24 Hour Supported Housing Services
Service User Guide

May 2017
Welcome to Millburn Close
I would like to welcome you to your new home. Whatever the length of your stay I hope you find our staff helpful in ensuring you settle in and gain maximum benefit from living here.

This Guide has been written to provide information and clarify important issues for service users and visitors.

If you have any queries or concerns, please ask any member of staff for

Best wishes

Peter McBride
Chief Executive

Billy Murphy
Director of Mental Health Services
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Address: Millburn Close Supported Housing Scheme
20 Millburn Close
Mill Road
Belfast BT8 8FJ

Tel No: 028 90793388

E-mail: millburn@inspirewellbeing.org

Home Manager: Andrew Gowdy

Please see list of qualifications of all staff:

Home Manager: QCF Level 5 Leadership in Social Care
NVQ Level 4 Management
NVQ Level 4 Health & Social Care
Professional Awards in Medication Compliance

Q.U.B
Mental Health Promotion U.of U.
Social Welfare Studies Q.U.B
2 Senior Project Workers with qualifications ranging from NVQ Level 5 diploma & degree levels.

5 Project workers with qualifications ranging from minimum GCSE levels, NVQ to degree level education.

5 Support workers with qualifications ranging from the minimum GCSE’s to degree level education.

4 permanent night cover staff with qualifications ranging from GCSE’s to degree level education.

All staff have experience in mental health or a caring setting prior to gaining employment.

The Belfast Trust provides support from CPN’s and Social Workers, Community Rehabilitation Teams, Community Forensic Mental Health Teams & Sensory Impairment Teams who key work with the clients in their homes and at scheme level.

The Housing scheme offers an indefinite period of supported living in individual accommodation to clients who require 24-hour support from staff, to maintain their optimum level of independence, to administer medication and continue with rehabilitation.

The Services Team are committed to providing mental health services based on the service users identified needs and in collaboration with other agencies.
Our vision:
Wellbeing for all.

Our mission:
We want to build a flourishing society in which all people have access to services and support appropriate to their mental health and wellbeing needs. To achieve this we will promote, support and explore flourishing mental wellbeing throughout society. We will be an exceptional organisation marked by excellence, efficiency and innovation.

Our values:
- We provide high quality, professional and innovative services.
- We enable positive outcomes for the people who use our services.
- We act with integrity and compassion.
- We engage with and inspire each other.
- We influence policy and public opinion

Service User Rights/Access to the Service
Service users will always be treated with dignity and respect in accordance with the core values of the service. You’re Human Rights, Welfare Rights and your Rights as a tenant and citizen will be safeguarded and where necessary we will advocate on your behalf.

Inspire Mental Health values each person as an individual and welcomes diversity within an evolving multi-cultural society. We do not discriminate against anyone on the grounds of age, gender, race, disability, sexual orientation, religious belief or political opinion (as defined in Section 75 of the Northern Ireland Act 1998)
Access to all our services including this Supported Housing service is based on your assessed needs. These needs, particularly your needs in Supported Housing are agreed with you in conjunction with the relevant Trust professionals. This looks at your interests and aspirations and not just the effects of your mental health experience.

We are committed to providing the best possible service and preventing any form of direct or indirect discrimination within our practices. Individual differences are recognised and valued.

**WHAT YOU CAN EXPECT FROM US**

Under Inspire Standards, service users have the right to be treated with dignity, to make informed choices, to receive integrated services and to have the opportunity to participate in the planning, delivery and monitoring of those services.

We aim to provide you with high quality Housing Support Services for as long as:

- this is appropriate to your needs
- You continue to abide by the conditions in your Tenancy Agreement and your Service User Responsibilities.

**WHAT WE EXPECT FROM YOU**

We want you to have respect for the people you live with and to have respect and to care for your home and its environment.

You should have respect for the people who help support you in your home, and comply with the conditions of Inspires service user responsibilities/contract within this guide

**QUALITY**

The quality of our services is important to us because we know it is important to you. We aim to provide you with services of the highest possible standard.
Information about the standards that you can expect is available in your home and if you need further information please ask for this to be provided.

As someone who uses Inspire services, we are keen to know what you think about our services. You are welcomed and encouraged to forward your comments, ideas and suggestions at any time to any member of staff.

