



Statement of Purpose

Name of Service: Woodvale

Address: 3 Woodvale, Rosslongan, Co. Donegal, F94 X3T7



Date: 19th April 2024

Revision Number: Version 2

<p>Registered Provider: (as per Certificate of Registration)</p>	<p>Praxis Care</p> <p>Unit 18, Ardee Business Park, Hale St, Ardee, Co. Louth Telephone: 041-6871904 or 048-902-3455</p> <p>The Person carrying out the business of the service (Provider Nominee) is Amanda Gray, Director of Care</p>
<p>Person in Charge: (as per Certificate of Registration)</p>	<p>Richard Stewart</p> <p>Mobile: 085 850 3934</p> <p>E-mail: richardstewart@praxiscare.ie</p>
<p>Persons participating in Management: (as per Certificate of Registration)</p>	<p>Martina Feely</p> <p>Mobile: 085 851 4159</p> <p>E-mail: martinafeely@praxiscare.ie</p>

Services and Facilities in the Designated Centre

Aims and objectives of the designated centre:

Aims:

Woodvale will provide:

- A high quality, person-centred standard of care that is responsive to the individual needs of its residents.
- A comfortable, clean and safe environment for individuals to live in.
- A confident focus on learning through activities and to create an awareness of the natural environment.
- An environment that supports individuals to reach their full potential, regardless of their diagnoses.
- Person centred practice, planning and decision making with the individual – not for the individual.
- A placement that promotes the racial, cultural and religious backgrounds of its residents.
- Competent residential care staff who are sensitive to the needs and pre-placement experiences of its residents, and who are suitable trained to support the residents and their individual needs.
- A partnership approach with Residents, Families, Carers, Health Service Executive, Social Work, Education and Therapist colleagues working together in the best interest of the individual.

Objectives:

Woodvale strives to achieve the above by:

- Offering support and care to individuals in the form of practical, social and emotional support which facilitate the individuals' functioning within their home and community.
- Drawing up an individualised assessment and positive behaviour support plan which will enable individuals to develop their optimum level of desired outcomes based on a comprehensive assessment of need.
- Consulting with individuals, family members, statutory bodies and Woodvale staff to formulate an agreed Assessment and Plan.
- Reviewing the Assessment and Plan on a regular basis through a formal process with regular liaison between the individual, Woodvale staff and multi-disciplinary teams as appropriate.

The specific care and support needs that the designated centre is intended to meet:

Woodvale is a adult residential service (for 2 adult's with no gender limitation, aged 18 and over.), which will provide appropriate quality care and support for residents with an intellectual disabilities.

Bespoke training will be provided to staff members, based around the individual and unique needs of the residents. For example, all staff will be trained in positive behaviour support.

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

Housing Support

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

Care Tasks

- Administering medications
- Health care
- Intensive / therapeutic behaviour management
- Supervision of individuals at night - time
- Personal care

Facilities which are to be provided

Woodvale is a large two storey house on the outskirts of the Donegal town. It is a 5 bedroomed house, with 2 resident bedrooms and one staff bedroom. The house consists of three sitting rooms and a sun room. It has a spacious kitchen area with utility room next to it, that promotes resident's independence in accessing the kitchen. All residents have an en-suite in their bedroom and there is a communal bathroom available. It has a large sized garden. There is a gym and sensory room available within the home.

The resident will have access to Wi-Fi and telephone facilities within the setting.

Praxis Care is committed to the ongoing training and professional development of all staff. There will be regularly scheduled supervision of all staff members in order to facilitate high standards of care for the resident within the service

Services which are to be provided

Praxis Care works with the residents, and their 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 resident's needs, risks that need management; support/care provided and desired outcomes. This is reviewed monthly to ensure all needs are assessed and revised.

The resident is provided with a copy of their assessment and plan and is encouraged to participate as fully as possible in the support planning process. It is a priority that the resident is supported and are able to access this information in a user friendly format and in a language that is age appropriate to aid them in their understanding.

Prior to the commencement of a service at Praxis Care Woodvale, a risk assessment is carried out with the resident and agreed upon by MDT. This risk assessment is reviewed on an individual level on a regular basis but particularly when there have been significant changes to the individual's life.

