

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.

North Down and Ards Mental Health Services Bangor Flat Cluster - Carmen Lane, Newtownards DISH & Home Response Service Revised: 6th September 2024

1 AIMS OF NORTH DOWN AND ARDS MENTAL HEALTH SERVICES

The service provides appropriate quality care and 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 and prevent homelessness.

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 Services, 25/31 Lisburn Road, Belfast BT9 7AA.

The person managing the service at a local level is Ellie Harbinson, 18 William Street Newtownards, Service Manager who is responsible to Darran McQuoid, Head of Operations, based at Ards Business Centre, Strangford Park, Jubilee Road, Newtownards Bt23 4YH.

2.2 Management Qualification and Experience

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

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

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

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

Deirdre Carr, Director of Care (NI SOUTH)

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.

The relevant qualifications and experience of **Ellie Harbinson, Service Manager** are as follows:

Professional Qualifications:

- Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Management) Wales and Northern Ireland. – 2017
- Level 5 Higher National Certificate in Health and Social Care – 2013

Employment History:

2008-2013 – Support Worker, Rainbow Lodge – Children’s residential and respite services, Ballymena.

2013-2014 – Senior Support Worker, Twisel Lodge – Adults Learning Disability residential scheme, Holywood.

2014-2017 – Team Leader, Peters Hill – Adults Mental Health, Learning Disability and acquired Brain Injury Supported Living Scheme, Belfast.

2017-2019 – Deputy Manager, Peters Hill - Adults Mental Health, Learning Disability and acquired Brain Injury Supported Living Scheme, Belfast.

March 2019 – Jan 2020 – Scheme Manager, Lisburn SL Services – Mental Health and Learning Disability behaviours which challenge Scheme, Lisburn.

January 2020 – current – Service Manager, North Down and Ards Mental Health Services.

The relevant qualifications and experience of Darran McQuoid- Head of Operations are as follows:

“(Bachelor of Science (BSc) Business and Social Sciences), QCF Level 5 Diploma in Leadership in Health and Social Care Adults Management, ILM Level 3 Award in Leadership and Management, QCFQ Level 2 Supporting Individuals with Learning Disability.

5 years as a Registered Manager within Health and Social Care and over 15 years’ experience working within the sector. Worked with organisations such as Age NI, Triangle Housing Association, Caring Breaks and The Beeches Professional and Therapeutic Services.”

STAFF

The staffing structure of the service is as follows:

Head of Operations – Darran McQuoid

Manager – Ellie Harbinson

Team Leader – Elaine Henderson

Team Leader – Allyce Nixon

Team Leader – Sophie Spence

APO – Janice Dale

Support Worker - Simon Brown

Support Worker – Matheu Buchan

Support Worker – Andy Coulter

Support Worker - Phil Gardner

Support Worker – Liana Jegorova

Support Worker – Phil Lucas

Support Worker – Sharon Owens

Support Worker – Lucy Stewart

Relief Support Worker – Lewis Ayton

Relief Support Worker – Kristie Ayton

Relief Support Worker – Adele Currie

Relief Support Worker – Ciara Hewitt

Relief Support Worker –Mhairi Loane

Relief Support Worker – Ella Motum

Relief Support Worker – James Skillen

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

Team Leaders: The Team Leaders who work in this service are qualified to QCF Level 3/5 level. They are all fully registered with NISCC. They receive ongoing mandatory training from the staff development team within Praxis Care and other external agencies, and training in accordance with service user needs.

The Team Leaders are subject to full Access NI checks, bi-monthly supervisions with the Manager and annual appraisals.

Support Workers: Support workers receive induction and ongoing mandatory training through the staff development team within Praxis Care and other external agencies, and training in accordance with service user needs. Some Support Workers have completed QCF/NVQ level 2/3. All support workers are subject to full Access NI checks, monthly supervisions with the Team Leader and annual appraisals.

A person centred approach to an individual's needs is implemented and each individual will have a named key worker. Staff are available 24 hours a day, 7 days a week within the Bangor Flat Cluster Service.

