

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.

N019: CONNECTS 01.04.2024 UPDATED: 29.08.2024

1 AIMS OF CONNECTS DAY SERVICE

The service will provide appropriate quality care and support to individuals with a learning disability and other complex needs who are assessed as requiring this input to enable them to live a meaningful life within his/her own community.

2 FACILITIES AND SERVICES

Praxis Care CONNECTS service incorporates work skills and age appropriate day-care for adults with a learning disability.

The overall objective for the service will be as follows:

"To enable people with a learning disability to lead full and meaningful lives in their neighbourhoods, have access to a wide range of social, work, and leisure opportunities and form and maintain friendships and relationships" (Equal Lives).

C – Choice

O – Opportunity

N – Networks

N – New Skills

E – Equality

C – Community

T – Together

S – Socialisation

1. To provide a safe environment.
2. To provide care and support of a type that reflects good practice.
3. To promote the principles of choice, respect, dignity and confidentiality.
4. To ensure each service user's needs are appropriately assessed and reviewed on a regular basis.
5. To ensure that meaningful links are established with partners/stakeholders in the scheme, including family/carers. Ensuring encouraging inclusion and participation within the local community and ensure equality of opportunity in accessing local services.
6. To ensure the use of a Complaints and Compliments Policy which is easily understood and user-friendly
7. To ensure all staff are appropriately trained and skilled to enable them to work effectively with service users and others.
8. To ensure that appropriate written records are maintained and safely stored.

2.1 Service Management

The person carrying out the business of the service is Greer Wilson, Director of Care and Development for Northern Ireland, 25/31 Lisburn Road, Belfast BT9 7AA.

The person managing the service at a local level is Alana Hamill, Manager. Alana Hamill is responsible to Ciara Duffy, Head of Operations who is based within Unit 17, Templemore Business Park, Derry.

2.2 Management Qualification and Experience

The relevant qualification and experience of the Responsible Individual are as follows:

Education

The relevant qualification and experience of **Directors of Care Services** are as follows:

Greer Wilson - Responsible Individual
Director of Care and Development for Northern Ireland

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.

Education

Bachelor of Arts: Childhood and Youth Studies (2:1), 2005 - Open University

Bachelor of Arts: Social Work (2:1), 2006 - University of Lincoln - Lincoln

Certificate: Managing Care, 2005 - Open University

Rosemary Doherty – Regional Director of Care

Rosemary joined Praxis Care in 2015. She is a Registered Mental health Nurse with a Certificate in Management Studies (CMS) and a Diploma in Management Studies (DMS). With over 25 years of experience in social care and health across sectors including: NHS, Housing Groups, Charity & Voluntary, Rosemary is well equipped in delivering excellent quality care. Additionally, she is an M.H.F.A. (Mental Health First Aid) instructor and has delivered mental health training to various groups with the emphasis on decreasing stigma and discrimination that surrounds mental health. She is passionate about delivering the best quality care in supporting individuals to live their life to the fullest.

Deirdre Carr – Regional Director of Care

Deirdre Carr joined Praxis Care as Regional Director of Care for Northern Ireland in March 2020. A qualified social worker, Deirdre has worked directly with service users in older people and dementia services, mental health services, learning and physical disability services, children's services and addiction services for over 20 years. After working for the Southern Health and Social Care Trust at the start of her career, Deirdre moved to management of a bespoke dementia service with Fold Housing Association, and then to senior management with responsibility for Residential Care &

Support Services, Day Care Services and Joint Managed Partnerships. Deirdre brings a wealth of knowledge and expertise to the organisation.

Ciara Duffy: Head of Operations

- 2010 - BSc Social Work

Ciara Duffy took up post of Head of Operations in August 2021. Ciara commenced employment with Praxis Care in 2016 initially employed as Team Leader, before progressing to position of Manager at Templemore Supported Living Service at Templemore a Domiciliary Care Supported Living service for Adult Learning Disabilities. This was an additional service for which Ciara worked closely with commissioners to develop. Prior to employment within Praxis Care Ciara worked within the Homelessness Sector working closely with those individuals experiencing poor mental health and addictions to access relevant support and obtain a secure tenancy.

Alana Hamill: Manager

- Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Management) Wales & NI 501/1998/9

Alana Hamill has worked within the organisation and during the course of her employment progressed to role of Manager. During this time Alana has worked with a variety of client groups from adults with learning disability, older people and those experiencing poor mental health. Alana has acquired extensive knowledge pertaining to Supporting People commissioned services and has established positive partnerships. Alana's commitment to continual professional development was also illustrated via obtainment of her Level 5 qualification.

STAFF

We have a team of skilled support staff whose training is adapted in response to service user needs. We take great care in the recruitment and selection of support staff understanding that those selected will be directly supporting individuals to achieve outcomes; becoming a consistent within their life. Access NI checks are completed to ensure we know the person we are employing.

