2019
Positive Futures	Registered Manager	2019-2020 (3months)
	Registered Services Manager	2020-2022
Praxis Care	Head of Operations:	2022-present
	(Craigavon)	2022-2024
	*(Antrim, Craigavon & Dementia)	2023-2024 (3months)
	*(Act Manager-Dementia)	2023-2024 (6months)
	*(Act Deputy Children's Manager)	2024 (3months)
	(Isle of Man)	2024-present
	*(Act Manager – Bespoke)	2024-present

[*] Covering internal services.

STAFF

The staffing structure of the service is as follows:

Service (Registered) Manager; x1 FTE	Team Leader; x2 FTE (x1 for Thie Quinney) (x1 for Physical Disability Outreach)
Service Administrator; x0.56 FTE	
Domestic Assistant; x0.08 FTE	
Support Workers; x9.72 FTE (for Thie Quinney)	Support Workers; x2.13 FTE (for Physical Disability Outreach)

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

Support Workers

Undertaken essential training for role
Work towards/achieve QCF Level 2-3

Team Leaders

Minimum x2 years paid care/support experience
Have attained a minimum of QCF Level 3
Working towards attainment of QCF Level 5
(Not requirement) Recognised qualification in Nursing, Social Work, Occupational Therapy

Service Managers

Minimum x4 years paid care/support experience
Minimum x2 years paid senior care/support experience
Have attained a QCF Level 5
(Not requirement) Recognised qualification in Nursing, Social Work, Occupational Therapy

A person centred approach to service user needs is implemented and each service user will have a named key worker. Staff are available **24hours a day** with **waken night support available out of hours for anyone who requires assistance/support**

2.3 Operational Partnerships

The service operates as a partnership between **Praxis Care** and **Manx Care**

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 – Thie Quinney

There are nine flats one of which has been specifically provided for people who are classed as 'bariatric' (weight of 25 stone/158kg+). Five of the flats are 'self-contained', with access directly from the carpark. The remaining four flats, of which one is 'respite', are slightly smaller, opening on to a corridor. There is a café area that people can use as they wish.

all flats now have an en-suite wet-room with toilet & shower. Where individuals required (and both respite flats) an X-Y, all room coverage hoist was fitted. For people who require them, electronic door openers have been fitted to front & rear doors. Where permanent tenants did not require electronic door openers, their flats have been 'future proofed' i.e. electric supply fitted, so they can easily be installed at a later date. A new 'staff assist' system is now in place, enabling an individual to talk to staff when they are elsewhere in the building. Some window blinds are remote controlled.

Each flat has a kitchen area, with raising/lowering work surfaces, sink & hob and an accessible oven. This layout is replicated in the communal kitchen. This enables tenants to help with the preparation of food and ensures that the communal kitchen is now accessible.

The communal area is a bright & relaxing café style environment. The café can be used by tenants and their guests at any time.

There is a communal bathroom, with accessible bath, hoist & changing table. A communal laundry has machines that tenants may choose to use for a small charge. There are two small offices and a public toilet off the central corridor.

Outside, to the rear of the building are paved areas & gardens with some raised beds that are at wheelchair height. To the front there is a car-parking area. Any permanent tenant, who requires one, will have a designated parking space by their front door.

Permanent tenants are responsible for their own electricity bills. For respite users, electricity is included in the rent. The rent is charged in line with housing benefit. A small charge is made for the communal meal if chosen.

A communal kitchen is fully accessible. Each flat also has an accessible kitchen, with raising/lowering work surfaces, hob & sink.

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 **Isle of Man**
 - The person should meet the criteria as defined by **ManxCare**
 - 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. **Referrals can only be made by Social Workers within the Adult Disability Team.**
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2.6 Referral Process

Referrals will only be accepted from **ManxCare – Isle of Man Government** Referral agents from outside the geographical area should, in the first instance, contact: **Adult Disability Team, ManxCare.**

- 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:

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 (as agreed in a care plan)
 - Intensive / therapeutic behaviour management (as agreed in a care plan)
 - Supervision of people at night – time (as agreed in a care plan)
 - Personal care
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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.
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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.

A Fire Risk Assessment has been carried out and is reviewed at least annually. Because the building belongs to Isle of Man Government, the Fire Risk Assessment is carried out in conjunction between qualified Risk Assessors employed by Praxis Care and the Department of Health & Social Care's Fire Officer.

The building is fully equipped with alarms, fire detection devices and firefighting equipment. This is checked & maintained by the DHSC staff.

The alarm is tested on a weekly basis.