All of our services are regularly inspected and monitored by Inspire Senior Staff, Health and Social Care Trust, Supporting People and Regulation and Quality Improvement Authority. You will be notified when inspections are going to take place and copies of all reports are available for you to read.

Each year you will be given the opportunity to complete a satisfaction questionnaire. You are encouraged to be honest in your responses and to complete and return these as they provide useful information and can lead to improved services for everyone supported by Inspire.

Recommendations will be discussed at Partnership Meetings.

Please ask a member of staff if you would like to see a copy.
SECTION 1

MOVE IN

1. Offer of Residency

Now that you have been offered a tenancy you will be required to sign a Licence to Occupy Agreement, and a letter of acceptance. You must also consider acceptance of the Service User Responsibilities contained in this guide. The contents of the License to Occupy Agreement will be fully explained to you by the Responsible Inspire staff member.

When you move in you will receive a general welcome by your Scheme Manager or nominated deputy who will give you-

- Information on the Systems within your home, Communication systems in your home, duties and hours of work of staff and an initial support plan will be agreed.
- Tour and explanation of the scheme & communal facility.
- An outline of the procedure for reporting repairs, queries and complaints.

2. Personal Belongings

You will be responsible for your own personal belongings. Items of value should be insured by you.

In relation to insurance, all residents are responsible for insuring the contents of their homes and should ensure that all personal belongings are adequately insured.
3. **Keys**

You will be given the keys to your own home.

You will be responsible for the safe-keeping of your keys which should not be given to anyone else. In the event that keys are lost, you should inform the responsible Inspire staff member or staff member on duty. The cost of additional or replacement keys is your responsibility and should be requested through the responsible Inspire staff member. A spare set of keys will be retained by the responsible Inspire staff member in a locked cupboard. This will be used in the case of emergencies only.

4. **Smoking**

Government legislation makes it illegal to smoke in any enclosed communal area. Inspire has a no smoking policy in all their buildings. Smoking in an external communal area is acceptable as long as it does not cause a nuisance to other residents. **You are permitted to smoke in your own home but please be aware of fire risks and also consideration for staff member’s wellbeing whilst providing support in your own home.**

Inspirè staff and contracted staff are not permitted to smoke in Inspire accommodation.

*The Smoking (Northern Ireland) Order 2006*

5. **Support Plans And Review Process**

As a service user, you will, from the first day of tenancy, have a written support plan designed to meet your individual needs. You will be fully involved in this process. Your support plan will be reviewed with you
and changed to meet your needs as necessary. Your first review will take place after a trial period, after 3 months and then every 6/12 months. In the event of a significant difficulty, an Emergency Review will be arranged with yourself, your key worker, Scheme Manager and Service Manager. You also have the right to request a Review at any time.

Your statutory key worker and carer/family relative may be invited to attend reviews with your consent. YOU WILL RECEIVE A SEPARATE LEAFLET EXPLAINING YOUR INDIVIDUAL CARE & SUPPORT HOURS ENTITLEMENT FROM BOTH YOUR COMMISSIONING TRUST & SUPPORTING PEOPLE. THERE IS NO ADDITIONAL CHARGE FOR PERSONAL CARE.

6. Service User Files

You will be encouraged to write in your own file. Inspire will hold the file on your behalf to ensure confidentiality and secure storage. You will be offered an opportunity to keep a copy of your own file in your home. Inspire will retain a copy of your file. If you choose to keep your own file you will have full responsibility for ensuring the safekeeping of the file. When unwell you may feel it is in your best interests if staff hold onto your file, a contract can be put in place to assist you with this.

Daily record notes, all aspects of recovery support plans are recorded and stored on the Electronic GOS system which is fully compliant with Data protection legislation. You will be provided with information and consent forms explaining what personal data is being held and who has access to this in supporting your wellbeing.

After leaving the service you may request a copy of your file. This must be done in writing and you should be aware that there will be an administration fee charged.
SECTION 2

SERVICE USER RIGHTS AND RESPONSIBILITIES

1. Financial Responsibility

1.1 Personal Finances

You will be responsible for managing your own finances. If you require assistance, staff will provide guidance on savings and budgeting through your support plan. You will be given assistance to complete benefit application forms.