It is not a requirement for support workers to hold any professional qualifications. Each staff member undergoes a comprehensive organisational induction which corresponds with the Regulation and Quality Improvement Agency (RQIA) Minimum Standards. In accordance

with legislation each support worker is registered with the Northern Ireland Social Care Council (NISCC).

The staffing structure of the service is as follows:

Organisational Structure

Responsible Individual

DIRECTOR OF CARE AND DEVELOPMENT

LEARNING DISABILITY SERVICES

Greer Wilson

REGIONAL DIRECTOR

Rosemary Doherty

HEAD OF OPERATIONS

Ciara Duffy

OPERATIONAL MANAGER OF FOYLE CONNECTS PROJECT
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Alana Hamill

TEAM LEADER

Louise Lyons

ACTIVITY FACILITATOR

Patsy Devine

SUPPORT WORKERS

Josh Conlon

Kathy Graydon

Administrative Assistant

Laura Downey

A person centred approach to service user needs is implemented and each service user will have a named key worker. A team Leaders will be available each day via phone.

22.3 Operational Partnerships

The service operates as a partnership between Praxis Care and the Western Health and Social Care Trust.

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

The Verbal Arts Centre Accommodates Praxis Care CONNECTS Service.

The service however utilises local resources and as such many of the programmes run in various other locations such as Foyle Arena, St. Columb's Park House, community centres etc.

2.5 Referral Criteria

- The person will be 18 years old at the time of referral

Referral Criteria for CONNECTS Projects must be received from the Western Trust. All recipients of the service must live within the Western Trust area. The Learning Disability Team must refer suitable individuals to the service.

If the unit is considered appropriate to meet the needs of the individual, then an initial assessment will be undertaken. Arrangements will then be made for the individual and if appropriate his/her parents/carers/representatives and the trust representative making the referral to visit the service.

Referrals will only be accepted from members of the Western Health and Social Care Trust. Referral agents from outside the geographical area should, in the first instance, contact the Western Health and Social Care Trust.

- 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.

There is a formal review process at 12 months after admission to placement. 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 needs of up to a maximum of 28 service users per day.

2.9.1 Praxis Care CONNECTS

- Praxis Care CONNECTS Service will provide services Monday – Friday
 - Monday to Thursday: 10:00 – 16:00
 - Friday: 10:00 – 14:00Start and finishes times may vary to include afternoon and evening sessions; advance notice will be provided.
- CONNECTS is operational for 46 weeks over the course of the financial year; planned closures are advised of in advance.
- Staff ratios will be dependent on the specific need of the adult/s and will reflect good practice (staffing levels are clearly defined within the scheme roster)
- The service is supported by suitable trained volunteers
- Additional staffing arrangements; Service users whom have been assessed as requiring additional support in the form of 1:1 or 2:1 etc. are supported by competent support staff from their respective service for example (Praxis Care North West Supportive Living & Mencap). Operational/Managerial responsibility for supported living staff is that of the designated management for those services.

2.9.2 The Building

The shared service facility comprises of 5 rooms including a large spacious main hall used by group called the Blue Coat Room, equipped kitchen, disabled facilities, female and male toilets, 1 office on the ground floor used by Praxis Care with built in storage areas. The building has disability access with a lift available.

Praxis Care will provide a range of stimulating activities. Programmes provided are reviewed annually in partnership with the Service Users. Praxis Care CONNECTS Service works in partnership with a number of establishments including the local education authority and Derry City Council. Courses/Activities are both community and centre based:

- Arts and Crafts
- Work Skills training
- Catering
- Domestic Skill building
- Pottery
- Dance
- Wall climbing
- Accredited and Non accredited educational courses
- Woodwork
- Personal development classes
- Environmental studies
- Games

- T.V. and D.V.D's
- Regular Social Outings
- Reminiscence Work
- Relaxation area
- Recreational Art.
- Numeracy Essential Skills
- Literacy Essential Skills
- Creative Writing
- Boccia
- Swimming
- Gym and exercise sessions
- Zumba
- Library Sessions (reading rooms)
(Subject to change)

2.9.4 Support Tasks

- Support and encourage service users to adhere to any prescribed treatment plan; as a service however we are not involved in the administration of medication and as such those attending must be assessed by respective referral agent as competent to independently complete this task.
- Support and encourage good mental and physical wellbeing liaise with Social Worker regarding Intensive/Therapeutic Behaviour management as appropriate.
- Promote and encourage the importance of good personal care provide a range of activities within the Day Centre/Work.
- Restrictive practice is not part of our ethos we are aware that individual service users may require some level of restriction or deprivation of liberty for their own protection and/or the protection of others. Should this be necessary it will be an integral part of their support plan with multi-disciplinary sign off.

2.9.5 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.

2.9.6 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.

2.9.7 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.

2.9.8 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.