

STATEMENT OF PURPOSE - PART TWO - SERVICE SPECIFIC INFORMATION

Printed copies are for reference only. Please refer to electronic copy for most recent information.

This document is Part Two of the Statement of Purpose. The information in this document is completed by the Manager and accompanies the [STATEMENT OF PURPOSE - PART ONE](#).

A copy of this document will be made available on request. Managers of registered services will also ensure that the relevant regulator and service users or their representatives are notified of any material changes to the Statement of Purpose within 28 days.

GREENVILLE DAY SERVICE CARRIGTOHILL, CORK

Reviewed 18.01.2024



Designated Centre Name: *Greenville Day Service*
Praxis Care,
Registered Provider: *Praxiscare*

Address: *Greenville Day Service,*
Greenville Campus
Gornamucky,
Carrigtohill
Co.Cork
Eircode: T45FA49

Telephone: *085 8704794*
Email: *taradunne@praxiscare.ie*
Website: www.praxisprovides.com

1 AIMS OF Greenville Day Service.

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

2 FACILITIES AND SERVICES

2.1 Service Management

The person carrying out the business of the service is **Praxiscare, Unit 18, Ardee Business Park, Hale St, Co. Louth.**

The person managing the service at a local level is **Tara Dunne Praxis Care Unit 4 Barryscourt Industrial Estate, Carrigtohill, Cork, T45FA49** who is responsible to **Head of Operation's David Slattery** Head of Operations, based at **Praxis Care Unit 4 Barryscourt Industrial Estate, Carrigtohill, Cork, T45TF22**

2.2 Management Qualification and Experience

Organisational structure of the designated centre:	
Management Team	
CEO:	Carol Breen
Director of Care (Operations):	Amanda Gray
Regional Director:	Lisa Mc Ivor
PPIM Greenville House:	David Slattery
Day Service Manager:	Tara Dunne
Complaints Officer:	Lynda Lyons
Data Protection Officer:	Vincent Lavery
Designated Safeguarding Officer:	Anita Goslin
Champion Safeguarding Officer:	Brian McCready

Employment History:

- 2012: COPE Foundation: Support Worker
- 2013: Multicap Disability Organisation: Support Worker
- 2015: Open Minds Case Worker Residential Services
- 2016: Open Minds Complex Case Manager
- 2017: Open Minds Lifestyle Facilitator
- 2018: Open Minds Team Leader Residential Services
- 2019: Positive Futures: General Services Manager
- 2020: HSE: Home Help Co-ordinator
- 2021: Praxis Care: Day Services Manager

STAFF

The staffing structure of the service is as follows:

Greenville Day Service (Coach House) staffing Ratio is five staff and one team leader in the Scheme.

Gate Lodge Day Service staffing ratio is 2 staff and one team leader in the Scheme between Gate Lodge and Room 1 and 2. Team Leader splits time between the three rooms.

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

Greenville Day Service STAFF

Greenville Day Service staff are qualified and experienced Social Care/or related field/QQI level 5 in healthcare support or related field. who work as a team to provide a high quality, New Directions led day service to young adults with intellectual disabilities, Autism and challenging behaviours. Praxis Care is committed to the ongoing training and professional development of the staff, and 2 monthly scheduled supervision of staff members in order to facilitate high standards of care for all young adults within the service. The Staff report to the Line Management.

Essential criteria for staff working in this scheme are to have good literacy & numeracy skills, interest in caring, experience of working with individuals with challenging behaviours and / or autism, have the ability to work as part of a team and ability to tolerate stress and respect for confidentiality. Essential criteria for a Team leader is a degree in social care or related field/QQI level 5 in healthcare support or related field.