At least once a month, the residents 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 resident's needs are required to ensure that the support provided by the organisation is relevant to helping the resident achieve their full potential.

The Resident is empowered to enjoy everyday living, irrespective of the complexity of their needs. This is evidenced through the setting of person centred outcomes which are measured on a regular basis to evidence achievement. The staffing of the centre reflects the care and support needs of the resident which are outlined in their personal plan.

Admissions to the Designated Centre

Registered Bed Numbers:	Woodvale can provide residential placement for 2 adults, as set out in terms of registration.
Age range of residents to be accommodated:	Woodvale will provide residential placements to 2 adults aged 18 and over.
Gender of residents to be accommodated:	Woodvale will provide residential placements to adults with no gender limitations.

Criteria used for admissions:

Referral Criteria

- The individual will be aged 18 and over.
- An application form must be fully completed and include information on risk.
- The individual should meet the admission criteria as outlined by HSE Disability Team and Praxis Care
- 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.
- 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.
- The individual will display a range of both Care and Support needs which the Admission Panel feel is appropriate with the level of support on offer in The Designated Centre – Woodvale.
- Prospective individuals will be provided with as much information as possible about the service to help them make a decision about whether or not they want to receive care and/or support. All information will be provided in an easy-read format.
- The Person/Persons with legal responsibility will be agreeable to the referral being made and, where possible, have had an opportunity to view the premises and discuss services offered.
- Praxis Care offers the opportunity for a prospective individual to visit the accommodation/service and meet and talk with the staff. The organisation is happy for a prospective individual to involve their friends/family before making the final decision about placement or commencement of service.

Referral Process

- Referrals will only be accepted from members of Disability Team HSE. Referral agents from outside the geographical area should, in the first instance, contact their Local HSE.
- Emergency admissions will not be facilitated within Woodvale. This is owing to the risks it may present due to the complex nature of the needs of the current residents and the impact on them an emergency unplanned admission may bring.
- Exclusion criteria for admission include a person with complex physical healthcare needs who may require full time nursing care as Woodvale does not possess the resources to facilitate this service.

Management and Staffing

Total staffing complement (in full time equivalent)

Manager/PIC	1
Team Leader	2.5 WTE
Social care worker	4.5 WTE

A person centred approach to the residents needs is implemented and the residents will have a named key worker. Staff are available 24 hours per day, 7 days a week with each individual assigned their safe staffing ratios, as per agreement made through the admission process.

A team leader and 1 support worker will be rostered on each shift and they will provide high quality care and support to the residents and ensure that their physical and emotional needs are met. At night there will be a sleepover and waking night staff member.

There is a Person in Charge employed on a full time basis and is available to the centre each working day between the hours of 9am-5pm. There will be a manager for the centre who over sees the daily management of the centre.

There is an on-call system in place. The on-call rota will always be found at the front of the Rota Folder. Management on-call systems are in place for out of hour's concerns, annual leave, sick leave etc. There is also a Head of Operations and Director on-call system in operation out of hours. Details are again found in the Rota Folder.

There is a Buddy System in place – whereby each scheme is paired with a 'buddy scheme' and has access to support during times where their person in charge is on leave or unavailable. Buddy managers are familiar with each other's schemes, i.e. the needs of the residents, how they present, triggers etc.

Further information on the service can be found in the Residents Guide.

Organisational structure of the designated centre:

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Management Team

CEO:	Carol Breen
Director of Care (Operations):	Amanda Gray
Regional Director of Care:	Rosarie Tynan
Head of Operations:	Martina Feely
Person in Charge:	Richard Stewart
Local Complaints Officer:	Richard Stewart
Complaints Officer:	Linda Lyons
Data Protection Officer:	Vincent Lavery
Designated Safeguarding Officer:	Martina Feely
Champion Safeguarding Officer:	Brian McCready

Note: see appendix 2 for Organisation Structure

Resident Wellbeing and Safety – Only a short accurate summary around each of the headings is required- make reference to policies and/or procedures where appropriate

Review and development of residents' personal plans (refer to the requirements of Regulation 5)

Praxis Care works with the residents, and their 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 resident's needs, risks that need management; support/care provided and desired outcomes. This is reviewed monthly to ensure all needs are assessed and revised.