Everyone living at Thie Quinney has a Personal Evacuation Plan. Copies of this are held as part of the Person-Centred Plan and also in the Fire Manual which is kept by the Fire Panel.

The service will carry out progressive lateral evacuation, meaning that people will always be at least two fire doors away from a fire or smoke resulting from fire.

A full fire drill is carried out at least twice per year. Simulations are also carried out, particularly for night staff who are lone workers.

Fire Safety notices are displayed throughout the building.

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.

NB: If this service is a Supporting People funded service in NI, include Appendix 1 in your Statement of Purpose. If your service is not a Supporting People funded service, remove Appendix 1.

APPENDIX 1 - NI SUPPORTING PEOPLE FUNDED SERVICES – STRATEGIC RELEVANCE

DOH 2011 IMPROVING DEMENTIA SERVICES IN NORTHERN IRELAND A Regional Strategy

For as long as possible people should be supported to remain in their own homes.

HSC NIE 2018 (2022) Regional Dementia Care Pathway Supporting Each Person's Individual Journey

An early diagnosis enables people to receive treatment and care which helps them live independent and fulfilling lives in their own community.

NIHE Older People's Housing Strategy 2021/22-2026/27

It is also important that we explore flexible housing solutions, which allow people to transition from one type of housing to another in later life, as their circumstances require.

DHSSPS SERVICE FRAMEWORK FOR LEARNING DISABILITY

This Framework aims to improve the health and wellbeing of people with a learning disability... by promoting social inclusion, reducing inequalities in health and social wellbeing and improving the quality of health and social care services, especially supporting those most vulnerable in our society.

DOH Mental Health Strategy 2021-2031

Providing the right support at the right time.

Changing how mental health services are structured, with a greater focus on the community.

Improve the integration between the statutory and community and voluntary sectors by fully integrating the community and voluntary sector in mental health services delivery, including the development of a protocol to make maximum use of the sector's expertise.

Northern Ireland Executive's Children and Young People's Strategy 2020-2030 for Northern Ireland.

It outlines how all government departments, agencies and those who provide children's services will work together to deliver better outcomes for all children and young people and links directly to the draft Programme for Government outcomes

NIHE 'Ending Homelessness Together – Homelessness Strategy 2022-27'

Address homelessness by providing settled, appropriate accommodation and support;

Supporting People Strategy 3 year Draft Strategic Plan 2022-2025

The SP Draft Strategy is relevant across Praxis SP services and in particular highlights:

- Closing the 14% gap between need & supply. Prioritising services for People with MH issues
- Working with SP providers to invest in service innovation to achieve greater VFM & better outcomes for su

Bamford Review

The Bamford Review was initiated by the DHSSPS to review the law, policy and services affecting people with mental illness or a learning disability.

Fifty of the Seventy-six Actions from Bamford have links to Learning Disability services. Action 13 has been one of the most recognised actions – ***to resettlement all long-stay patients and close all long-stay hospitals by 2015.*** According to the DoH by 2016, 25 inpatients still remained in hospital.

Praxis Care have worked in partnership with the HSC Trusts and NIHE to create and restructure services to allow the Bamford Actions to be realised.

Transforming Your Care (2011)

The Transforming Your Care review proposed a model of health and social care which put the individual at the centre with services becoming increasingly accessible in local areas. There are 12 underpinning principles and some of these correlate with Praxis Care's values.

Like the Bamford Review, the TYC review aligns with the role of Praxis Care's SP projects with the focus for Learning Disability and Mental Health services to reduce the number of people in institutional care/long-stay hospitals by resettling people in community based options such as supported housing.

Health & Wellbeing 2026: Delivering Together Strategy

The Health & Wellbeing 2026 Strategy was issued by the Minister of Health (Department of Health) during October 2016 to outline actions over the next decade within the Health and Social Care sector.

The strategy outlines the need for a new model of person-centred care focussed on prevention, early intervention, supporting independence and wellbeing. It also states care and support should be delivered 'in the most appropriate setting, ideally in people's homes and communities'.

Equal Lives Report 2005

The Equal Lives Report (2005) concluded that progress needed to be accelerated on establishing a new service model, which draws a line under outdated notions of grouping people with a learning disability together and their segregation in services where they are required to lead separate lives from their neighbours. The Equal Lives Report identified 5 core values that must underpin all policy and service development which include ***citizenship, social inclusion, empowerment, working together and individual support***.

Draft Programme for Government (PfG) 2024-2027 Our Plan: Doing what matters most

The following 3 areas of the Draft PfG are most relevant to Praxis Care SP service provision:

- Provide More Social, Affordable and Sustainable Housing
- Safer Communities
- Reform and Transformation of Public Services