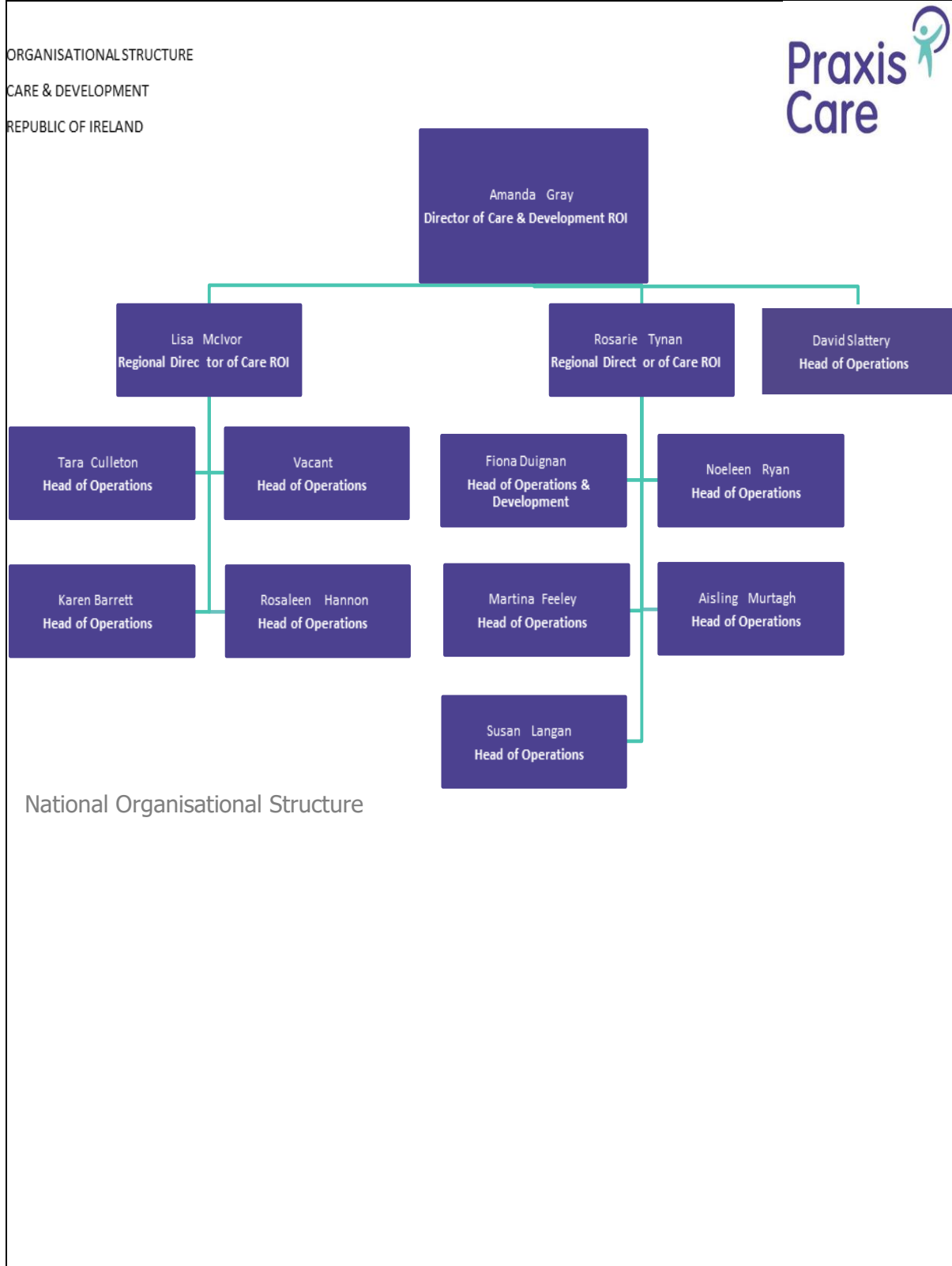
Essential criteria for Manager is a degree in Psychology, Social Care, Nursing or related equivalent.

A person centred approach to service user needs is implemented and each service user has a named key worker. Staff are available Daily Monday-Friday between 8.00- 16:00.