1.2 Scheme Charges

You will pay a weekly charge for your accommodation and for your convenience this should be done by standing order.

You will be offered assistance in applying for Housing Benefit. In the event that you are not awarded full Housing Benefit then you will be responsible for any shortfall.

You will be given 4 weeks’ notice in writing about any changes to your rent or scheme charges.

2. Scheme Charges

You will be expected to pay a weekly charge appropriate to the scheme in which you are living. (See Information sheet on costs). You will be expected to pay this from the first week you are in residence. This payment should be made by standing order from your bank. This will be reviewed at least annually.
Resident Name:

Scheme Name: Millburn Close Inspire Mental Health Supported Housing

Scheme Charges:

<table>
<thead>
<tr>
<th>Charge</th>
<th>Amount (£)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utilities</td>
<td>0.00</td>
</tr>
<tr>
<td>Redecoration, furniture, household items</td>
<td>2.64</td>
</tr>
<tr>
<td>including white goods</td>
<td></td>
</tr>
<tr>
<td>Maintenance of Garden &amp; Grounds</td>
<td>0.96</td>
</tr>
<tr>
<td>Cleaning</td>
<td>0.96</td>
</tr>
<tr>
<td>TV Licence</td>
<td>0.14</td>
</tr>
<tr>
<td>Telephone</td>
<td>0.55</td>
</tr>
<tr>
<td>Residents expenses</td>
<td>0.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>5.26</strong></td>
</tr>
<tr>
<td>Optional Charge : Groceries</td>
<td>0.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>5.26</strong></td>
</tr>
</tbody>
</table>

I have read and understood the explanation the Scheme Manager has given me regarding the breakdown of the changes to my annual Scheme Charges.

I wish to opt in/opt out of grocery charges (please delete as applicable)

Signed:  ______________________________________________________

Please Print Name:  _____________________________________________

Date:  _________________________________________________________
3. **Household Bills**

Payments of normal domestic bills e.g. electric, gas/oil, phone and TV licence costs will be your responsibility within your home.

4. **Domestic Responsibilities – General**

You are expected to co-operate with Inspire staff in maintaining your accommodation to an acceptable standard of cleanliness. This includes keeping living areas (kitchens and bathrooms) clean and tidy and ensuring that safety in the home is to a very high standard.

5. **Responsibilities – Shared Accommodation only.**

Arrangements for sharing domestic responsibilities differ between schemes; however you are expected to actively participate in domestic activities and may be involved in a rota. The Responsible Inspire staff member will discuss with you what is appropriate within your individual scheme.

When a new service user moves in staff will meet with all existing service users either individually or at a joint house meeting to receive your feedback on how you feel the move has been in relation to taking your views on board and to ensure you are happy with the living arrangements. This will be revisited sporadically to ensure your views are heard and to address any issues that may arise.

6. **Service User’s Bedrooms**

You will have your own bedroom, which should be kept clean. In the interests of Health and Safety, you should not store food or smoke in your bedroom due to the risk of fire.
7. **Communal Areas**

Communal areas are for the use of all residents. You should respect the sensitivities of others and recognise the importance of maintaining a pleasant and clean environment in these areas. This can be achieved by:

- Tidying up after yourself
- Not leaving things lying around which could cause offence to others i.e. certain reading materials, DVDs etc.
- Behaving towards each other in a manner that does not cause offence.
- Personal belongings should not cause an inconvenience to other Members.

8. **Participation**

Your participation is valued at many levels and will be encouraged. In shared accommodation you will be expected to be involved in all aspects of home life e.g. Health and Safety, general cleanliness, maintenance, security and attendance at partnership meetings. At an organisational level, Members can become involved in the recruitment of staff; assist in monitoring visits, volunteering and Focus group.

9. **Partnership Meetings**

Partnership meetings are meetings held between staff and Members to discuss, for example, scheme activities, responsibilities, outings, published Inspire reports and audit results or anything else of interest to Members. These meetings are held at least every 2 months and you will be invited to attend. A copy of the minutes of the meetings will be available.

