

Statement of Purpose

For use in Designated Centres for **Adults with Disabilities**

Arlee Respite Service, Dublin Road, Dundalk, Co.Louth, A91X275



Date: 02/03/2023

OSV-0005817

Revision Number: 15

Registered Provider: (as per Certificate of Registration)	Praxis Care
Person in Charge: (as per Certificate of Registration)	Aisling McManus
Persons participating in Management: (as per Certificate of Registration)	Aisling Murtagh

Services and Facilities in the Designated Centre

Aims and objectives of the designated centre:

Capacity of Arlee Respite

The following includes a description of the purpose and function of Arlee Respite in facilitating low to medium support care for 4 adults male and female.

The service will provide appropriate quality care and support to individuals experiencing mental ill health, learning disability, or brain injury who are assessed as requiring this input to enable them to live as independently as possible in his/her own community.

Aims

Praxis Care services aim to:-

- Offer service users a service as part of their overall Care/Support package, the support to enable the service user to remain in his/her chosen environment
- Prevent unnecessary admissions to hospital
- Enable service users who require a high level of support in the short term to return directly to his/her own scheme/project on discharge from hospital.
- Enable and empower service users to maximise their potential to maintain independence.
- Enable service users to determine their goals, leading to the achievement of their desired outcomes.
- Enable service users to be active citizens within their local community.
- Employ professional staff who are suitably trained in care and support
- To offer support and advice to the carers of individuals who are in receipt of Praxis Care services

Objectives

Praxis Care strives to achieve the above aims by:-

- 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 Praxis Care 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, Praxis Care staff and statutory key workers as appropriate.
- Supporting and providing relief to carers in situations to prevent hospital placements or to prevent the breakdown of the family network to a service user.

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

The person will be in the 18 to 65 age group at the time of referral

The person should meet the criteria as defined by the HSE.

The person should meet the criteria for referral to Care Management services as defined by the HSE.

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 Arlee Respite.

The person will be agreeable to the referral being made and, where possible, have had an opportunity to view the services offered.

Facilities which are to be provided

Arlee Respite will provide 24 * 7 low to medium support care to 4 male/female service users.

Arlee Respite is located in Dundalk. The location was specially chosen to enhance the independence of the service users due to its close proximity to schools, adult education, amenities and bus and train services.

Each Service User has their own bedroom and En suite with space for their personal possessions and belongings and private living needs, consistent with that found in a regular family home environment.

The house consists of four bedrooms. Three rooms are located upstairs and one located downstairs. The house has an En suite in each of the rooms.

Service Users have full use of two sitting rooms, large kitchen and dining room, an art room, a movie room, a games room, a nail bar and a utility room. Service Users also have full access to a spacious enclosed back garden and patio area.

Arlee Respite has a fully equipped office encompassing computer, photocopier, coupled with facilities to store all necessary records, files and medication, pertaining for up to four (4) Service Users.

Scheme closures are as follows; one week at Christmas, one week a Easter and two weeks in the summer.

Services which are to be provided

The Range of Support/Care/Services

The service endeavours 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 / 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 of people at night - time
- Personal care

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 organisations objective is always to make the process of managing and running the accommodation/service as transparent as possible, and to ensure that the accommodation/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.

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:-

- 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.
- 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.
- 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.
- With the full and inclusive involvement of service users and families local will be encouraged to visit schemes/services.
- 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.
- 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.
- 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.

