

# 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.

## **ISLE OF MAN SLS (SUPPORTED LIVING SERVICE) INCORPORATING CLIFTON TERRACE MH SLS DOUGLAS BESPOKE LD SLS RAMSEY BESPOKE LD SLS**

**Updated: Monday 26 August 2024**

### **1 AIMS OF ISLE OF MAN SUPPORTED LIVING SERVICE**

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

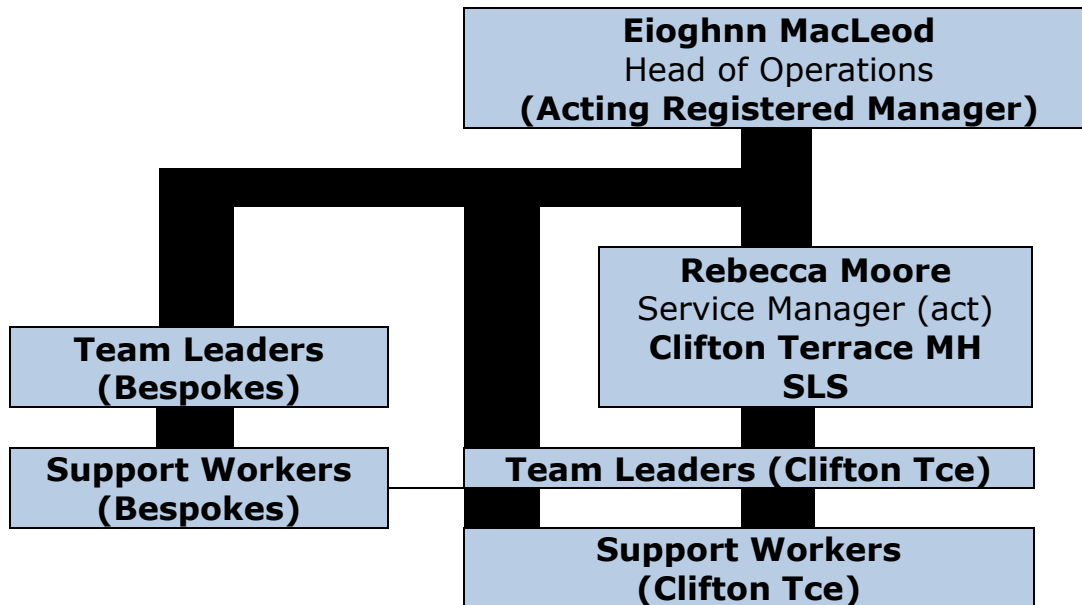
### **2 FACILITIES AND SERVICES**

#### **2.1 Service Management**

The person carrying out the business of the service is **Greer Wilson**, Praxis Care, **Director of Care and Development**, 25/31 Lisburn Road, Belfast, BT9 7AA, Co. Antrim, NORTHERN IRELAND

The person managing the service at a local level is **Eioghnn MacLeod**, **Head of Operations**, Isle of Man, who is based at 13 Peel Road, Douglas, Isle of Man IM1 4LR. Eioghnn has Operational Management responsibility for **Douglas & Ramsey Bespoke Services**

The person managing the service at a local level is **Rebecca Moore, Acting Service Manager**, who is based 3 Clifton Terrace, Douglas, Isle of Man IM2 3HU. Rebecca has Operational Management responsibility for **Clifton Terrace MH SLS**.



## **2.2 Management Qualification and Experience**

The relevant qualification and experience of the person carrying out the business of the service are as follows:

### **Greer Wilson, Director of Care and Development NI & IOM**

#### Professional Qualifications

- Diploma in Social Work, 2006
- National Vocational Qualification Level 4, 2004
- BA Childhood and Youth Studies, 2002
- Certificate in Managing Care, 2002

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

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

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The relevant qualifications and experience of **Eioghnn MacLeod Head of Operations, Isle of Man** are as follows:

### **Eioghnn MacLeod - Head of Operations**

#### Professional Qualifications

- Diploma; Social & Biological Sciences (DIP)
- IOSH Manage Safety
- QCF Level 3 – Health & Social Care
- QCF Level 5 – Leadership in Health & Social Care (Adults Management)
- QCF Level 5 – Leadership in Health & Social Care (Adults Residential)

#### **Employment History**

Support Worker – SCNI – 5 years – Homeless Services

Adult Support Worker/Transition – SEHSCT – 7 years – Adult Disability Services

Senior Support Worker – Turning Point Scotland – 2 Years – Harm Reduction (Heroin & Methadone Support)