10. **Inspire Regional Forum (Inspire members strategy)**

The Forum is a regional meeting of Members (Members of the forum and those who receive Inspire Community Wellbeing Services Support are known as Inspire Members) who represent all Community
Wellbeing Services, Inspire Support Services, Inspire Floating Support and Inspire Advocacy Services. This is an opportunity to review how things are done and to discuss new ideas for developing services. It provides Members with a voice. If you wish to represent your scheme at the meetings, please speak to the manager.

SECTION 3

GENERAL INFORMATION

1. **Visitors**

   Relatives and friends are very welcome to visit at any reasonable time at your request. You should take responsibility for your visitor’s behaviour and for seeing them safely off the premises. In shared accommodation overnight visitors are not permitted except by arrangement with the Scheme Manager.

2. **Telephone**

   In Millburn Close there is a phone in the Communal Facility which you can use within reasonable limits.

3. **Holidays/ Absence From The Scheme**

   If you plan to be away overnight or for a long period the responsible Inspire staff member **must** be informed, if not, this could result in you being reported to PSNI as a missing person or an abandonment notice being placed on your room.

4. **Local Services And Facilities**

   Information is available on the following:
- Local shopping facilities
- Local Health services
- Leisure Facilities
- Cultural and Religious Centres
- Community Centres

(If you require further information please ask staff, or see your welcome pack)

5. **Transport**

Inspire encourage you to avail of public transport. However in the event you are unable to avail of this staff where possible will transport you in their own vehicles. This is of no cost to you. Inspire ensure that staff have the appropriate insurance and cars used are road worthy.

6. **Inspire Services**

Inspire provides a wide range of services, such as Community Wellbeing Services and Advocacy and there is a range of leaflets available. If you need more detailed information on the location of our services, the Responsible Inspire staff member will assist you.

7. **Advocacy**

You have the right to access an independent advocacy service and can access an advocate by contacting:

- **a) Your Key worker in the Community Mental Health Team**
  (Personal details will be provided individually to each service user).

- **b) Advocacy**

  Inspire Advocacy Service.
  Karen McCartney Advocacy Manager.
  Graham House
  Knockbracken Health Care Park.
  Tel.02897533983
8. **Leisure**

You can choose how to spend your leisure time and information on what is on locally is available. If you need help to plan your day, this can be included in your support plan.

**Scheme Activities at Millburn Close**

- Going out for coffee
- Art work
- Going shopping
- Going to the Library
- Craft
- Gardening
- Going out for dinner
9. **Medication**

If you require staff support with your medication this can be facilitated. When staff administer medication, it is important for safety reasons that they are given time to follow the appropriate procedures.

If you are self-medicating, you will be responsible for the safekeeping of the medication dispensed to you. This medication is to be safely stored in the lockable cupboard or container in your bedroom.

**SELLING OR SHARING YOUR MEDICATION WITH ANYONE IS NOT PERMITTED. TO DO SO MAY RESULT IN A REVIEW OF YOUR TENANCY.**

10. **Healthcare**

If you feel either physically or mentally unwell you should speak to a member of staff. An appointment with a GP can be arranged. If you wish, a member of staff/Key worker will accompany you.
Information on how to contact your GP outside of working hours can be found in the section Emergency Contact Numbers. If you become ill and are admitted to Hospital, your accommodation may be kept until you return. If, however your admission is over six months, your tenancy will be reviewed.

Appointments can also be made with dentists, opticians, chiropodist etc. if required.

11. **Staff**

Inspire staff will support you in maintaining your tenancy and will assist you in monitoring your mental and physical health. Inspire staff can be contacted 24 hours per day.

**Day cover**
During the day staff work two shifts, either an early shift (7.45am – 3.15pm) or a late shift (2.45 pm – 10.15 pm).

**Night cover**
A member of staff is available during night-time hours (between 10pm and 8am) should you feel unwell. The Scheme Manager will show you where the member of staff on night-cover sleeps and will explain to you how to contact them.

If you are dissatisfied with the Inspire support service the Scheme Manager should address this with the service user to address concerns. You have the opportunity to make a complaint at any stage. If you consistently want to change support provider and feel that Inspire staff are not meeting the needs you require this will be referred to your statutory key worker who will support you with this. Changing to a different support provider will not impact on your rights as a tenant.