Admissions to the Designated Centre

Registered Bed Numbers:

4

Age range of residents to be accommodated:

18-65

Gender of residents to be accommodated:

Male and female

Criteria used for admissions:

Referral Process

- The person will be in the 18 to 65 age group at the time of referral
 - The person should be able to show a residency history in the Republic of Ireland.
 - The person should meet the criteria for referral to Care Management Services as defined by Louth Disability Services.
 - All residents referred to the service must have an intellectual disability.
 - The person should meet the criteria for referral to Residential Services as defined by Praxis Care.
 - 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 Praxis Care Ardee centre.
 - The family or carer of the prospective resident will be agreeable to the referral being made and, where possible, have had an opportunity to view the services offered with the resident, a carer or with a member of Health Service Executive.
 - All persons must be referred to the service by the appropriate Health Service Executive
- Referrals for admissions will only be accepted from members of the Louth Disability Services (H.S.E.) multi-disciplinary team. Referral agents from outside the geographical area should in the first instance contact their local Health Service Executive office.
- Aisling Murtagh, Head of Operations, Praxis Care, is 0858628188
 - Aisling McManus, Manager, Praxis Care, Arlee Respite, Dublin Road, Dundalk, Co. Louth. 0858820813

- An application form must be fully completed and include information on risk history and finance
- The applicant and carer (if so desired) will be invited to visit the service and discuss his/her needs with Praxis Care staff.
- A joint risk assessment conducted by the relevant parties must indicate compatibility with current residents.
- The registered provider and person in charge must ensure that the risk assessment protects all residents from abuse.
- The registered provider must be satisfied that the appropriate staffing and resources are available to meet the needs of the individual.
- The registered provider must be satisfied that there is adequate multi-disciplinary input to support the individual's needs.
- The Person in Charge must be satisfied with the training and educational plan for the individual.
- The Person in charge must be satisfied that the designated centre can meet all the needs of the individual, such as behavioural or communication for example.
- An Admission Panel will meet to consider all applications. The referral agent or any other relevant party will be invited to discuss the application and provide further information/clarification as appropriate.
- The registered provider will complete a comprehensive joint risk assessment involving the relevant multidisciplinary personnel. The registered provider has to be satisfied that all residents will be protected from abuse and compatible to reside together within the designated centre-this is completed through the Service user Selection panel report
- The Admission 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 residents 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 resident to visit the accommodation/service and meet and talk with residents and staff. The organisation is happy for a prospective resident 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.
- The person in charge must be satisfied that all relevant documentation is provided to fully ensure that the designated centre can meet the needs of the individual, for example psychological assessment, psychiatric assessments and financial agreements.
- Requests for emergency placements cannot be facilitated as a thorough risk assessment and support plan needs to be put in place prior to admission to the service.

Management and Staffing

Total staffing complement (in full time equivalent)

Person in charge	1 FTE
Staff Nurses	0
Health care assistants	0
Social care workers	6.5 WTE (255 hours)
Catering staff	0
Housekeeping	0
Relief Staff	8
Admin	0

Staffing

Praxis Care staff play a very important role in service user welfare by ensuring that all possible efforts are made to protect service users from abuse and exploitation from whatever source.

To maximise this contribution, the organisation will do the following:-

- The Manager works five days per week in the scheme.
- Ensure appropriate staffing levels and skill mix is sufficient to meet service user needs and regulations. If scheme is at full capacity, staffing levels are 2 staff each day (sleep over and day support staff) and 2 staff each night (sleep over and wake at night support staff). If scheme is not at full capacity, safe staffing levels to be determined as per managers risk assessment of allocated service users in scheme on the day.
- On each rota shift there is a Shift Leader, who provides effective leadership, supervision and management of the team ensuring that the practical, physical and emotional needs of the Service Users are met. The number of support workers on duty will depend on the needs of the Service Users at that time. Staffing levels will vary in accordance with occupancy levels. At least one support worker is on the waking night duty with the on-call support of the shift leader. The person in charge is available during administration hours. The Person in Charge will be in the office from 9am to 5pm or otherwise contactable by phone (0858820813) when out of the office or at meetings
- Provide an appropriate number of staff with qualifications in health and social care at all times.
- Adhere to recruitment policies and equal opportunities for staff.
- Provide staff with a structured induction programme, and ongoing training for any further development needs through the organisation's internal Learning & Development Department
- Retain the external verification from Investors in People to demonstrate the organisation's commitment to its staff.