Team Leader – Inspire – 5 years – Mental Health & Learning Disability  
 Area Service Manager – Triangle Housing Association – 3 Years – Learning Disability  
 Registered Manager then (Registered Services Manager) – Positive Futures – 3months (2years) – Learning Disability

The relevant qualifications and experience of **Rebecca Moore, Acting Service Manager** are as follows:

**Professional Qualifications**

BSc(Hons) in Psychology with Psychotherapy and Counselling 2020

**Employment History**

2021- Date      Acting Manager, Praxis Care, Isle of Man  
 2020- 2021      Senior Support Worker, Viva Heights  
 2018- 2020      Support Worker, Nurse Plus Preston

**STAFF**

The staffing structure of the service is as follows:

<b>STAFF</b>	<b>Clifton Terrace MH SLS</b>	<b>Douglas LD Bespoke SLS</b>	<b>Ramsey LD Bespoke SLS</b>
Team Leader	1	1	1
Support Worker	5.3	3	3

(The above is based on a full complement of staff; where vacant posts are apparent, these are covered with additional hours, relief staff and/or agency staff from an approved providers list)

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

**SUPPORT WORKERS**

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

**TEAM LEADERS**

- Minimum x2 years paid care/support experience
- Have attained minimum of QCF Level 3
- Working towards attainment of QCF Level 5

-Recognised qualification in Nursing, Social Work, Occupational Therapy

A person centred approach to service user needs is implemented and each service user will have a named key worker. Staff are available 24 hours a day; rotas are entirely specific to the individual parts of the service.

### 2.3 Operational Partnerships

The service operates as a partnership between Praxis Care, **and Isle of Man Government Department of Health and Social Care**

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

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

### 2.4 Accommodation

Clifton Terrace	Douglas	Ramsey
<b>5x 1x bedroom apartments</b>	<b>1x 2x bedroom bungalow</b>	<b>1x 2x bedroom apartment</b>
<b>Satellite Packages (Spot Purchase)</b>		
<b>X1 apartment (owned by the occupier)</b>		<b>X1 house (owned by the occupier)</b>

\*All properties have designated staff sleepover areas where staff provide overnight/oncall support to be available to the people we support.

\*\*Clifton Terrace has additional communal spaces for the use of the people we support and office space for staff who are based there.

### 2.5 Referral Criteria (For Bespoke Services)

- The person will be 18 years old at the time of referral
- The person should be able to show a residency history in the **Isle of Man**
- The person should meet the criteria as defined by **Praxis Care with the Isle of Man Government Department of Health and Social Care**
- 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

**(For Mental Health Services; Clifton Terrace)**

Service users must live on the Isle of Man

1. Service users will be aged 18 + and within the adult services.
2. Referred Service users will have recognised mental health needs and require a level of support which cannot be provided through existing services.
3. Priority will be given to those clients most in need of the Accommodation and Support Service. Those most in need:-
  - Will suffer from chronic social, emotional, and practical difficulties consequent to a serious mental health problem
  - Are coping poorly in their present accommodation or have a substantial package of community services and/or
  - Are presently living in a situation which is injurious to their mental health
  - May require access to staff support on a 24 hour basis.

This list is not exhaustive and all referrals will be judged on their merits

4. Service users must have, or be allocated, a Community Mental Health Professional as a care co-ordinator.
5. Service users will not be in an acute phase of their illness at the time of their referral and should be able to evidence a stable mental health pattern for the previous three months as this increases the likelihood of a successful placement.
6. Service users from the following categories will not be considered eligible:-
  - Persons with a physical or learning disability, however this should not exclude Service users with a low intellectual ability or service users with a secondary physical disability, providing such conditions co-exist with identified mental health needs
  - Persons with a primary substance/alcohol problem. Service users who suffer from a secondary abuse of substances or alcohol will be considered provided that the level of abuse does not prevent them from coping with the practical, social and emotional demands of semi-independent living.
  - Persons who suffer from significant cognitive impairment.
  - Persons who are actively suicidal or who present a significant ongoing risk to others as evidenced in the Clinical Risk Indicator.

Whilst not specifically excluded, the persons in the following categories would require extensive Risk Assessment and Management Plans before being considered for a place in the Accommodation and Support Scheme:-

- Those with a history of sexual offending.
- Those with ongoing problems of violence or aggression
- Those with a primarily personality related disorder i.e. individuals who have long standing personality traits which

result in difficult or destructive behaviours which are not amenable to treatment.

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## 2.6 Referral Process

Referrals will only be accepted from **Isle of Man Government**. For Mental Health Services; **Community Mental Health Services for Adults**. For Bespoke LD services; **Adult Learning Disability Team**. Referral agents from outside the geographical area should, in the first instance, contact: **Manager for the relevant department with Isle of Man Government**.