The resident is provided with a copy of their individual assessment and plan and is encouraged to participate as fully as possible in the support planning process. It is a priority that the resident is supported and is able to access this information in a user friendly format and in a language that is age appropriate to aid them in their understanding.

Prior to the commencement of a service at Praxis Care Woodvale, a risk assessment is carried out with the residents and agreed upon by MDT. This risk assessment is reviewed on an individual level on a regular basis but particularly when there have been significant changes to the individual's life.

A review is convened after 6 months of moving in and annually thereafter. An emergency review can be convened at any time. From time to time further assessments of the residents needs are required to ensure that the support provided by the organisation is relevant to helping the resident achieve their full potential.

Specific therapeutic techniques used in the designated centre

The Resident is offered a range of therapeutic supports via the HSE and other recognised therapies such as:-

- Psychotherapy
- Occupational Therapy
- Speech and Language
- Chiropodist
- G.P
- Specialist Behavioural Support/Behaviour Consultancy
- Psychiatric Care & Support

The resident is supported by Praxis Care staff to attend therapies/appointments as required. Praxis Care ensures that the resident is supported to attend registered professionals when accessing therapies.

If costs are incurred by the resident for any therapeutic supports, these costs are detailed within the residents' bills agreements.

Use of Restrictive Practices and Positive Behaviour Supports

Praxis Care aims to provide extra supports as deemed necessary to the residents residing in our centre. Praxis Care staff are trained in approaching behaviours in a positive manner. A positive behaviour support plan will be put in place as deemed necessary with an emphasis on the proactive strategies. Should a resident become physically aggressive or pose a serious risk of injury towards them or others, Praxis Care staff are trained in techniques to manage violent and aggressive behaviour. Any restrictive practice will be recorded in conjoined approval by Multi-Disciplinary teams, the resident and Next of Kin. All restrictive practices are recorded in the resident's restrictive practice register and implementation of same is recorded in the restrictive practice log record.

Any restriction will be reviewed at least 6 monthly by the person in charge of the centre with the aim toward reducing and removing the restriction as positive behaviour supports are focused upon.

In order to maintain a safe environment for the resident it may sometimes be necessary to take actions that may restrict or affect their rights to liberty and security of person, or their right to a private and family life. In all instances where such an infringement is required the centre will risk assess this, record the incident and report it to the proper authorities. Such restrictions will only be employed to protect residents from serious harm, and only following the unsuccessful use of less restrictive options. The least amount of restriction will be used for the least amount of time.

When this restrictive practice is used it is essential that this information is passed onto HIQA and the statutory key worker for the resident.

Respecting residents' privacy and dignity

The resident has access to their own private personal spaces. The principles of FRED A –Fairness, Respect, Equality, Dignity and Autonomy underpin the practice of staff within the centre.

The residents have their own bedrooms. Personal care is attended to, in the residents own bedroom or in a communal or private bathroom. Praxis Care policy underpins all aspects of residents' personal care.

Access to the telephone/mail/visitors is permissible to all residents at all times. Personal records are maintained for the resident on their daily routines, personal information and reports from external professionals.

Independence and autonomy is promoted and maintained for the resident at all times.

Personal belongings are stored as the resident wishes within their home in an informed consented manner.

At the monthly resident meeting, the resident is given the opportunity to speak openly about all matters and raise any concerns they may have. Staff will also use these meetings to update the resident on any previous actions or other relevant information. Details of daily activities, menu options etc. are presented to the service user through pictorial menu, activity and welcome boards.

All information is in a format that is appropriate to the information and communication abilities of each person living in the residential service.