A person centred approach to an individual's needs is implemented and each individual will have a named key worker. Staff are available 7 days a week within the Newtownards DISH Service.

A person centred approach to an individual's needs is implemented and each individual will have a named key worker. Staff are available between Monday – Friday 9am-5pm a day within the Home Response Service.

2.3 Operational Partnerships

The service operates as a partnership between Praxis Care and Commissioners; SE Trust, Supporting People, RQIA and Choice Housing. The property is under a SLA with Choicer Housing Association.

RQIA Contact information:

James House
2-4 Cromac Avenue
Gasworks
Belfast
BT7 2JA

Tel: 028 9536 1111
Email: info@rqia.org.uk
Website: www.rqia.org.uk

Each person we support 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 Person we support Handbook.

2.4 Accommodation

North Down and Ards Mental Health Services is divided into 3 Services. Bangor Flat Cluster is a 24hour service. There are 10 individuals within this service, 6 of whom live in one bedroom flats within Carmen Lane. There is staff present within the building at all times to support the individuals. The remaining 4 individuals are part of the Expansion of Carmen Lane. These individuals reside in the community in a property provided by Praxis Care or Choice Housing. These individuals have also the support of the staff in

Carmen Lane and can contact the service at any time. This service is funded by SEHSCT and Supporting People.

Newtownards DISH is a 7 day a week service. There is 8 individuals within this service in homes within the community which are provided by Choice Housing or NIHE. These individuals have also the support of the staff in Newtownards DISH and can contact the service if any concerns arise between supports from the staff team. This service is funded by SEHSCT and Supporting People.

Newtownards Home Response is a 5 day a week (Monday-Friday) floating support service. The people we support in this service avail of floating support in their own homes in the community. This service is funded by SEHSCT.

2.5 Referral Criteria

- 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 SEHSCT and SP
- Will have mental ill health or emotional needs and will have a named statutory keyworker.
- The person will show a range of both care and housing 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 SEHSCT Supported Living Panel. Referral agents from outside the geographical area should, in the first instance, contact: Yvonne Russell Coyle's 02891 511199

- 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 individuals 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 individual to visit the accommodation/service and meet and talk with people we support and staff. The organisation is happy for a prospective individual 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 individuals will have his/her needs thoroughly assessed before being accepted to the service; this is intended to provide each individual with the best possible information on which to make an informed choice about his/her future.

2.8 Individual Plan of Care

Praxis Care works with individuals, 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 individual's needs, risks that need management, support/care provided and desired outcomes.

At least once a month, each individual's plan is reviewed. There is a formal review process at 6 weeks 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 individual's needs are required to ensure that the support provided by the organisation is relevant to helping the individual achieve his/her full potential.

Every individual is offered 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
- Maintaining Tenancy, preventing homelessness
- Essential daily living tasks
- Emotional support
- Supporting people to comply with treatment and support offered
- Where appropriate, notifying agencies of concerns about an individual

2.9.2 Care Tasks

- Administering medications
- Health care
- Specific rehabilitation tasks
- Personal care

2.9.3 Social Activities, Hobbies and Leisure Interests

Praxis Care will try to make it possible for the people we support 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 individuals will be encouraged to share as much information as possible about his/her social, cultural and leisure interests.
2. Individuals 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 people we support are entitled to use the communal lounges, other sitting and circulating areas, and the grounds of the service but those who wish, may remain in his/her own flats. Individuals 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 the people we support, social and leisure activities will be designed to form the basis of the communal content of the life of the service. Friendships among individuals will be facilitated and it is hoped that individuals will enjoy being part of a community, but there is no compulsion on a person we support to join in any of the communal social activities.
4. With the full and inclusive involvement of people we support, local councillors, members of parliament, representatives of voluntary organisations, students, school children and others will be encouraged to visit services.
5. Recognise that risk-taking is a vital and often enjoyable part of life and of social activity and that some people we support 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 individuals are not subjected to unnecessary hazards. When an individual 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 people we support and staff, the communal areas of the accommodation are designated as non-smoking. People we support 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 individuals in advance.