12. **Use Of Internet/Computer/Laptop**

If you use a Inspire computer this usage will be monitored by the responsible Inspire staff member. Internet use will also be monitored and you are asked to use this facility responsibly. Staff will provide you with
guidelines. Access to a laptop and the internet is available for your use in the Communal Facility and staff will support you if required. You can be involved in writing your own support plan and notes on the computer and your rights to confidentiality and privacy will be maintained under the Data Protection Act 1998. Any misuse of IT will result in a review of tenancy.

External Telecommunication suppliers:

Satellite or cable TV choice

If you choose to this type of system staff will support you in this process.

You will have to pay for this yourself and ensure that you have a valid TV license.

13. Supporting People

Your support is funded by Supporting People, which is the Northern Ireland Housing Executive. They provide this funding on the understanding that residents have support needs and fund Inspire Mental Health to deliver the agreed support plan.

Supporting People Teams will visit and will require access to view your Support Plan and the opportunity to speak to you.

14. The Regulation And Quality Improvement Authority (RQIA)

The RQIA have a role in monitoring the quality of Inspire services and a representative from RQIA may visit the scheme at any time. Further information on the role of RQIA is available. Please ask a staff member.

Regulation & Quality Improvement Authority (RQIA)
9th Floor Riverside Tower
5 Lanyon Place
Belfast
BT1 3BT
15. **Withdrawal of Care/Support**

If you decide you no longer wish to live in your accommodation, you must give four weeks’ notice, in writing, to the Service Manager.

You may be asked to leave if you are not complying with the Conditions of your Tenancy Agreement. This will be done in partnership with the relevant Housing Association and Service Manager. Details are provided in the Tenancy Agreement. You and your Key worker from the Community Mental Health Team will be kept informed. It is important that you are fully aware of the Conditions of Tenancy.

16. **Moving On/Leaving The Service**

Should a service user choose to move to other accommodation staff will advise and assist in this process. The main reasons for moving to new accommodation are where less or more support is required.

- a. You want to move on to more independent accommodation or alternative accommodation;
- b. There is a Breach of Tenancy.

You as a tenant will be involved in the decisions about your future care as far as possible. Where you do not have capacity independent advocacy will be considered. The local Trust will be involved in any alternative placement. This will usually be on the basis of a comprehensive multi-disciplinary assessment of the residents needs and how best these can be met currently and in the future. The decision does not compromise your housing rights as a tenant.

17. **Dignity Plan**

It’s never easy bringing up the subject of funeral planning, but just like the making of a will, pre-arranging your funeral is a practical and sensible thing to do. You can also include special requests, such as a favourite hymn, piece of music or reading.

Making plans when you’re healthy means there is less to think about if you become unwell. It is never too soon to think about what you would like to happen if you become ill, or if your illness gets worse.
There are certain practical steps that everyone should take when thinking about planning for the future. Planning ahead in this way will make the financial, legal and practical consequences of illness and death for families much easier to deal with.

SECTION 4

INSPIRE POLICIES AND PROCEDURES

1. Confidentiality

It is the Policy of Inspire that all information should be treated with the utmost confidentiality and respect. Information about you will only be shared with staff and health professionals involved in supporting you, except in exceptional circumstances.

You are also asked to respect the confidentiality of other Members.

2. Comments, Compliments Or Suggestions

If you have an idea or suggestion about the Housing Scheme, please put it in writing in the suggestion box. If we are doing something well, you may want to record it in the ‘Good Practice Book’. We like to hear what you have to say about the service. If you need help to make your suggestion or comment, staff will be happy to help.

3. Complaints

A copy of the Complaints Procedure and Complaints Information leaflets are available in all Housing Schemes. You will also be provided with a copy when you move in.

Inspire recognise that complaints help us to learn and help us to improve services. We therefore welcome your complaints, comments and suggestions about any of our services. If something is not right, we aim to correct this as soon as possible.

If you have a complaint, you should let us know by speaking to any member of Inspire staff. You may also make a complaint in writing or by e-mail. If you need any more information about how to make your views known, please ask any member of staff.