The Manager is supported by a suitably qualified staff team of support workers with a wide array of training in Health and Social Care, addictions studies, food science and life experience. The core staff team is also supported by suitably qualified relief staff members.

Organisational structure of the designated centre:

Registered Provider

Name: Praxis Care

Provider nominee: Carol Breen (Director of Care)

Principal Address:

North: Praxis Care, 25-31 Lisburn Road, Belfast, BT9 7AA.

South: Ardee Business Park, Ardee, Co, Louth.

Principal telephone number

041-6871904

Fax number

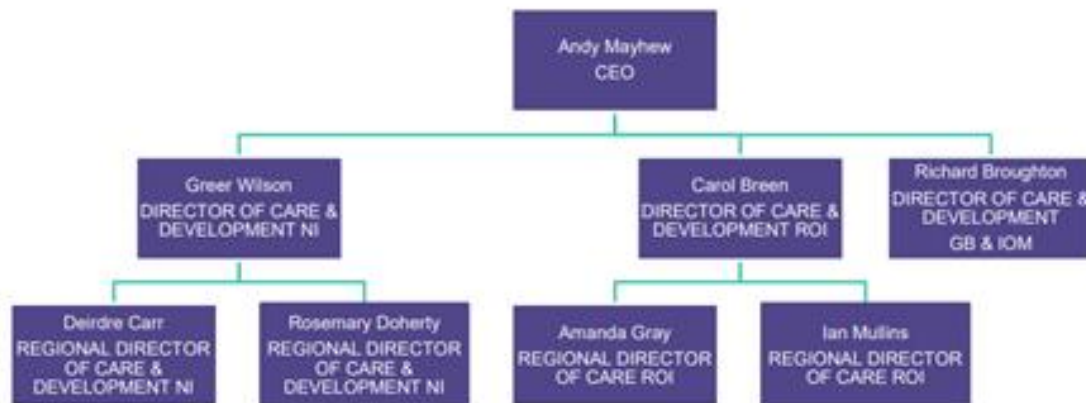
048 – 90245535

E-mail address: info@praxiscare.ie – carolbreen@praxiscare.ie

The person carrying out the business of the service is Carol Breen, Praxis Care, Director of Care & Development, Unit 18, Ardee Business Park, Hale Street, Ardee, Co. Louth

The person managing the service at a local level is Aisling McManus, Arlee House, Dublin Road, Dundalk, Co. Louth, Scheme Manager who is responsible to Aisling Murtagh Head of Operations, who is based at Unit 18 Ardee Business Park, Ardee, Co. Louth

PRAXIS CARE ORGANISATIONAL STRUCTURE CARE AND DEVELOPMENT



PPIM/HEAD OF OPERATIONS

Name Aisling Murtagh

Address: Unit 18, Ardee Business Park, Hale Street, Ardee, Co. Louth

Head of Ops Telephone Number: 0858628188

Email address: aislingmurtagh@praxiscare.ie

PERSONS IN CHARGE

Name: Aisling McManus

Address: Arlee House, Dublin Road, Dundalk, Co. Louth

Manager Telephone Number: 0858820813

Email address: aislingmcmanus@praxiscare.org.uk

Arrangements when Person in Charge is not on site.

There is an on-call management system in place for Arlee House in the case of emergencies. There is a Director of Operations and Director on call outside of office hours 24 hours a day, 365 days a year.