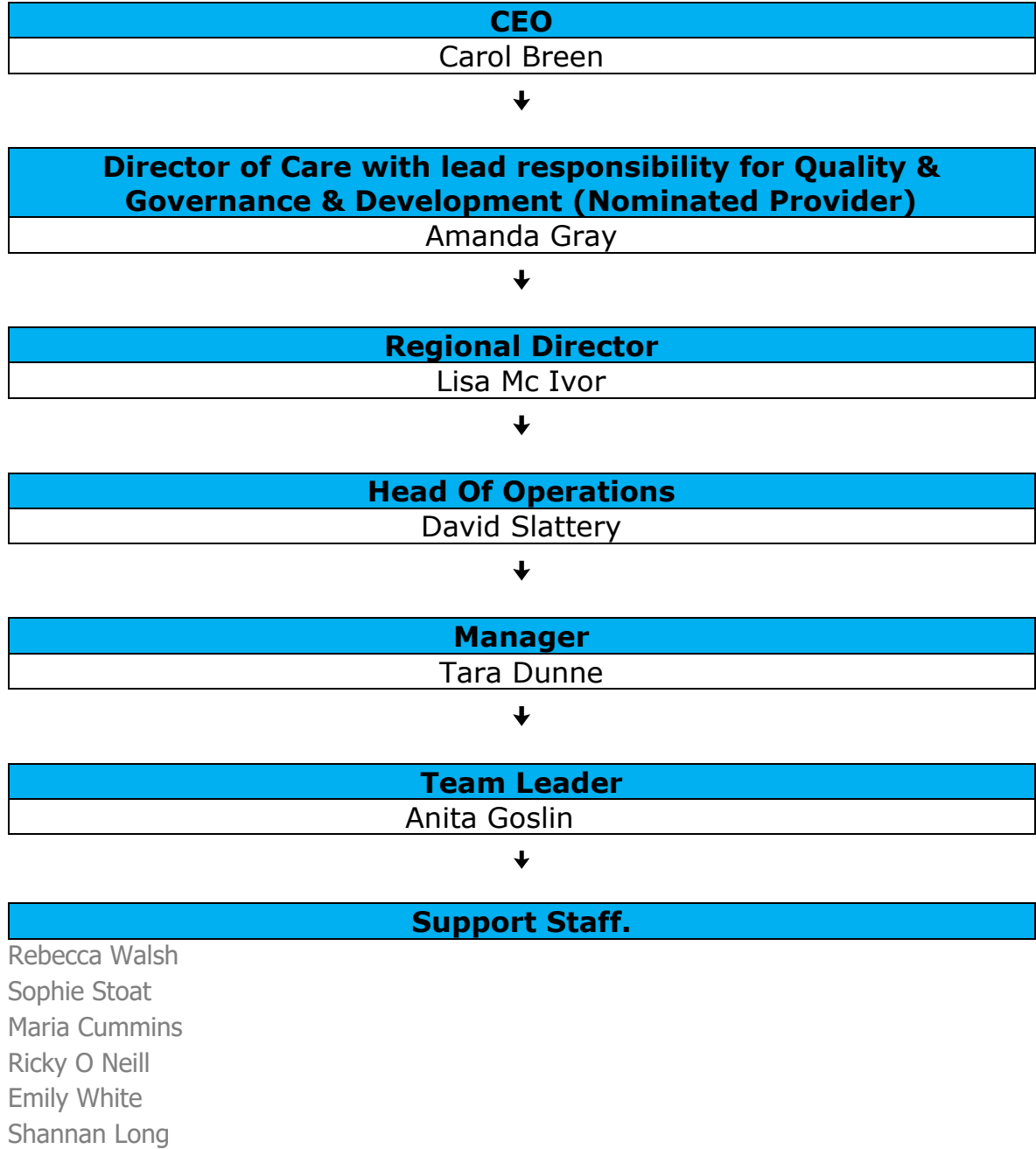
2.3 Organisational Structure

The specific organisation structure and direct line of management for Greenville Day Service is presented below in a diagrammatic form. It includes line management and accountability structure, from the CEO Carol Breen downwards to the staff employed in the scheme.

Organisational Structure



Local Organisation structure



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

A person centred and New Direction led approach is implemented at Greenville Day Service. Staff are available between the hours of **8.00am and 4.00pm Monday to Friday**. There is always a minimum of 5 staff members on duty during these times. When the number of participants grow in The Service the level of staffing will be reviewed to meet the needs of the service users. The Team Leader is available during these hours. The Manager of the Service will be in the office from 8am-4pm Monday-Friday.

There is an on call system in place for Praxis Care for Greenville Day Service Management on-call rota details will be emailed each Monday to all Service. Management on call is in place for emergency situations when the person in charge is on holidays or on days off. There is also an Assistant Director and Director on call system at all times. Details of this are available in the designated centre.

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

2.4 Accommodation

Premises

Greenville Day Service is located in The Greenville Campus, Gornamucky, Carrigtwohill, Co. Cork, The premises is divided into the Gate Lodge and the main building where there are over 2 separate rooms on a ground floor.