Social activities, hobbies and leisure interests

Woodvale will endeavour to make it possible for the resident to live their life as fully as possible. In particular, it will do the following:-

- As part of the moving-in/commencement of service process, potential resident will be encouraged to share as much information as possible about their social, cultural and leisure interests.
- The resident will be supported 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. The resident has use of the dining room, and the grounds of the scheme. The resident is encouraged to personalise their rooms with small items of furniture and other possessions, and individual preferences in matters of decoration and furnishings are encouraged.
- In partnership with the residents, social and leisure activities will be designed to form the basis of the communal content of the life of the scheme/service. It is hoped that the resident will enjoy being part of a community.
- With the full and inclusive involvement of the service user, local councillors, TD's, representatives of voluntary organisations, college students and others will be encouraged to visit schemes/services.
- Recognise that risk-taking is a vital and often enjoyable part of life and of social activity. The resident may wish to take certain risks despite or even because of their disability. Woodvale does not aim to provide a totally risk-free environment, though care will be taken to ensure that the resident is not subjected to unnecessary hazards and measures are put in place to suitably mitigate risks. When the residents 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 Woodvale will agree and record all agreed outcomes which will appropriately balance the factors involved. Risk assessments will be regularly reviewed, with the participation of all parties.
- For the benefit of all service users and staff, the communal areas of the accommodation are designated as non-smoking.

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 and this will be documented in the individual's contract of care/bills agreement.

Accessing education, training and employment

Each resident will be encouraged to take part in activities which promote independence and develop social skills. These are developed in accordance with the service users' abilities and interests.

Donegal town has a very strong sense of community and many active local groups which the service user will be made aware of and given opportunities to join or take part.

Consultation with, and participation of, residents in the operation of the designated centre

Praxis Care aims to provide individuals with opportunities to participate in all aspects of life in the accommodation/service. In particular, individuals are regularly consulted, both individually and corporately about the way the accommodation/service is run. The organisations objective is always to make the process of managing and running the accommodation/service as transparent as possible, and to ensure that the accommodation/service has an open, positive and inclusive atmosphere.

Monthly House Meetings are held and input is sought on matters relating to the everyday running of the service. Individuals are also empowered to contact advocacy services if they wish.

Regular satisfaction surveys are carried out by Praxis Care's Research Department in relation to service user involvement issues. Individuals will have the care/support he/she receives reviewed at least annually. Praxis Care staff are always keen to hear from individuals and representatives. Heads of Operations will endeavour to make contact with individuals on a monthly basis as part of the organisations monthly monitoring processes. Individuals are also encouraged to be involved in the services annual review process.

Access to religious services of residents' choice

Individuals who wish to practise their religion/faith will be given every possible opportunity to do so. Moreover, Praxis Care will do the following:-

If requested, Praxis Care will make contact with any local place of worship on an individuals' behalf. The organisation can arrange for a Priest or a member of the relevant organisation to visit an individual if this is something that an individual wishes.

Particular care will be taken to try to meet the needs of individuals from minority faiths. These should be discussed with the Person in Charge before placement.

Contact between residents and their relatives, friends, representatives and the local community

Relatives, Friends and Representatives

- Residents are given every possible help to maintain and retain the links with families and friends.
- If a resident wishes, their friends and relatives are welcome to visit at a time convenient to the resident and to become involved in daily routines and activities. There is facilities in the centre to have visitors which will not impact upon others.
- 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 his/her wishes and offer all necessary facilities.

Dealing with complaints

Woodvale has a local Complaints Officer – Richard Stewart

Praxis Care has a designated organizational complaints Officer Linda Lyons, who is based in Praxis Care Head Office 25-31 Lisburn Road Belfast, BT9 7AA

Praxis Care has an established Complaints & Compliments Management Policy. 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. This information will be made available within the Residents Guide and on request. 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 residents monthly house meetings.

Praxis Care endeavours to locally resolve any issue(s) raised in the first instance but recognises that, in some cases, complaints require further investigation. Therefore, a complaints procedure is in place, which comprises of 2 internal stages and 1 external stages which can additionally be applied to permit the effective management of a complaint where required:-

Praxis Care's Complaints Procedure comprises of 3 internal stages with a 4th external stage:-

- 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. Confidential Recipient (ROI))

The above stages of the complaints procedure will be implemented following a complaint being received. This complaint will be recorded in Woodvale's Register of Complaints log. The stages of the complaint procedure may be increased as deemed necessary by the complaints officer until the complaint is resolved.

If the complainant is not happy with the response to the complaint from Woodvale's complaints officer, Praxis Care's named Complaints Officer (Linda Lyons) can be contacted.

