

# Statement of Purpose



## Centre Details

<b>Name</b>	Castleview
<b>Address line 1</b>	Bunowna
<b>Town/city</b>	Easkey
<b>County</b>	Sligo
<b>Eircode</b>	F26NH94
<b>Main telephone</b>	00353 096 49672
<b>Centre ID</b>	OSV-0005825
<b>Date</b>	17/04/2023
<b>Revision number</b>	17

<b>Registered Provider:</b> (as per Certificate of Registration)	Praxis Care Unit 18, Ardee Business Park, Hale St, Ardee Co Louth Telephone 041-6871904
<b>Person in Charge:</b> (as per Certificate of Registration)	Michelle Curley 085 8701213 michellecurley@praxiscare.ie
<b>Persons participating in Management:</b> (as per Certificate of Registration)	Martina Feely 085 2541246 martinafeely@praxiscare.ie

## **Service and Facilities in the Designated Centre**

### **Aims and Objectives**

- To provide appropriate support to individuals including but not exclusive of Intellectual Disability, communication needs, Mental Ill Health and assessed Medical needs.
- To promote and maximise the independence of individuals within their community.
- To ensure that the individual's emotional, social, intellectual, and physical and support needs are met.
- To promote the principles of choice, respect, dignity and confidentiality.
- To provide a person centred approach to support planning and ensure service user involvement in the service.
- To work in partnership with key stakeholders to continually improve the service offered in the development of future services.
- Offering support and care to vulnerable people in the form of practical, social and emotional support which will facilitate the service user's functioning and their inclusion as citizens in the community.
- Drawing up an individualised Assessment & Plan which will enable a service user to develop his/her optimum level of independence and desired outcomes based on a comprehensive assessment of need.
- Consulting with the service user, relevant other professionals and Castleview staff and formulating an agreed Assessment & Plan
- Reviewing the Assessment & Plan on a regular basis through a formal process with regular liaison between service users, Castleview staff and statutory key workers as appropriate.

## **The specific care and support needs that the designated centre is intended to meet:**

Praxis Care, Castlevue will provide a full time residential service to 4 adults with intellectual disability, mental illness, autism, behaviours that challenge, additional communication needs and/or other health needs as required.

The service will endeavour to meet the following needs. (Please note that the following is not an exhaustive list)

### **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 relations / 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

### **Care Tasks**

- Administering medications
- Health care
- Specific rehabilitation tasks
- Intensive / therapeutic behaviour management
- Supervision
- Personal care

**Therapeutic Needs** – these are offered if a person chooses and they will be facilitated to find a local service of their liking or if preferred facilitated within the home. These services will be funded through Service Users personal monies should they request them.

- Reflexology
- Music Therapy
- Beautician
- Hairdresser
- Sensory Room use
- Chiropody

- Any other service a person may request

Service users will be supported by Praxis Care staff to attend therapies as required and dedicated transport is available to support this. Praxis Care ensures that the service users are supported to attend registered professionals when accessing therapies.

## **Facilities which are to be provided**

Castlevue provides 24hours 7 days a week residential care to 4 service users.

Castlevue is a female only residential home, providing care and support for up to four service users aged over 18 years old with an intellectual disability who may have associated mental illness.

Castlevue is situated on the outskirts of a small village called Easkey in Co Sligo. There is a dedicated bus available for the use for all service users in Castlevue.

Castlevue has a sitting room, office, large open plan kitchen/diner, utility, 4 bedrooms one ensuite, and two bathrooms.

Castlevue has a large secure garden with a mural wall. Wheelchair suitable pathways through garden, a multipurpose garden room to provide service users with a space for relaxation, therapies, sensory activities. There are magnificent sea views from the rear of the home.

The house has excellent access to beautiful scenic walks along its river and shoreline.

## **Services which are to be provided**

Service Users will be offered a range of therapeutic supports via the HSE and other recognised therapies such as:-

- Physiotherapy
- Occupational Therapy
- Speech and Language
- Dietician
- Chiropodist
- G.P
- Specialist Behavioural Support/Behaviour Consultancy
- Community Psychiatric Care
- Communication Support

The Service users will be supported by Praxis Care staff to attend therapies as required and dedicated transport is available to support this. Praxis Care ensures that the service users are supported to attend registered professionals when accessing therapies.

