

STATEMENT OF PURPOSE - PART TWO - SERVICE SPECIFIC INFORMATION

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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.

N020: FOYLE FLOATING SUPPORT 01.04.2024 UPDATED: 15.07.2024

1 AIMS OF TEMPLEMORE SUPPORTED LIVING

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

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

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:

Greer Wilson - 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

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

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).

Being registered means that staff are required to meet the NISCC Standards for their Conduct and Practice in addition to adhering to Praxis Care's organisational policies and procedures. Registration demonstrates that staff are suitably trained, professional in their practice and accountable for the standard of the care they provide. We as an organisation are committed to continuous professional development of our employees in an effort to ensure that our delivery of care/support is of the highest quality.

The staffing structure of the service is as follows:

- 1 Full Time Manager 39 hours (multisite – 22.5 hours assigned to this service);
- 1 Admin (20 hours);
- 2 Full Time Team Leaders (39 hour contracts/78 hours total);
- 158 Hours Support Worker (there are a variety of contracts in place ranging from full time 39 hours to part time 25 hours).

A person centred approach to service user needs is implemented and each service user will have a named key worker.

Due to the client group as well as mandatory training provided to staff who all have access to our EDMS which houses all our organisational policies and procedures, encouragement is given for all employees to have an awareness of the following;

- Human Rights Act 1998;
- The Mental Health (NI) Order 1986;
- Northern Ireland Act 1998;
- Safeguarding Vulnerable Groups (NI) Order 2007;
- Sexual Offences (NI) Order 2009;
- The Mental Capacity Act (NI) 2016;
- Domestic Abuse and Civil Proceedings Act (NI) 2021.

Furthermore, it is acknowledge as to that the ethos and provision of the service aims to fit with the following strategies which underpins our practice;

- **SP 3 year Draft Strategic Plan & Covid-19 Recovery Plan 2022-2025**

The Strategic Plan highlights the need for services for Mental Health with a move towards Floating Support or Peripatetic services being desired. Increasing the number of places is also identified. Foyle MH reconfiguration during 2021 aligns with the SP Strategy.

- **Draft Mental Health Strategy 2021**

This Strategy identifies the need for services within community settings, working collaboratively across departments and the need of services in key areas within NI, including Foyle area.

- **Bamford Review**

The Bamford Review was initiated by the DHSSPS to review the law, policy and services affecting people with mental illness or a learning disability.

- **Transforming Your Care (2011)**

The Transforming Your Care review proposed a model of health and social care which put the individual at the centre with services becoming increasingly accessible in local areas. There are 12 underpinning principles and some of these correlate with Praxis Care's values.

Like the Bamford Review, the TYC review aligns with the role of Praxis Care's SP projects with the focus for Learning Disability and Mental Health services to reduce the number of people in institutional care/long-stay hospitals by resettling people in community based options such as supported housing.

- **Health & Wellbeing 2026: Delivering Together Strategy**

The Health & Wellbeing 2026 Strategy was issued by the Minister of Health (Department of Health) during October 2016 to outline actions over the next decade within the Health and Social Care sector.

The strategy outlines the need for a new model of person-centred care focussed on prevention, early intervention, supporting independence and wellbeing. It also states care and support should be delivered 'in the most appropriate setting, ideally in people's homes and communities'.

- **Equal Lives Report 2005**

The Equal Lives Report (2005) concluded that progress needed to be accelerated on establishing a new service model, which draws a line under outdated notions of grouping people with a learning disability together and their segregation in services where they are required to lead separate lives from their neighbours. The Equal Lives Report identified 5 core values that must underpin all policy and service development which include citizenship, social inclusion, empowerment, working together and individual support.

- **Draft Programme for Government (PfG) 2017-2025**

Outcome 4 'We enjoy long, healthy, active lives' refers to a need to work towards 'parity of esteem' for mental health services.

Outcome 8 'We care for others and we help those in need' states that people with disabilities are more likely to live in poverty, to be economically inactive, to face problems with housing and experience social exclusion and refers to support for people with disabilities to live more independent lives.

- **Ending Homelessness Together: Homelessness Strategy for NI 2017-22 NIHE**

The Homelessness Strategy is focused on prevention and recognises that mental and physical health issues can be contributors to homelessness. The strategy accepts that *"failing to prevent homelessness costs the public purse thousands of pounds more per individual than would be the case were timely interventions to take place"*.