Brian McCready is the Safeguarding Champion within Praxis Care. The Complaints Department will let the complainant know when they have received the complaint and the Officer will say what they will do.

Complainants have the right to expect a response within 4 weeks. Details of the actions, responsibilities and timescales at every stage are outlined in full within the organisation's Complaints policy and procedure.

Praxis Care will aim to ensure that redress will be consistent and fair for both the complainant. Advice can also be sought from the designated Organizational 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 they were resolved, will be sent to the organization's Complaints Officer and the appropriate HSE social worker. The Person in Charge of the Designated Centre will ensure that each young person is kept fully informed of the complaint process and understands this procedure.

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 measureable loss, detriment or disadvantage was suffered or sustained by the complainant personally.

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.

Fire precautions and emergency procedures

All individuals are made aware of the action to be taken in the event of a fire or other emergency, and copies of the accommodation's/services fire safety policy and procedures are available on request.

In the event of a fire the residents and staff are to exit the building without delay if possible and meet at the Assembly point. The fire assembly point is clearly signposted.

Position/Measures in Place:

Praxis Care will ensure the property has been maintained to a high 'fire safety' compliant standard with for example:

1. Fire detection & alarm system (i.e. system category L1) - tested and commissioned in accordance with the requirements of I.S.3218:2013, with zoned fire panel located within front entrance corridor.
2. Minimum 30 minute self-closing 'fire resistant door sets' fitted throughout.
3. Emergency lighting installed throughout - tested and commissioned in accordance with the requirements of I.S.3217:2013.
4. Compliant firefighting equipment installed within the property (includes a fire blanket within the kitchen area).

Fire exits signs are installed throughout and individuals will complete fire drills with staff members on a yearly monthly basis. We encourage all staff and residents to become aware of all fire exits within the service.

Staff will assist individuals to leave the building in the event of a fire where assistance is required. Regular fire drills are conducted 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. Woodvale conforms to all relevant government guidance on promoting and protecting the health, safety and welfare of the individuals and staff.

Each individual has their own Personal Emergency Evacuation Plan which documents the support required to each individual should the event arise whereby they need to evacuate the building in the case of a fire.

The Person in Charge will link in with the local fire services to make them aware that Woodvale is a residential centre for individuals with disabilities and to make them aware of the locations where the residents sleep and their evacuation needs.

In addition the mains wiring installations are tested and Praxis Care will ensure that this are deemed as 'satisfactory' by a 'Safe Electric - Registered Electrical Contractor' and that periodic inspection/testing within properties such as this (i.e. classified as Category 1d Community Dwelling Houses) is recommended on a 5 yearly basis.