2.9.4 Consulting People we Support about the Way the Service Operates

Praxis Care aims to give Individuals opportunities to participate in all aspects of life in the service. In particular, the people we support are regularly consulted both individually and corporately about the way the 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.

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

Satisfaction surveys are carried out at least annually with actions completed in response to feedback. Praxis Care staff are always keen to hear from People we support and representatives. Heads of Operations will endeavour to make contact with people we support and, where appropriate their representative on a monthly basis as part of the organisation's monitoring processes. If people we support/representatives are not in the service during the monthly monitoring visits and they wish to speak to the Head of Operations regarding their views/opinions about the Service, they can contact **Vanessa Coulter** by ringing her on **07912651662**. As part of the monthly monitoring visits Vanessa Coulter completes a monitoring report. If individuals or their representatives wish to see this report they can contact either the Manager or Team Leaders.

2.9.5 Fire Precautions, Emergency Procedures and Safe Working Practices

All individuals 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 the people we support and staff.

- If you discover a fire:**
-  Shut the room door where the fire has Discovered.
 -  Raise the alarm and call the fire service On 999.
 -  Alert everyone to evacuate the building By the nearest fire exit
 -  Go to the assembly point

ONLY ATTEMPT TO EXTINGUISH A MINOR FIRE WITH AN APPROPRIATE FIRE EXTINGUISHER AND ONLY IF:

- You have received relevant training to do so within the last 12 months.
- You are confident to do so and there is no personal risk involved.

**If you are told a fire
has occurred:**



Evacuate through the nearest fire exit



Close doors behind you as you leave



DO NOT STOP to collect belongings



Report to the nominated person at the
Assembly Point (tree in the car park)



DO NOT re-enter the building for any
reason.

If your only exit is blocked by fire, go to the room furthest from the fire, closing all doors behind you and sit by a window until the fire service arrives.

REMEMBER:



Calmness and speed will make
evacuation safe and prevent injury



Be familiar with escape routes



Be familiar with the location and
operation of fire equipment

Health and Safety

Regular Fire Drills and Inspections will take place involving staff and people we support – as outlined in Praxis Care Health & Safety Policy. People we support will be notified in writing, of any planned health and safety checks or maintenance work, a minimum of 24 hours in advance. Staff are authorised to access Individual's flats with a master key for the essential purpose of conducting health safety & wellbeing checks. They will always knock and verbally call out to individuals, ensuring safety and appropriateness before entry, to prioritise the wellbeing of our individuals. Wellbeing checks will be completed by two members of staff. Personal alarm will be carried by one staff member for quick access to emergency services.

2.9.6 Arrangements for Religious Observances

Individuals 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 individual's behalf, if requested. The organisation can usually arrange for a minister or a member of the relevant organisation to visit an individual.
- Take particular care to try to meet the needs of the people we support from minority faiths. These should be discussed with the manager the service commences.

2.9.7 Relatives, Friends and Representatives

- Individuals are given every possible help to maintain and retain the links with families and friends.
- If a individual wishes, their friends and relatives are welcome to visit at a time convenient to the individual and to become involved in daily routines and activities.
- If a person we support 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

Individuals 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 individual in their best interests.

3 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.

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

Strategies that underpin the care and support provided in scheme;

The ethos and provision of the service aims to fit within the following strategies:

Supporting People 3 year Strategic Plan and Covid19 Recovery Plan 2022 -25

This Strategy highlights the need to continue to work with statutory partners via HSCB project structures to support the resettlement of people with a learning disability.

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.

Fifty of the Seventy-six Actions from Bamford have links to Learning Disability services. Action 13 has been one of the most recognised actions – ***to resettle all long-stay patients and close all long-stay hospitals by 2015***. According to the DoH by 2016, 25 inpatients still remained in hospital.

Praxis Care have worked in partnership with the HSC Trusts and NIHE to create and restructure services to allow the Bamford Actions to be realised.

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*".