- Castlevue will have team leader's who are qualified and experienced practitioner's who will work to provide high quality of care and support to the service user based on their assessed needs.
- The team leader's will be assisted by a team of support workers.
- The service will have oversight of a Scheme Manager who is experienced and qualified in Social Care and will provide day to day management in the running of the service.

Praxis Care is committed to the ongoing training and professional development of all staff. There will be scheduled supervision (to a minimum of 6 per year) of all staff members in order to facilitate high standards of care for the service user within the service.

<b>Admissions to the Designated Centre</b>	
<b>Registered Bed Numbers:</b>	4
<b>Age range of residents to be accommodated:</b>	Over 18
<b>Gender of residents to be accommodated:</b>	Female
<b>Criteria used for admissions:</b>	
Referral Criteria	
<p>The person will be in the over 18 age group at the time of referral</p> <ul style="list-style-type: none"> <li>• The person should meet the criteria as defined by HSE.</li> <li>• The person should meet the criteria for referral to Statutory key worker services as defined by HSE</li> <li>• 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 Castlevue.</li> </ul>	
<p>The person will be agreeable to the referral being made and, where possible, have had an opportunity to view the services offered.</p>	
<p>Referrals will only be accepted from members of the HSE. Referral agents from outside the geographical area should, in the first instance, contact HSE.</p>	
<b>Referrals should:</b>	
<ul style="list-style-type: none"> <li>• An application form must be fully completed and include information on risk.</li> <li>• The applicant and carer (if so desired) will be invited to visit the service and discuss his/her needs with Castlevue staff.</li> </ul>	

- 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. Castleview offers the opportunity for a prospective service user to visit the scheme 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.
- Any new referral will have a compatibility assessment completed prior to a placement being offered to ensure they are compatible with current Service users.
- If it is felt that the scheme 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.
- Castleview does not accept emergency admissions. All admissions to the centre must be planned and in line with the organisation's policy.

#### 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.
- An assessment will occur within 28 days after admission to Castleview.

#### Termination/Moving On of Service

- The Service user may leave Castleview services for several reasons for example, they may no longer require the service. Where moving on from the service this will be planned and managed with the service user.