If you wish to complain to someone outside of Inspire, contact details can be found in the complaints information. This includes the Health and Social Care Trust, and the NI Ombudsman.
MAKING A COMPLAINT

making your views known

If things go wrong or you aren't satisfied with our services, we want you to tell us so that we can try to put things right.

If you want to make a complaint, there are a number of ways to do this. All complaints are treated confidentially.

STAGE 1—You can speak directly to staff, who will try to resolve things for you straight away.

STAGE 2—if you are still not satisfied, or you didn’t want to speak directly to staff, you can make a formal complaint to inspire. This can be done by letter, by using a complaints form or by telephone to any of the Managers at our Central Office or to any staff member.

If you need help in making a complaint or comment, our staff are trained in dealing with this and will be available and happy to help you. You are also entitled to access independent advocacy services to support you in making a complaint. Additionally, The Patient and Client Council can also assist a person who feels unable to deal with a complaint alone.

Details of both are available in your Service User Guide / Handbook and Inspire Complaints leaflet.

Inspire Mental Health- Lombard House, 10 - 20 Lombard Street, Belfast, BT1 1HRD
Tel: 028 90 328 474
Email:p.walker@inspirewellbeing.org

We want our response to be quick, fair, courteous and helpful.

Your complaint will be acknowledged in 2 working days.

Any investigation will take place in 10 working days.

We will let you know the outcome within 20 working days.

STAGE 3—If things are still not resolved to your satisfaction, you may wish to take the matter further. You can do this by contacting your local Health & Social care Trust or the NI Commissioner for Complaints (The Ombudsman) who can be contacted at Progressive House, 33 Wellington Place, Belfast, BT1 6HN or by phone on 028 9023 3821

Inspire complaints procedures are subject to monitoring and inspection by the Regulation and Quality Improvement Authority (RQIA). If you have any concerns about Inspire complaints procedures or how your complaint has been handled you can contact the RQIA at:

RQIA, 9th Floor, Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
or by phone on 02890 517 500

You have the right to complain

We learn from your complaints and we use them to help improve services.
– If things are still not resolved to your satisfaction, you may wish to take the matter further. You can do this by contacting your local Health and Social Care Trust, the NI Ombudsman or by another method of your choice. Contact details are available.

You have the right to complain. We learn from your complaints and we use them to help us to improve services.

(Relevant contact details for Local Health and Social Care Trust and NI Ombudsman)

Belfast Health and Social Care Trust
Mental Health Co Ordination Centre
Knocbracken Health Care Park.
Belfast
BT14 7GB

Louise Radcliffe (Care Manager) 028 95046888
Brian Gribben (Care Manager) 028 95049287

Patient and Client Council
1st Floor
Leslie House
25-27 Wellington Place
Belfast
BT1 6GD

Tel: 02890 321230
www.patientclient council@hscni.net

The Northern Ireland Ombudsman
Mr Tom Frawley
Ombudsman’s Office
Progressive House
33 Wellington Place
Belfast

Tel: 02890 233821 (switchboard)
www.ni-ombudsman.org.uk
SECTION 5

HEALTH, SAFETY & RISK

Inspire has a range of Health and Safety Procedures in place. If you have any concerns about health and safety issues you should report them a member of staff.

1. **Staff Access To Accommodation**

   Staff will need to access your accommodation in order to carry out their responsibilities e.g. for Health and Safety checks, monitoring visits and to facilitate repairs and maintenance. When possible this will be arranged in advance with you. Staff will record all access to your accommodation in a specific log book for records.

   **In the event of an emergency or concern for your wellbeing then staff will enter your accommodation.**

2. **Fire Safety Procedure**

   You must be familiar with the fire procedure and take part in any fire drills. It is in everyone’s interest to prevent fire from occurring. The fire procedure will be discussed with all new residents and will be updated regularly with you. When you hear the fire alarm you must leave the building immediately.

3. **Health And Safety Checks**

   In order to ensure that a healthy and safe environment is provided for you, staff are required to carry out regular checks on all properties. You will be told in advance when Health and Safety checks are to be carried out in your accommodation.

   You are expected to co-operate in maintaining a safe environment within your home.
4. **First Aid**

A First Aid box is available and staff will show you where this is located.