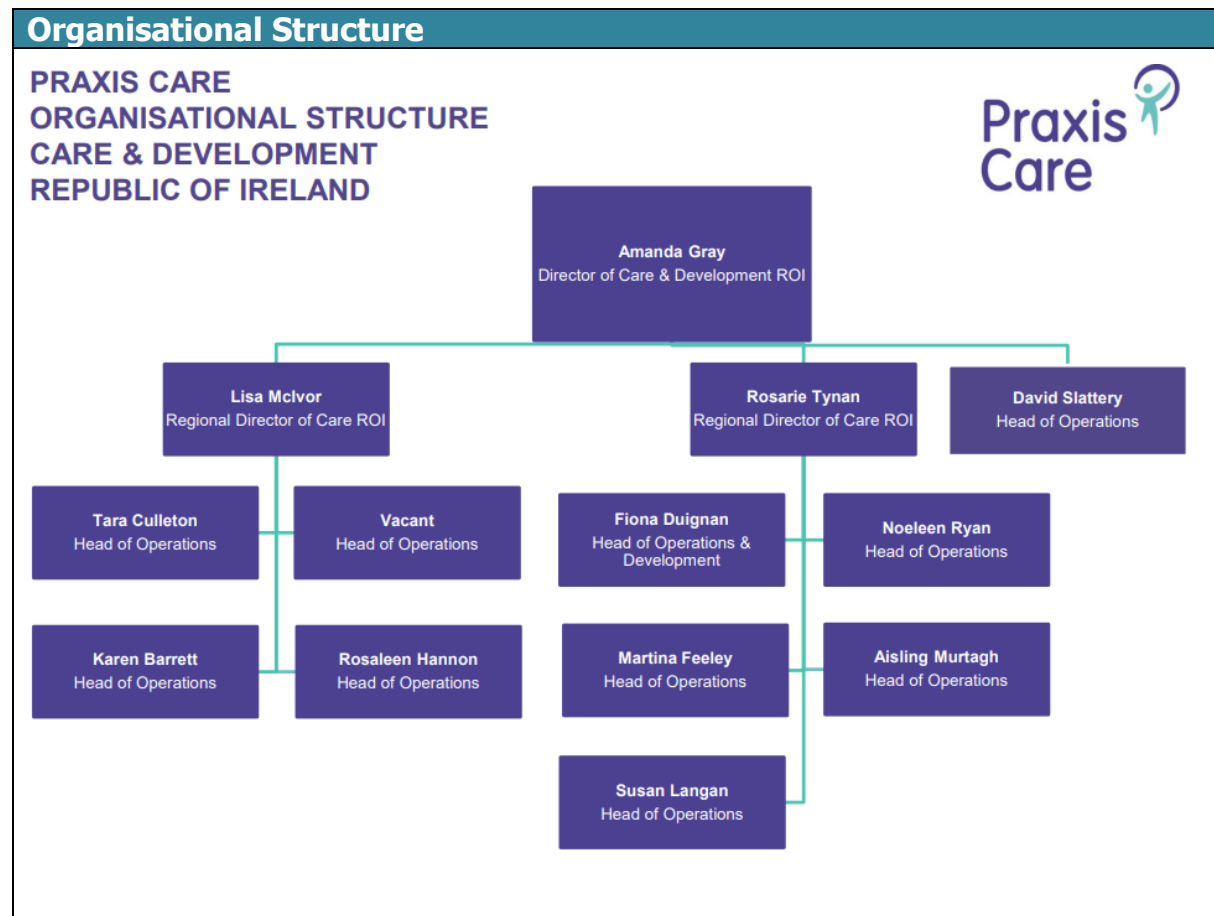
Praxis Care Fire Emergency Evacuation Policy/Procedure:

In the event of a fire alarm activation Praxis Care's basic fire emergency evacuation policy/procedure is to '**get out, stay out & call the Fire Service**'. However, all staff receive initial (and 6 monthly refresher) fire safety training and their initial role on activation of a fire alarm would be to (**only** if considered safe to do so) identify the location/source of the fire alarm activation (e.g. by reading the fire panel etc.) and then to quickly make a decision as to either to fight the fire or effect a swift evacuation. In essence our staff are trained **only** to fight fires which are no bigger than small office bin size (i.e. with the correct grade of fire extinguisher or fire blanket) and **only** if they have received fire safety training and are fully confident that they can extinguish the fire - in **all** other scenarios the clear advice/guidance is to '**get out, stay out & call the Fire Service**'.

Appendix 1:

Conditions of Registration:

Appendix 2:



Appendix 3:

Layout of the Designated Centre

Woodvale Two-Storey house. The floor plan of Woodvale is presented below.

Ground Floor

Area	Size in meters
• Lounge 1	20m ²
• Staff Office	13.6m ²
• Kitchen	19.65m ²
• Utility Room	11.55m ²
• Sun Room	13m ²
• Apartment sitting	15m ²
• Apartment lounge	20m ²
• Bedroom 2	13.85m ²
• Ensuite (Bedroom 2)	2.67m ²
• Hall	20m ²
• Toilet	2.88m ²

First Floor

Area	Size in meters
• Bedroom 1	19m ²
• Dresser	6.22m ²
• Ensuite Bathroom (Bedroom 1)	15.5m ²
• Sensory Room	12m ²
• Ensuite (Sensory Room)	3m ²
• Staff Sleep Over	12m ²
• Ensuite (Staff Sleep Over)	3m ²
• Gym	14.4m ²
• Ensuite (Gym)	4.67m ²
• Landing	8.85m ²

Document Version History

Version Number	Version update comment	Effective date
2	Complaints, Structure and PIC updated	19.04.2024