- **The Active Ageing Strategy 2016-21**

This Strategy references the need for Older People to have independence, to address the issues of social isolation and to have tailored services to meet individual need including appropriate domiciliary care support for those with long-term conditions.

2.3 Operational Partnerships

The service operates as a partnership between Praxis Care and the Western Health and Social Care Trust and Supporting People Northern Ireland Housing Executive.

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

A person centred approach is taken and as such staff can be available between the hours of 9.30am to 5.30pm Monday to Sunday for scheduled visits. (*We are currently operating Mon-Friday*).

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

2.4 Accommodation

The service provides care and/or support options for individuals who experience enduring mental health issues. These individual's reside in a range of accommodation in the Foyle Area (City side and Waterside). The support offered does not entail provision of accommodation but seeks to support individual's retain their own tenancies within the community.

2.5 Referral Criteria

Foyle Floating Support

- Older people experiencing or recovering from mental ill health;
- Older people with complex needs such as frail elderly/ sensory support needs / Dementia;
- Adults with a diagnosis of Dementia;
- Adults (18 years +) with acquired brain injury / physical disability with a history of addictions / substance misuse;
- Potential service users can be NIHE residents or owner / occupied;
- The person should meet the criteria as defined by **Supporting People** and the **Western Health & Social Care Trust**.
- The person will show a range of support needs which is deemed appropriate with the level of support on offer in the Foyle Floating Support Service.

2.6 Referral Process

Individuals can self-refer or be referred by a Statutory Key worker or other WHSCT professional. Foyle Floating Support will also accept referrals from the following:

- Housing Association
- Housing Department
- NIHE
- Non-statutory agency
- Other agencies

Referrals should meet the following criteria

- 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.
- All applications received will be considered. The referral agent will be invited to discuss the application and provide further information/clarification as appropriate.
- A 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's to meet and talk with 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 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 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 is offered a copy of his/her own Assessment & Plan and is encouraged to participate as fully as possible in the support planning process. Support/Care provided is reviewed/updated quarterly.

2.9 The Range of Support/Care

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

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

- This is not applicable for the Foyle Floating Service.

Restrictive Practice

Within the Foyle Floating Support restrictive practice methods are not employed.

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 commencement of service, 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 encouraged to continue to pursue their interests, existing hobbies, pursuits and relationships, and to explore new avenues and experiences.
3. In partnership with service users, social and leisure activities will be explored to aid in formation of constructive, supportive relationships in an effort to reduce risks surrounding social isolation. It is hoped that service users will feel enabled and confident to explore opportunities available to them within their community.
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 diagnosis/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. We ask services users to refrain from smoking 30 minutes prior to a scheduled visit and for the duration of time of the visit if occurring within their home/enclosed space.
 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. Service Users are encouraged and supported to make use of public transportation; developing skills and increasing independence. As such use of staff vehicles for service user transportation does not arise within this service.

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 service is run.

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

As well as information as shared as to complaints procedures internally service users and their representatives are also made aware as to external agencies who assist, such as;

Service users are provided with the details of outside organisation they can contact if they have concerns or issues with the service;

The Regulation and Quality Improvement Authority
James House, 2-4 Cromac Avenue, Belfast, BT7 2JA
info@rqia.org.uk
028 9536 1111 (9am - 5pm Mon to Fri)

Northern Ireland Public Services Ombudsman
Progressive House, 33 Wellington Place, Belfast, BT1 6HN
nipso@nipso.org.uk
0800 34 34 24
Opening Hours: 9.00am - 5.00pm, Monday to Friday (excluding Public Holidays)

The Patient and Client Council
5th floor, 14-16 Great Victoria Street, Belfast, BT2 7BA
info@pcc-ni.net
0800 917 0222

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.

Upon entering the office address you will be asked to sign in. There are two available exits on the ground floor of the building; front entrance and rear fire escape. Both are to be utilised in the event of an alarm sounding. The fire evacuation point is towards the metal gates at the entrance of the car park; the relevant green sign will be visible on the gate.

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.
- Service user have complete autonomy as to individuals for which attend/visit their own home. We do however ask that in advance of any schedule visit staff are advised as to any person/s within the home. On occasion at your request or staffs if visitors are expected the planned visit may be rearranged and an alternative date/time agreed.
- 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 his/her 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.