Buddy manager system is in place when PIC is on leave, this is Catherine Kiernan (0858738772)

MANAGEMENT TEAM

CEO:	Andy Mayhew
DIRECTOR OF CARE SERVICES:	Carol Breen
HEAD OF OPERATIONS:	Aisling Murtagh
PERSON IN CHARGE OF Arlee Respite:	Aisling McManus
Complaints Officer:	Linda Lyons
Data Protection Officer	Vincent Lavery
Safeguarding Officer	Aisling Murtagh
Champion Safeguarding Office	Brian McCreedy

Management and Administration

Praxis Care recognises that effective leadership and management is critical in each scheme. To provide the quality required it will do the following:-

- Aim for a management approach which creates an open, positive and inclusive atmosphere.
- Implement effective quality assurance and quality monitoring systems which adhere to ISO 9001:2008 Quality Management Systems.
- Control all documents within the Quality Management System through regular review or organisational policies, procedures and forms.
- Control records created by ensuring they are kept safely and securely and retained and destroyed following clear guidelines.
- Provide, through an external supplier, suitable Employers Liability, Building, Contents and Vehicle Insurance for services provided (as required). Service Users will require to obtain Contents Insurance for items that do not belong to the organisation.
- Work to accounting and financial procedures that safeguards service user' interests.
- Offer service users appropriate assistance in the management of their personal finances.
- Monitor and supervise all staff and voluntary workers, regularly on an informal and formal basis and appraise performance on an annual basis.
- Maintain up to date, accurate records on all aspects of the scheme and its service users.
- Ensure that the health, safety and welfare of service users and staff are promoted and protected.

Resident Wellbeing and Safety – Only a short accurate summary around each of the headings is required- make reference to policies and/or procedures where appropriate

**Review and development of residents' personal plans
(refer to the requirements of Regulation 5)**

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.

The physical environment of the accommodation is designed for service users' convenience and comfort. In particular Praxis Care will do the following:-

- Maintain the buildings and grounds in a safe condition
- Make detailed arrangements for the communal areas of the accommodation to be safe and comfortable.
- Ensure the provision of adequate toilet, washing and bathing facilities suitable to meet the needs of service users.
- Arrange for specialist equipment to be available to maximise service users' comfort, independence, and safety.
- Provide individual accommodation which meets the National and Minimum Standards.
- Ensure service users have safe, comfortable accommodation and have the opportunity to have their own possessions around them.
- Ensure that the communal areas are kept clean, hygienic and free from unpleasant odours, with effective systems in place to control the spread of infection.
- Monitor the environment through a system of Health & Safety checks.
- Where the building is owned by another agency, a clear agreement will provide details of the responsibilities of each party involved in the maintenance, safety and fire precautions. This agreement will be held centrally and a copy held locally for each Registered Manager.

Specific therapeutic techniques used in the designated centre

Not used in this service.

However if a resident is assessed as needing this. It will be implemented or sourced in line with Praxis Guidelines.

Respecting residents' privacy and dignity

Philosophy and Underpinning Principles

Every individual service user referred to/accepted by Praxis Care has a right to take part in making decisions and informed choices about his/her care/support. This statement supports the principle of personal autonomy, individuality, dignity, privacy, confidentiality and choice. It also respects the individual's rights to receive services which are continually striving to promote his/her optimum level of independence.

Each service user will have a support plan. This will enable staff to care and support for each resident's individual needs. Service user will be involved in creating care plans and these will be reviewed annually.

The organisation's philosophy permeates all aspects of its services.

Service Philosophy

- **Service users** should be afforded opportunities, **choices, privacy, dignity**, the right of self-determination and the right to take risks in daily living activities having a quality of life which accords with those available to other **citizens**.
- **Service users** should be given the opportunity to live within local communities, and be provided with a standard of housing, **security** and local facilities that accord with those available to other members of the community.
- **Service users** should be encouraged to achieve their optimum level of **independence** through receiving practical help and support in dealing with everyday situations.
- In order to provide full and integrated services to service users, Praxis Care is committed to collaboration with other statutory, voluntary and private agencies in the pursuit of its aims.

Privacy

Staff will keep records of service user's care. These will be kept safe and private at all times.



Dignity

Where needed, staff will assist service user with personal care, making sure privacy and dignity is respected.