### FOR CLIFTON TERRACE MH SLS:

- 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.

## **FOR BESPOKE LD SLS:**

- 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.
  - A full MDT assessment process will be completed in order to assess suitability, risk, environment etc.
  - 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.
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### **2.7 Receiving a Service**

Potential service users will have his/her needs thoroughly assessed before being accepted to the service; this is intended to provide each service user with the best possible information on which to make an informed choice about his/her future.

### **2.8 Service User Plan of Care**

Praxis Care works with service users, and his/her friends, relatives or representatives (if appropriate) to draw up a written plan of the support the organisation will aim to provide. The plan sets out the service user's needs, risks that need management, support/care provided and desired outcomes.

At least once a month, each service user's plan is reviewed. There is a formal review process at 6 months after first placement and at least annually thereafter. An emergency review can be convened at any time. From time to time further assessments of the service user's needs are required to ensure that the support provided by the organisation is relevant to helping the service user achieve his/her full potential.



Every service user keeps a copy of his/her own Assessment & Plan and is encouraged to participate as fully as possible in the support planning process.

## **2.9 The Range of Support/Care**

The service endeavours to meet the following needs:

### **2.9.1 Housing Support**

- Assistance acquiring essential household items
- Locating essential local services
- Paying bills
- Maintaining the property
- Safety issues
- Signposting to specialist services
- Budgeting
- Good neighbour / dealing with disputes
- Essential daily living tasks
- Emotional support
- Supporting people to comply with treatment
- Where appropriate, notifying agencies of concerns about a service user

### **2.9.2 Care Tasks**

- Administering medications
- Health care
- Specific rehabilitation tasks
- Intensive / therapeutic behaviour management
- Supervision of people at night - time
- Personal care

### **2.9.3 Social Activities, Hobbies and Leisure Interests**

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

1. As part of the moving-in/commencement of service process, potential service users will be encouraged to share as much information as possible about his/her social, cultural and leisure interests.
2. Service users will be helped to continue to enjoy a range of individual and group activities and interests, both inside and

outside the accommodation, to carry on with existing hobbies, pursuits and relationships, and to explore new avenues and experiences. In group living settings, all service users are entitled to use the dining room, the communal lounges, other sitting and circulating areas, and the grounds of the scheme but those who wish, may remain in his/her own rooms. Service users are encouraged to personalise their rooms with small items of furniture and other possessions, and individual preferences in matters of decoration and furnishings are encouraged.

3. In partnership with service users, social and leisure activities will be designed to form the basis of the communal content of the life of the scheme/service. Friendships among service users will be facilitated and it is hoped that service users will enjoy being part of a community, but there is no compulsion on a service user to join in any of the communal social activities.
4. With the full and inclusive involvement of service users, local councillors, members of parliament, representatives of voluntary organisations, students, school children and others will be encouraged to visit schemes/services.
5. Recognise that risk-taking is a vital and often enjoyable part of life and of social activity and that some service users will wish to take certain risks despite or even because of his/her disability. Praxis Care does not aim to provide a totally risk-free environment though care will be taken to ensure that service users are not subjected to unnecessary hazards. When a service user wishes to take part in any activity which could involve risk, a thorough risk assessment will be carried out with that individual, involving relatives, friend or representative, if desired and Praxis Care will agree and record action which will appropriately balance the factors involved. Such risk assessments will be regularly reviewed, with the participation of all parties.
6. For the benefit of all service users and staff, the communal areas of the accommodation are designated as non-smoking. Service users may smoke in designated smoking areas only.
7. There may be a charge associated with some social activities and services; where this applies, the details will be made clear to the service user in advance.

#### **2.9.4 Consulting Service Users about the Way the Service Operates**

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

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

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

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

### **2.9.5 Fire Precautions, Emergency Procedures and Safe Working Practices**

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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.

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### **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.
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### **2.9.7 Relatives, Friends and Representatives**

- Service users are given every possible help to maintain and retain the links with families and friends.
- If a service user wishes, their friends and relatives are welcome to visit at a time convenient to the service user and to become involved in daily routines and activities.
- If a service user wishes to be represented in any dealings with the accommodation/service by a nominated friend, relative, professional person or advocate, Praxis Care will respect their wishes and offer all necessary facilities.

### **2.10 Ending the Service & Moving On**

Service users may leave Praxis Care services for several reasons. They may no longer require the service, the service may no longer meet their needs, or the service may only be provided for a period of time. Irrespective of the reason for the service ending, the move will be planned and managed with the service user in their best interests.