The Gate Lodge is on the Ground floor and consists of:

Room 1: Sensory Room

Office inside front door

Room 2: Activity Room

Room 3: Bathroom

Room4: Sitting room/lounge area

Room 5: Kitchen

Measurements Gate Lodge Day Service

Kitchen: 4.2m X 3.6 m

Living Room: 4.1m X 4.15 m

Bathroom: 2.3 X 2.65m

Hallway: 2.2X 1.5 X .90 m

Activities Room: 4m X 3.1 m

Sensory Room: 3.6m X 4.1 m

Office: 2.2m X 2.65m



Office



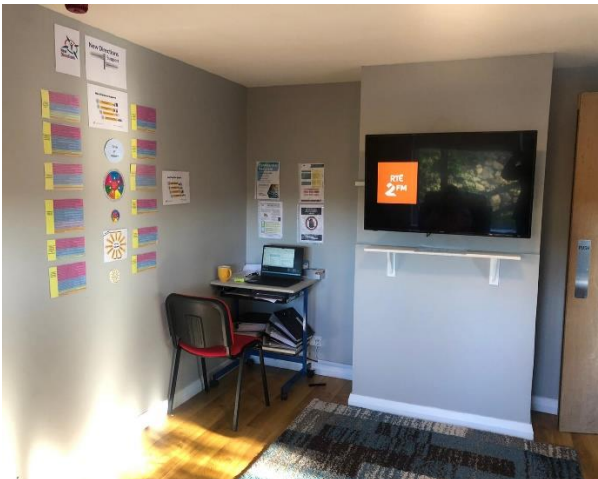
Activity Room



Bathroom



Kitchen



Sitting/Lounge Area



Relaxation/Sensory Room

Greenville Day Service Ground floor consists of

**Room 1 – Activity Room with adjoining Kitchen
Separate Toilet off the Activity Room.**

**Room 2- Activity Room with adjoining Kitchen, Separate Toilet off
the Activity Room.**

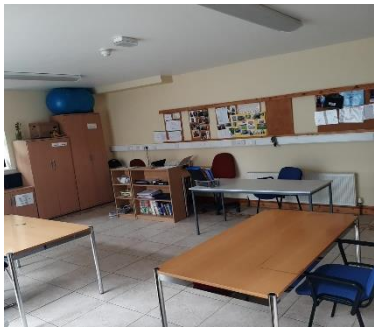
Measurements Greenville Day Service.

GDS ROOM 1: 5042 mm X 8382 mm

GDS ROOM 1 WC: 1551mm X 1829mm

GDS ROOM 2: 6287mm X 8382mm

GDS ROOM 2 WC: 1551mm X 8382mm



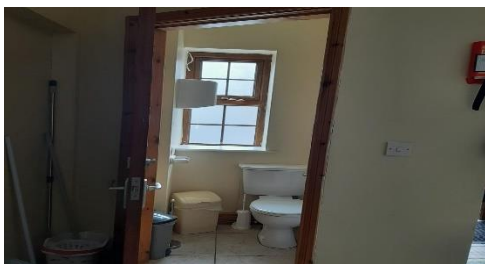
Activity Room 1



Activity Room 1



Activity Room 2



Toilet Room 2.

2.5 Referral Criteria

- The person will be 18 years old at the time of referral
- The Person will have a mild/ Moderate Intellectual Disability and Autism Diagnosis.
- The person will be have residence in the Cork Area
- The person should meet the criteria as defined by **HSE**

- 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
- The person will be 18 years old at the time of referral
- The person should meet the criteria as defined by **Health Service Executive**
- 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

2.6 Referral Process

Referrals will only be accepted from **Members of the HSE CHO4** . Referral agents from outside the geographical area should, in the first instance, contact: Intellectual Disability Manager HSE Cork or Praxis Care for information.

- 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 has access to 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 Support

- Locating essential local services
- Safety issues
- Signposting to specialist services
- Budgeting
- Essential daily living tasks

- Emotional support
- Where appropriate, notifying agencies of concerns about a service user

2.9.2 Care Tasks

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

2.9.3 Social Activities, Hobbies and Leisure Interests

Praxis Care will try to make it possible for service users to live his/her life as fully as possible. In particular, it will do the following:-

1. As part of the 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 Day Service to carry on with existing hobbies, pursuits and relationships, and to explore new avenues and experiences. In group Day Service 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 identified 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 within Day Services.
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 and a individualised specific interests are accommodated with the Day 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 Day Service are designated as non-smoking. Service users may smoke in designated smoking areas only.
 7. There may be a charge associated with some social activities and services; where this applies, the details will be made clear to the service user in advance.