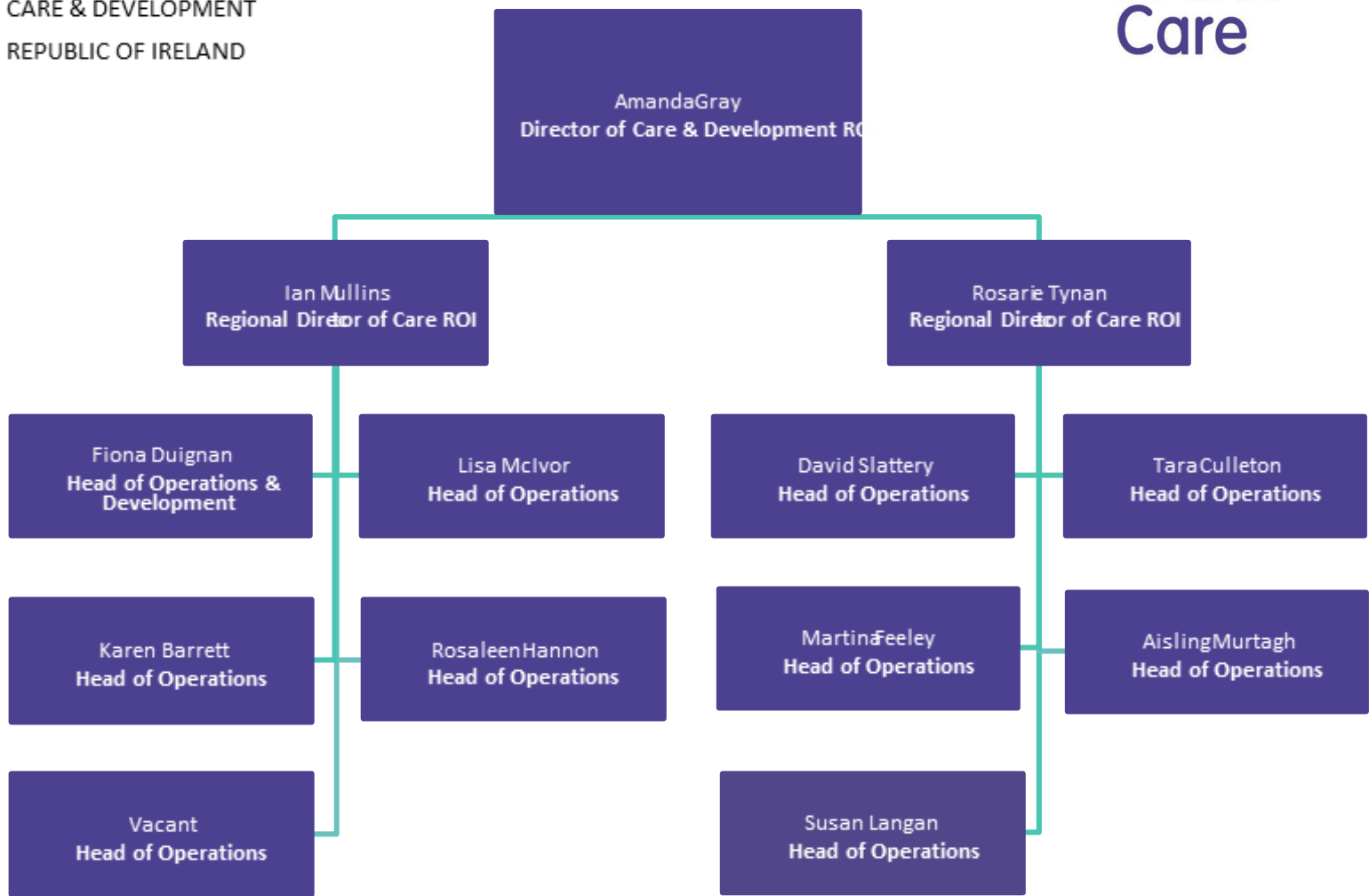
## Management and Staffing

The organisational structure of Praxis Care is presented below, which incorporates and combines wider departments, including HR, Quality and Governance, Staff Development, etc. All departments unite together to ensure the running of services, with each service and department remaining responsible to the Chief Executive and the Board.

### Management Structure

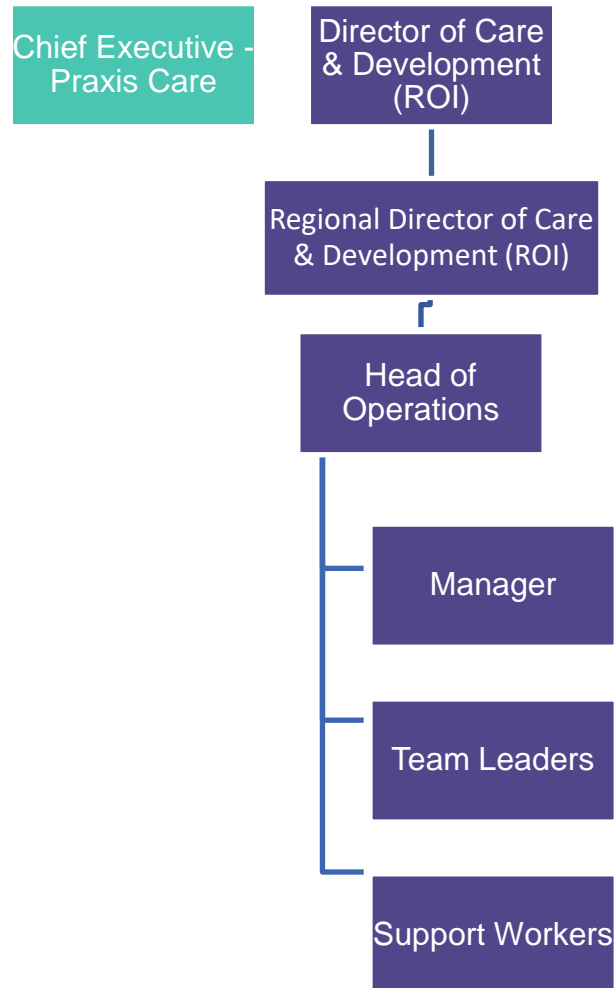
CEO:	Carol Breen
Director of Care & Development:	Amanda Gray
Regional Director of Care & Development:	Rosarie Tynan
Person Participating In Mangement:	Martina Feely
Person in Charge:	Michelle Curley
Complaints Officer:	Linda Lyons
Data Protection Officer:	Vincent Lavery
Local Complaints Officer:	Michelle Curley
Designated Officer:	Michelle Curley
Safeguarding Champion:	Brian McCready