Social Inclusion / Integration

All service provision is underpinned with the principles of promoting inclusion in local communities and supports initiatives that reduce the marginalisation of vulnerable people. This includes an advocacy and campaigning function.

Independence

Staff will help each service user to become as independent as possible with daily living skills.



Security

Praxis Care aims to provide an environment and structure of support/care which responds to the need for security, by making sure that help is offered when a service user needs or wishes to engage in any activity which places his/her in situations of substantial risk through risk management.

Praxis Care aims to help create a physical environment that is free from unnecessary sources of danger to vulnerable people or property.

Citizenship

Praxis Care works to maintain service users' place in society by supporting and enabling participation and benefits as citizens. Service users will be encouraged to participate in elections, use public services including health and social services, have access to his/her friends, relatives and representatives, participate in societies, places of worship etc. and to complain about or give feedback on Praxis Care's services.

CHOICE / FULFILMENT / LIFESTYLE

Staff want service users to enjoy hobbies, activities and interests of their choice. Staff will discuss with service users at their welcome meeting what they would like to do whilst staying in Arlee.



Staff will assist service users with communication tools, such as making and receiving telephone calls and how to use the internet.

This will enable service users to maintain contact with family and friends.



Choice of Accommodation

Each service user will have their own bedroom and en suite facility. They will be provided with a safe, comfortable living environment where they can have their own belongings. They will have the right to privacy, dignity and security. The accommodation and environment will be convenient and comfortable.

Service users will be encouraged to attend a service user meeting at least once every 6 months so that their views can be expressed.

Staff will help service users to access day care services or any additional training or education needed.



Staff will help service users to make informed decisions regarding their future.

Staff will help to keep service user safe from fire. Service users will engage in a fire evacuation once every 6 months so that they know what to do in the event of a fire.

Staff will manage and take care of all medications, keeping them in a locked cabinet.

Staff will keep health and safety records.



Personal and Health care

Service users will not attend Arlee if they are unwell. If service users become unwell whilst at Arlee then they will be discharged to their family.

If a service user requires emergency medical treatment a staff member will support them to attend hospital and stay with them until their family arrives.

Underpinning Principles

User Focus

The needs, views and aspirations of service users are central to the service delivery, management and decision making processes of the organisation.

Service user opinion is actively sought and methods of ensuring the meaningful engagement of service users are identified and implemented. Service provision reflects the choice and input of individual service users.

Partnership

The organisation actively supports working in partnership with relevant stakeholders to ensure the organisation's aims and objectives are met and resources are used most effectively in meeting service users' needs.

Research and Evidence Based Practice

Service delivery is based on current recognised good practice and also on research which is used to improve the development of best practice.

Striving for Excellence

The organisation is committed to providing excellent services to meet measured outcomes, National Care Standards, user expectations and contractual obligations. The obligation promotes choice and aims to be the best in its chosen field.

The Learning Organisation

The organisation promotes a culture where staff and service users are enabled to maximise their potential through empowerment processes that build on strengths and develop skills and opportunities for personal development.

Value for Money

The organisation is committed to maximising the use of resources, auditing outcomes and focusing service delivery in order to meet purchaser and service user requirements.

Staff will take care of service user money and keep it in a safe place unless the service user wants to look after their own finances.

Social Inclusion / Integration

All service provision is underpinned with the principles of promoting inclusion in local communities and supports initiatives that reduce the marginalisation of vulnerable people. This includes an advocacy and campaigning function.

Staff will assist service user to access advocacy services if required. Staff can contact :

The regional national advocacy service manager is:

Leanne Finnegan (086 0211396)

Organisation Effectiveness

The provision of an effective service is enabled through good communication, innovation, creativity and the development of a competent, multi-skilled workforce.

Untoward Events

Praxis Care has a clear procedure for the reporting of Untoward Events. These are events that may arise from one or a combination of the following scenarios:

- Unsafe acts.
- Unsafe conditions.
- Personal factors (e.g. lack of attention, physical assault etc.)