5. **Alcohol And Substance Misuse**

Unacceptable or inappropriate behaviour due to misuse of alcohol and/or drugs will result in an emergency review with all those involved in your support and may lead to the termination of your Tenancy. **You have a right to drink alcohol within your own home. Please be aware and considerate to others as this may impact on other service user’s vulnerability. Alcohol may also have a negative impact on prescribed medication you or others may be taking.**

6. **Criminal Behaviour**

Any form of criminal behaviour especially in shared accommodation where other residents are denied the right to the quiet enjoyment of their own home will be considered a breach of your Tenancy to occupy and will result in an emergency review with all those involved in your support and may lead to the termination of your Tenancy.

This following list is not inclusive but is provided as a guide:

- Dealing or use of illegal drugs (This also includes “So called Legal Highs”).
- Using our property to grow-your-own drugs.
- Damage to property, contents or building.
- Tampering in any way with firefighting equipment.
- Theft of belongings (e.g. food, medication, money) or fixtures which are not your own.
- Physical violence.
7. **Borrowing**

You are strongly discouraged from borrowing money or cigarettes. Persistent borrowing can put pressure on vulnerable Members. See section Protection from Abuse.

8. **Protection From Abuse**

Adults with mental health issues can sometimes be open to abuse from others, including friends, family, staff and other Members. It is Inspire’s responsibility to ensure that you are protected from risk and harm.

Inspire have asked a group of Members to provide information and guidance on the various forms that abuse might take. They stated the following:

Abuse can be any one, or a combination of, the following and can be a single incident or carried out over a period of time.

**Physical:** this may be defined as when another person uses unnecessary physical contact.

**Financial:** this includes borrowing money or property from a Service User, withholding money or stopping Members spending money as they personally choose.

**Emotional:** this can range from arguments, use of bad language, teasing and taunting. It can also be people being nasty or putting someone down.

**Sexual:** this can range from inappropriate sexual talk, to being touched in a sexual way without permission.

**Neglect:** this can happen when Members are left completely on their own, without enough care or support.

If you feel you are at risk of harm, abuse or neglect you should speak to someone you trust immediately. This may be a member of Inspire staff, another professional, a friend, a family member or you can contact Lombard House directly.

Each scheme has a copy of the DVD “Speak Out”. If you would like to watch the DVD please ask a member of staff. The DVD demonstrates types of abuse and encourages Members to report unacceptable behaviour.
9. **Restrictive Practice**

It is important that you are aware of restrictive practice although this is rarely used within the scheme. This is usually associated in terms of extremes and associated with violence/aggression and physical intervention and where you are stopped from doing something or made to do something. It is important that you are aware that there are many forms of restrictive practice. These include:

- Blocking passages
- Locked doors
- Medication (particularly as and when required medication)
- Holding money or belongings
- Rigid daily routines
- Appliances turned off or disabled

There may be times when restrictive practice may be required to ensure yours or other’s safety. ‘Restrictive interventions’ are things done on purpose to take control straightway of a situation when there is a real danger to the person or others. This will be discussed with you and used only:

- When absolutely necessary
- For a short a period as possible
- With consent where possible (Do with and not to)

Any decision involving the use of restrictive practice will be discussed with you, your statutory worker, your family (if appropriate) and yourself to ensure your human rights are being met. This will also be reviewed with you on a regular basis.
SECTION 6

EMERGENCY CONTACTS

Emergency Services

Fire: 999  
Police: 999  
Ambulance: 999  

To contact a member of staff

Contact: Scheme: Millburn Close  
Telephone: (028) 90793388  

The above scheme is staffed 24 hours and there are staff on duty at all times.

Your GP is: Dr _______________ Telephone: _______________  
Address: _________________________________  

If you need a Doctor outside working hours speak to a member of staff or contact:

___________________________ Telephone: _______________  

If you need a Social Worker outside working hours contact:

___________________________ Telephone: _______________  

Your Keyworker is: _____________ Telephone: _______________  

Housing Association: _Habinteg Housing___ Telephone: _02890427211_
CONTACTS:
We hope that this Guide meets your needs. If you have any comments about the information in this Guide, we would be pleased to hear from you.

The Guide is available in larger print or audio form. If a Guide is required in a different language or in Braille please let us know.

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