ORGANISATIONAL STRUCTURE  
CARE & DEVELOPMENT  
REPUBLIC OF IRELAND





## PRAXIS CARE SCHEME MANAGEMENT STRUCTURE



### Staff Training and Support

All staff are offered supervision on a bi-monthly basis where training needs are identified and addressed. Mandatory training for all staff includes Children's First, HSE Human Rights Modules, HSE Safeguarding, Care of Medication, Infection control, Food hygiene, Fire safety, COSHH, Inanimate load handling, Confidentiality, Managing violence and Aggression, Managing Service Users Money, Positive Behaviour Support and Restrictive Practice. Staff also get scheme specific training on FEDS, Buccal Midazolam, Epilpsy, Driving Assessment, Lámh and Autism Awareness. *(this is not an exhaustive list)*

### Arrangements to cover Unexpected and Planned Absences of the PIC:

The Head of Operations will carry out Monthly Monitoring Visits which will ensure oversight and familiarity with the Centre. In the event of an unexpected absence of the PIC the Head of Operations will provide oversight and governance to the centre.

There is a Buddy manager arrangement in place for all managers within Praxis Care. This ensures should a manager plan leave the buddy manager can support the service in that period. There is also an on-call system in place to support services out of hours if required.

### Total staffing complement (in full time equivalent )

Whole time equivalent required for the service is established from the basic assessed needs of the residents in the service.

Position	Number Employed	Whole time equivalent
Manager	1	1
Team Leader/SWAR/Relief Team Leader	5	4.6
Support Worker/Relief Support Worker	7	6.8
Agency Support Worker	1	0
<b>Total Staff employed at scheme</b>	14	12.2

### Minimum Staffing Level Day time

Staffing levels are one Team Leader and two Support Worker or one SWAR and two Support Workers.

This can be reduced to two staff members during the day with an identified person on shift lead.

### Minimum Staffing Level Night time

Two waking Staff member either one Team Leader and a Support Worker or two support workers. This can be reduced to one staff member if there is a resident being supported outside of the centre.

*If there is a shortage in staff first call Ballina Day Services for support then Arigna. Seek support and guidance from Manager or Manager On Call.*

### Resident Wellbeing and Safety

Castlevewill will work with the service user, 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 will set out the service user's needs, risks that need managed, support/care provided and desired outcomes.

At least once a month, the service user's plan will be 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 users' needs may be required to ensure that the support provided by the organisation is relevant to helping the service user achieve his full potential.

The service user will be offered a copy of his own Assessment & Plan and is encouraged to participate as fully as possible in the support planning process.

### **Specific therapeutic techniques used in the designated centre**

Praxis Care Castlevew is committed to providing positive approaches to meeting the needs of its service users. This includes embracing therapeutic models of support or interventions where required. Castlevew applies a model of Positive Behaviour Support to support service users to have behavioural needs assessed and care planned in a proactive approach where the focus is on environmental design, positive interactions and alternative teaching and skill development of functionally equivalent behaviours.

Additionally, Praxis Care staff work collaboratively with external health providers in order to support service users where necessary. This can be in consultation with professionals in psychiatry, occupational therapy, physiotherapists, speech & language therapists, etc. Where appropriate, staff attend appointments with the service users and become trained by external professions to ensure that any required therapies or intervention can be completed.

### **Respecting residents' privacy and dignity**

- Each service user will have their own bedroom, which is private.
- Personal care will be attended to, in the service users own bedroom or in a bathroom.
- Access to the telephone/mail/visitors is permissible to the service user at all times.
- Personal records will be maintained for each service user on their daily routines, personal information and reports from external professionals.
- Independence and autonomy will be promoted and maintained for the service users at all times.
- Personal belongings will be stored as per the service user wishes within their home in an informed consented manner.
- At the proposed service user meeting, the service users are given the opportunity to speak openly about all matters and raise any concerns they may have. Staff will also use these meetings to update the service users on any previous actions or other relevant information. Details of daily activities, menu options etc. will be presented to the service users through communication tools appropriate to their needs for example Lámh, pictorial menus, activity and welcome boards.
- All information will be in a format that is appropriate to the information and communication abilities of the service user living in the residential service.