2.9.4 Consulting Service Users about the Way the Service Operates

Praxis Care aims to give service users opportunities to participate in all aspects of life in the accommodation/service. In particular, service users are regularly consulted both individually and corporately about the way the accommodation/service is run.

The organisation's objective is always to make the process of managing and running the service as transparent as possible, and to ensure that the service has an open, positive and inclusive atmosphere.

Service Users will have the care/support he/she receives reviewed at least annually. Regular service users meetings are held and input is sought on matters relating to the everyday running of the scheme.

Satisfaction surveys are carried out at least annually with actions completed in response to feedback. Praxis Care staff are always keen to hear from Service Users and representatives. Heads of Operations will endeavour to make contact with service users and, where appropriate their representative on a monthly basis as part of the organisation's monitoring processes.

2.9.5 Complaints

Dealing with complaints

The person in charge and the designated complaints officer is Tara Dunne. Within Greenville Day Service, individuals with complaints may directly approach any staff member with their complaint and they will be supported with this. Tara can be contacted by post @ Tara Dunne, Unit 4, Barryscourt Ind Estate, Carrigtwohill, or via email at taradunne@praxiscare.org.uk. In the absence of Tara, the Head of Operations, David Slattery can be contacted at the same address or via email at davidslattery@praxiscare.org.uk

If Tara or David are not in the designated centre, complaints can be discussed with a staff member, who can enter the complaint onto the QGMIS system.

Praxis Care promotes an open culture where individuals/carers/relatives are encouraged to express views. A 'How to Make a Complaint Guide', along with an easy read complaints leaflet is given to each individual, or any person acting on the individuals behalf. Individuals are also provided with the contact details of the Statutory Agency and Regulatory and Commissioning bodies with whom they 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

[Residents will also be educated about the complaints process through methods that are easily accessible for their individual needs. How to make a complaint will be discussed at service user meetings](#)

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 1 external stage which can be additionally applied to permit the effective management of a complaint where required: -

- Stage 1: Point of Contact Resolution i.e. all complaints resolved in 3 working days
- Stage 2: Not resolved within 3 working days OR requiring Investigation or Management
- Stage 3: Internal Appeal process
- Stage 4: External Review (e.g. Ombudsman/ Confidential Recipient (ROI),

If the complainant is not happy with the response to the complaint from Greenville Day Services, Praxis Care's named Complaints Officer Linda

Lyons can be contacted on +447585129417 or via email on complaints@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.**

As Praxis Care has an established complaints procedure that was agreed with the HSE, a general report will be provided in line with the service arrangement. Information will be captured by the office of the Complaints Officer and by the HSE Service Manager. The report will provide information on the previous year indicating:

- The total number of complaints received
- The nature of the complaints
- The number of complaints resolved by informal means
- The outcome of any investigations into the complaints.

Praxis Care will also conduct its own periodic performance reviews.

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.

Greenville Day Service Fire Assembly Point is located in front of the Shed on the Greenville Campus, when exiting the building turn right and walk down the path the Fire Assembly point is situated on the right hand side and has clear signage to reflect same.

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.

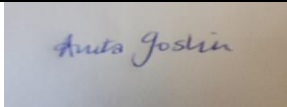
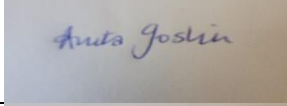
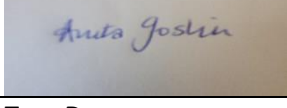
2.9.7 Relatives, Friends and Representatives

- 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 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.

Statement of Purpose Review Sheet

Date of Review	Reviewed by	Actions	Signature
03.10.2022	Anita Goslin	Change of management	
27.02.2023	Anita Goslin	No changes	
18.04.2023	Anita Goslin	Change of organisational	
11.07.2023	Tara Dunne	Change of management	Tara Dunne
18.01.2024	Tara Dunne	Complaints policy updated	Tara Dunne