An Untoward Events describes both incidents and accidents.

Praxis Care have arrangements for the reporting, recording and investigating of untoward events to effectively manage health, safety and quality and minimise risk throughout all Praxis Care operations.

Medication Management

If a service user self-administers medication then they will be given guidance by staff in relation to how to store it safely.

Praxis Care has a comprehensive policy which governs the management of medication across the organisation. This policy aims to:

- Promote safe practices in managing medication.
- Set out the practical guidelines and define the principles for safe and effective systems including the arrangements required regarding receipt, storage, administration, disposal, and documentation of medicines.
- Operate on the principle of an assessment to establish the extent of the service user's ability to safely take medication. Following this assessment, a plan will be constructed which identifies the level of support required by the service user. Praxis Care encourages service users to self-manage their medication and will provide support and assistance.

CITIZENSHIP

Staff will assist service user to practice their faith. They will assist service users to pray, attend church and celebrate religious holidays.

Social activities, hobbies and leisure interests

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:-

- 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.
- 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.
- 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.
- With the full and inclusive involvement of service users and families local will be encouraged to visit schemes/services.
- 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.
- 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.
- 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.

Accessing education, training and employment

Personal and Health care

Praxis Care adheres to professional standards and guidelines for the service to be provided. In pursuit of the best possible care, the organisation will develop, an Assessment & Plan based on the initial assessment, and regularly review as appropriate with the service user.

Praxis Care services will ensure that all service users have access to Health and Social care professionals and are supported to attend healthcare appointments as required.

Lifestyle

To respond to the variety of lifestyle needs and wishes of services, Praxis Care will aim to provide a lifestyle for a service user which satisfies social, cultural, religious and recreational interests and needs.

Using this philosophy, Praxis Care will ensure these Underpinning Principles:

Underpinning Principles

User Focus

The needs, views and aspirations of service users are central to the service delivery, management and decision making processes of the organisation.

Service user opinion is actively sought and methods of ensuring the meaningful engagement of service users are identified and implemented. Service provision reflects the choice and input of individual service users.

Partnership

The organisation actively supports working in partnership with relevant stakeholders to ensure the organisation's aims and objectives are met and resources are used most effectively in meeting service users' needs.

Research and Evidence Based Practice

Service delivery is based on current recognised good practice and also on research which is used to improve the development of best practice.

Striving for Excellence

The organisation is committed to providing excellent services to meet measured outcomes, National Care Standards, user expectations and contractual obligations. The obligation promotes choice and aims to be the best in its chosen field.

The Learning Organisation

The organisation promotes a culture where staff and service users are enabled to maximise their potential through empowerment processes that build on strengths and develop skills and opportunities for personal development.

Value for Money

The organisation is committed to maximising the use of resources, auditing outcomes and focusing service delivery in order to meet purchaser and service user requirements.

Social Inclusion / Integration

All service provision is underpinned with the principles of promoting inclusion in local communities and supports initiatives that reduce the marginalisation of vulnerable people. This includes an advocacy and campaigning function.

Organisation Effectiveness

The provision of an effective service is enabled through good communication, innovation, creativity and the development of a competent, multi-skilled workforce.

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

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 organisations objective is always to make the process of managing and running the accommodation/service as transparent as possible, and to ensure that the accommodation/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.

Access to religious services of residents' choice

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.

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

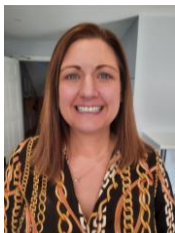
Relatives, Friends and Representatives

- Service users are given every possible help to maintain and retain the links with families and friends.
- If a service user wishes 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.

Dealing with complaints

Complaints procedure

If service user would like to make a complaint, there is information on the notice board.



Aisling McManus complaints officer/Linda Lyons organisational complaints officer.