### **Social activities, hobbies and leisure interests**

Castleview will try to make it possible for each service user to live their life as fully as possible. In particular, it will do the following:-

- As part of the moving-in/commencement of service process, the service user will be encouraged to share as much information as possible about their social, cultural and leisure interests.
- The Service user 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 partnership with the service user, social and leisure activities will be designed to form the basis of the communal content of the life of the service. It is hoped that the service user 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.
- Recognise that risk-taking is a vital and often enjoyable part of life and of social activity. Castleview does not aim to provide a totally risk-free environment, though care will be taken to ensure that the service users are not subjected to unnecessary hazards. When the 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, friends or representative, if desired, and Castleview will agree and record all agreed outcomes which will appropriately balance the factors involved. Risk assessments will be regularly reviewed, with the participation of all parties.
- For the benefit of the service user and staff, the communal areas of the accommodation are designated as non-smoking. The Service user may smoke in designated smoking areas only.
- 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 as part of their Bills Agreement.
- There is a full assessment completed of the service users' everyday needs and this is used to inform their individual plan in which goals are set and reviewed regularly, and at a minimum yearly.

### **Accessing education, training and employment**

- Each service user will be encouraged to take part in activities which promote independence and develop social skills. These are developed in accordance with the service users' abilities and interests.
- Easkey has a very strong sense of community and many active local groups which the service user will be made aware of and given opportunities to join or take part.

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### **Consultation with, and participation of, residents in the operation of the designated centre**

Castlevew aims to give the service users the opportunities to participate in all aspects of life in the service. Regular meetings with service users will be held and input is sought on matters relating to the everyday running of the scheme. The scheme 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. The service users will have access to a service user guide which details the names and contact numbers of local advice services.

Regular satisfaction surveys are carried out by Praxis Care's Research Department in relation to user involvement issues. The service users will have the care/support they receive reviewed at least annually, Castlevew staff will always be keen to hear from service users and their representatives. Head of Operations will endeavour to make contact with the service user on a monthly basis as part of the organisations monitoring processes.

### **Access to religious services of residents' choice**

The service user if they wish to practise their religion/faith will be given every possible help and support to do so. In particular, Castlevew will do the following:-

- If asked, Castlevew, will make contact with any local place of worship on the service user's behalf. The organisation can usually arrange for a minister or a member of the relevant organisation to visit the service user if it is not possible for them to go to their chosen place of worship.
- Particular care will be taken to try to meet the needs of the service user if from minority faiths. This should will be discussed with the manager.
- The service user will be given the opportunity to attend a religious service as they choose.

### **Contact between residents and their relatives, friends, representatives and the local community**

- Each Service user will be given every possible support to maintain and retain the links with families and friends.
- If the service user wishes, their friends and relatives are welcome to visit at a time convenient to the service user and to become involved in their daily routines and activities.
- If the service user wishes to be represented in any dealings with the scheme by a nominated friend, relative, professional person or advocate; Castlevue, will respect their wishes and offer all necessary support and opportunity for this to take place.
- The service user will be supported to use the phone, internet, postal service or transport to maintain contact with those who are important to them.

### **Dealing with complaints**

The person in charge and the designated complaints officer is Michelle Curley. Within Castlevue, individuals with complaints may directly approach any staff member with their complaint and they will be supported with this. Michelle can be contacted in writing at Castlevue, Bunowna, Easkey, Co Sligo, or via email at [michellecurley@praxiscare.ie](mailto:michellecurley@praxiscare.ie). In the absence of Michelle, the Head of Operations, Martina Feely can be contacted at the same address or via email at [martinafeely@praxiscare.ie](mailto:martinafeely@praxiscare.ie).

If Michelle or Martina is not in the designated centre, complaints can be discussed with a staff member, who can contact them.

Praxis Care endeavours to locally resolve any issue raised, in the first instance but recognises that in some cases, complaints require further investigation. The complaints procedure therefore comprises of 3 internal stages and 2 external stages which can be additionally applied to permit the effective management of a complaint where required: -

Stage 1: Management of a verbal complaint, at the Point of Contact (Service/Manager Level).

Stage 2(a): Informal Resolution (Manager/Head of Operations Level).

Stage 2(b): Formal Investigation (Head of Operations/Director Level).

Stage 3(a): HSE Review (Director of Advocacy, Quality, Risk & Clinical Care Directorate, HSE)

**Or**

Stage 3(b): Praxis Care Internal Review (Board of Director Level).

Stage 4: Independent Review (The Ombudsman/The Ombudsman for children)

If the complainant is not happy with the response to the complaint from Castleview, Praxis Care's named Complaints Officer Linda Lyons can be contacted on +447585129417 or via email on lindalyons@praxiscare.org.uk The complaints officer will inform the complainant when they have received the complaint and he/she will say what they will do. You have the right to receive a response within 4 weeks. Details of the actions, responsibilities and timescales at every stage are outlined in full within the Organisations' Complaints policy and procedure.

### **Additional Advice/Support**

Advice can be sought from the designated organisational Complaints Officer at any stage or any other Praxis Care staff member with delegated authority, which shall be determined by the nature and seriousness of the complaint. Advice can also be sought from the Ombudsman's Offices at any stage. Ultimately, the nature and seriousness of the complaint will determine the personnel, timescales and stages most relevant in the process.

Notification of all complaints, regardless of what stage the complaints were resolved will be sent to the organisation's Complaints Officer and the appropriate Health Service Executive social worker. The person in charge of the service will ensure that each service user is kept fully informed of the complaint process and understands this procedure.

### **Recommendations and redress**

Praxis Care will aim to ensure that redress will be consistent and fair for both the complainant and the individual service against which the complaint was made. The forms of redress or responses will be appropriate and reasonable where it has been established that a measurable loss, detriment or disadvantage was suffered or sustained by the complainant personally.

During key working sessions, staff will read out the complaints procedure to the service user and the process involved in making the complaint.

Staff are also there to advise the service user, if they are unhappy with a service. This may be in respect of when the staff or the service does something in the wrong way; staff or service doesn't do something that should have been done; staff or service does something that should not have been done. Staff then advise the service user that a staff member can help them with this or if they want they can make a written complaint to the person in charge. If the service user is still unhappy about how the complaint has been dealt with at this stage, or if the service user has a serious complaint that he feels unable to raise with the manager of the service, the service user should contact: **The Complaints Officer, Praxis Care, 25-31 Lisburn Road, Belfast, BT9 7AA.**

## **Fire precautions and emergency procedures**

Each service user will be made aware of the action to be taken in the event of a fire or other emergency, and copies of the services fire safety policy and procedures are available on request. Where the service user is unable to understand the emergency evacuation process, personal emergency evacuation plans will be devised to assist with emergency evacuation.

Regular fire drills will be conducted and information will be displayed throughout the building to guide all persons in the event of a fire. The fire alarm will be tested weekly and drills are completed every 6 months and where concerns arise should be repeated more often to support the service user to be aware of the need to evacuate in the event of an emergency.

All staff will have training in First Aid and Fire Safety 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 the service user and staff. In the event of an evacuation all attempts will be made to ensure safe evacuation of Castlevew.

### **Position/Measures in Place:**

Praxis Care will ensure the property has been maintained to a high 'fire safety' compliant standard with for example:

1. Fire detection & alarm system.
2. Minimum 30 minute fire resistant doors fitted throughout.
3. Emergency lighting installed throughout - tested and commissioned in accordance with the requirements of I.S.3217:2013.
4. Compliant firefighting equipment installed within the property (includes a fire blanket within the kitchen area).

In addition the mains wiring installations are tested and Praxis Care will ensure that this are deemed as 'satisfactory' by a 'Safe Electric - Registered Electrical Contractor' and that periodic inspection/testing within properties such as this (i.e. classified as Category 1d Community Dwelling Houses)

### **Praxis Care Fire Emergency Evacuation Policy/Procedure:**

In the event of a fire alarm activation Praxis Care's basic fire emergency evacuation policy/procedure is to '**get out, stay out & call the Fire Service**'. However, all staff receive initial (and annual refresher) fire safety training and their initial role on activation of a fire alarm would be to (**only** if considered safe to do so) identify the location/source of the fire alarm activation (e.g. by reading the fire panel etc.) and then to quickly make a decision as to either to fight the fire or effect a swift evacuation. In essence our staff are trained **only** to fight fires which are no bigger than small office bin size (i.e. with the correct grade of



fire extinguisher or fire blanket) and **only** if they have received fire safety training and are fully confident that they can extinguish the fire - in **all** other scenarios the clear advice/guidance is to '**get out, stay out & call the Fire Service**'.