Praxis Care has an established Complaints & Compliments Management Policy. Praxis Care promotes an open culture where service users/carers/relatives are encouraged to express views. A 'How to Make a Complaint Guide' along with a leaflet is given to each service user, or any person acting on the service users behalf. Praxis Care endeavours to locally resolve any issue/s raised by service users/carers/relatives in the first instance. However, Praxis Care recognises that, in some instances, complaints require further investigation. Praxis Care has a nominated Complaints Officer who can be contacted in this instance. Service Users are also provided with the contact details of the Statutory Agency and Regulatory and Commissioning bodies with whom the service user can contact if satisfaction is not reached. Advice on the process of making a complaint is also available via the organisation's website- www.praxiscare.org.uk

Fire precautions and emergency procedures

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.

Appendix 1:

Conditions of Registration:

Certificate of Registration

Section 50 of the Health Act 2007



Name of designated centre: Arlee Respite Service
Telephone number: 042 932 6348
Address: Arlee House, Dublin Road, Dundalk, Louth
Registered provider: Praxis Care
Telephone number: 041 687 1904
Address: Unit 18 Ardee Business Park, Hale Street, Ardee, Louth
Centre ID: OSV-0005817

Registration Number: REG-0035412

Expiry Date: 23 January 2025

Date of Registration: 24 January 2022

This to certify that **Arlee Respite Service** 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:

Name and position of each person participating in management:

Aisling Murtagh - 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 20/08/2021. 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

Appendix 2:

Layout of the Designated Centre:

GROUND FLOOR

Porch 9.3m²

Hall 6.9m²

Bedroom 1 x 13.55m²

Wet Room 6.82m²

Store 7.32m²

WC 1.47m²

Cupboard 1.78m²

Lounge 1 15.5m²

Kitchen 23.64m²

Utility 4.26m²

Sun Lounge 7.74m²

Dining Room 13.7m²

Lounge 2 18.37m²

Art Room 9.05m²

Games Room 14.46m²

Cinema 15.87m²

Nail/Beauty Room 4.5m²

Store 6m²

Bathroom 5m²

Hallway 2.85m²

FIRST FLOOR

Staff Office 2 9.91m²

Staff Office 1 13.422m²

EnSuite 1 2.444m²

Ensuite 2 2.454m²

Staff Room 8.986m²

Bedroom 2 14.749m²

Ensuire 2.738m²

Bedroom 3 12.406m²

Ensuite 2.772m²

Bedroom 4 12.589m²

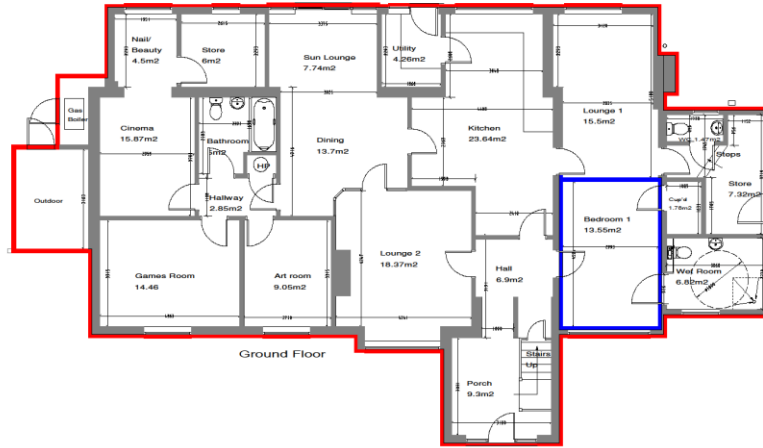
Ensure 3.251m²

Cupboard 3.672m²

Open Space Corridor 22.544m²

Cupboard 2.124m²

Layout of the Designated Centre:



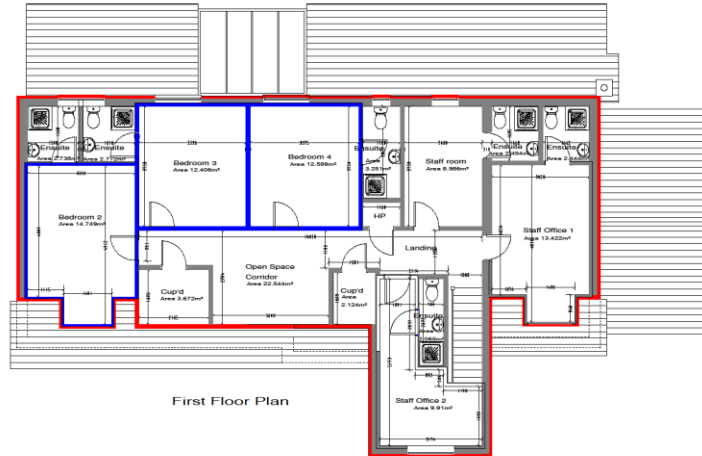
OSV No 0005817

MF MAQUIRE
FAIRWEATHER
Chartered Building Surveyors
81 Rosetta Road, Tel: 028 9064 5599
Belfast: 818 GLN Fax: 028 9064 2847
Email: enquiries@maquire-fairweather.com
Web: www.maquire-fairweather.com

Client		
Praxis Care		
Project		
Arlee, Dublin Road Dundalk		
Drawing		
Ground Floor Plan - H1QA		
1:1000	Drawn by	Checked by
17.05.2021	AR/MS/DA/01	FM
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Ground Floor

Layout of the Designated Centre:



OSV No 0005817

MF MAGUIRE FAIRWEATHER
Chartered Building Surveyors

81 Thomas Road, Tel: 028 9064 5599
Belfast, BT6 6LF Fax: 028 9064 3547
Email: enquiries@maguire-fairweather.com
Web: www.maguire-fairweather.com

Client
Praxis Care

Project
Ardlee, Dublin Road
Dundalk

Drawing
First Floor Plan - HIQA

Scale: 001GA1	Drawn by:	Checked by:
1:100(BA)		
Issue	Drawing No:	Rev:
20.08.2021	Ardlee-HIQA/02	

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First Floor

Appendix 3:

List of additional items and applicable charges:

Any other service of which the resident may choose to avail

Document Version History

Version Number	Version update comment	Effective date
V1.0	New Template	29/1/21
V2.0	Updated to reflect new changes and addition of a wet room with new floor plans for the service.	1/3/21
V3 HIQA Template	Updated to reflect the qualifications of the staff team.	25/03/21
V4 HIQA Template	Updated after internal audit to reflect the recommendations from governance department.	9/4/21
V5 HIQA Template	Updated to reflect new PIC details	25/5/21
V6 HIQA Template	Updated to reflect training	10/6/21
V7 HIQA Template	Updated to reflect PPIM details, new facilities and up to date relief staff staffing levels	2/7/21
V8 HIQA Template	Updated to reflect updated Floor Plans	20/08/21
V9 HIQA Template	Updated to reflect new HoO, remove qualifications and experience details, change number of relief staff, add new certificate of registration	01/12/21
V10 HIQA Template	Updated to reflect new HoO, add new certificate of registration	01/05/22
V11 HIQA Template	Updated to reflect new HoO details *Awaiting updated HIQA registration to reflect new HoO*	23/08/22
V12 HIQA Template	Updated to reflect new Manager details	08/09/22
V12 HIQA Template	Updated staffing levels	30/09/2022
V12 HIQA Template	Updated Complaints officer picture and information	20/01/2023
V12 HIQA Template	Removed the involvement of parliament line on page 5 and 19. Full health assessment and immunisation removed from page 7. Line added onto page 7 regarding: Selection panel reports. Admin removed from staffing levels page 8	02/03/2023