### **Emergency Arrangements**

There is a Business Continuity Plan available in the service which all staff have access to and use in the event of an emergency to set out clearly the steps to be taken and the arrangements in place.

## Appendix 1:

### Conditions of Registration:

**Certificate of Registration**  
**Section 50 of the Health Act 2007**

**Name of designated centre:** Bunowna  
**Telephone number:** 096 496 72  
**Address:** Easkey, Sligo  
**Registered provider:** Praxis Care  
**Telephone number:** 041 687 1904  
**Address:** Unit 18 Ardee Business Park, Hale Street, Ardee, Louth

**Centre ID:** OSV-0005825  
**Registration Number:** REG-0035388  
**Date of Registration:** 23 January 2022  
**Expiry Date:** 22 January 2025

This to certify that **Bunowna** is registered with the Office of the Chief Inspector of Social Services as a designated centre for the period noted above, with **Praxis Care** as its registered provider and subject to the conditions of registration, specified below.

**Management of the centre:**  
**Person(s) in charge name and telephone number:**  
Michelle Curley - 096 496 72

**Name and position of each person participating in management:**  
Martina Feely - Head of Operations

**The maximum number of residents that can be accommodated at the centre is 4.**

**Conditions of registration:**

Condition 1  
Subject to any prohibitions or restrictions contained in any other condition(s), the designated centre shall be operated at all times in accordance with the Statement of Purpose within the footprint of the designated centre on the floor plan dated 21/06/2021. The registered provider shall only provide for the specific care and support needs, and services, within the facilities as set out the Statement of Purpose, as agreed with the Chief Inspector at the time of registration. Any changes to the specific care and support needs and services provided must be agreed in advance with the Chief Inspector.

Condition 2  
Only persons aged 18 years or older shall be accommodated at the designated centre at any time.

Condition 3  
The maximum number of persons that may be accommodated at the designated centre is 4.

**Pursuant to Section 56 of the Health Act 2007, the Registered Provider must ensure that this Certificate is affixed in a conspicuous place at the centre.**

Issued by the:  
**Office of the Chief Inspector**  
Health Information and Quality Authority  
Unit 1301, City Gate, Mahon, Cork, T12 Y2XT.  
Telephone: 021 240 9300  
[www.hiqa.ie](http://www.hiqa.ie)

**Appendix 2:****Layout of the Designated centre**

As you enter the front door of the house, there is a lounge area to the right. Next door leads to the open plan work area and through into the kitchen/diner. From here there is a small hall to the left leading to the utility and the back door. From the L shaped hall there are four bedrooms three on the left and one on the right, there are two bathrooms on the right also.

Sensory Room at bottom of back garden to the left accessed by path.

Dimensions of rooms in Castleview are as follows:-

Sitting Room	15.34m <sup>2</sup>
Kitchen/Dining	32.5m <sup>2</sup>
Utility	7.13m <sup>2</sup>
Hall	24.52m <sup>2</sup>
Bedroom 1	5.39m <sup>2</sup>
Ensuite	4.7m <sup>2</sup>
Bedroom 2	13.32m <sup>2</sup>
Bedroom 3	12.9m <sup>2</sup>
Bedroom4	9.45m <sup>2</sup>
Bathroom 1	5.39m <sup>2</sup>
Bathroom 2	9.45m <sup>2</sup>
Open Plan Office	13.52m <sup>2</sup>
Relaxation Room	11.89m <sup>2</sup>

## Document Version History

<b>Version Number</b>	<b>Version update comment</b>	<b>Effective date</b>
V1	Devised	02/01/2019
V2	Updated Staff info	12/01/2020
V3	Updated Staff info	10/10/2020
V4	Updated WTE	11/12/2020
V5	Updated Template	06/11/2020
V6	Updated Template, PIC, HOO	02/06/2021
V7	Updated WTE	30/09/2021
V8	Updated WTE	24/01/2021
V9	Updated WTE	26/05/2022
V10	Updated WTE	30/06/2022
V11	Update to Organisational structure and Scheme facilities, description	09/08/2022
V12	Updated WTE, additional information re Minimum staffing, Photo of Certificate	31/08/2022
V13	11/10/2022	11.10.2022
V14	Update Staff information	23/11/2022
V15	Update Staff information	21/12/2022
V16	Complaints Officer update	31/01/2023
V17	Updated WTE and Organisational Structure	17/04/2023