Inspire Disability Services

Statement of Purpose

In Respect of:

Mulhern Close Residential Home

58 Coolnagard Ave
Omagh
Co. Tyrone

BT78 1GA

Tel 028 82 250382
**Our Aims and Objectives**

- To offer both a safe and secure home for up to 12 adults who have a learning disability and additional complex needs or challenging behaviours.

- To provide high quality care whilst supporting and maintaining their independence and choice.

A high staff ratio ensures individual people’s needs are met and time is available for quality one to one care.

**Social Inclusion**

Residents have the right to expect the same rights and privileges afforded to all citizens of the locality in which they live, and nationally. To promote this, staff **must** ensure that Residents are given every opportunity to become part of their community.

a. Residents must be encouraged to exercise their right to vote in local and national elections. Full, unbiased information must be made available in appropriate formats to assist the resident in making an informed decision as to who to vote for.

b. Use local facilities available, such as libraries, church, swimming baths, cinemas, etc., where Residents are given the opportunity to integrate into society as practical and safe to do so.

c. Residents should be made aware as much as possible that with rights comes responsibility. This includes respecting other people’s property and other rights.

**Accommodation**

Mulhern Close Residential Home is situated on the outskirts of Omagh within a large private residential development. There are three separate bungalows, each with four bedrooms purpose built to the latest standards in 2010 with administration facilities for staff located separately onsite. Each bungalow has keypad entry. A large communal room and multi sensory room is also located for all residents use within the separate administration bungalow.
All bedrooms enjoy personal en-suite facilities and the latest technology for communication and safe living.

The home has a range of both specialist care equipment and equipment relating to sensory stimulation.

**The Staff Team**

A range of staff members comprise the team at Mulhern Close, grouped as follows;

Registered Manager
Deputy Manager
Team Leaders
Support Workers
Activity Coordinator
Cook
Domestic Assistant
Admin Assistant
Relief Staff

The Registered Provider and Registered Manager details are provided below.

Registered Provider       Mr Peter McBride
                          Chief Executive
                          Inspire
                          Central Office
                          Lombard House
                          10-20 Lombard St
                          Belfast
                          BT1 1RD

Qualifications            BSc. Hons. Bachelor of Science in Applied Biology
                          (Liverpool John Moores University)
                          BD Hons. Bachelor of Divinity (University of Aberdeen)
                          MSW. Masters in Social Work (Queens University Belfast)
DipSW. Diploma in Social Work (Queens University Belfast)
Advanced Diploma in the Management of Psychological Trauma (Nottingham Trent University)

Experience

Group Chief Executive – Inspire – from 01/11/10 to present

Principle Duties:

- Overall responsibility for the work of the organisation, reporting directly to the Chairman of the Board.

- Developing and implementing strategies for delivering the aims and objectives of the organisation.

- Leading the Senior Management Team in the successful delivery & implementation of strategy.

- Delivery of financial results, against formally agreed targets, to the Board.

- Promoting & raising the awareness of the organisation at Senior Management Level, including the generation of income and successful bidding for financial resources.

- Direct engagement with the Board in promoting the principles of effective corporate governance

- Representing the organisation in the media and in public forums.

- Management of risk.

Director for Change & Innovation for Inspire - from 01/04/09-31/03/10

Principle Duties:

- Develop a 5 year modernisation strategy for Inspire
- Undertake a organisational structural review and implement changes

Managing Director of Carecall NI Ltd – from 01/12/01 - 31/03/09

Principle Duties:

- Delivery of strategy as devised by the Board of Carecall.
- As a member of the Board, to participate fully in the development of strategy.
- Management of Risk – creation of reporting mechanisms and mitigations.
- Financial management of the organisation.
- Management of senior staff.
- Production of regular management reports for the Board.
- Delivery of high level consultancy products.
- Participation in the preparation and delivery of bids for new contracts.
- High level contract relationship management.
- Representing Carecall to other stakeholders and in the media.

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Registered Manager  Mrs Kerri Lowry

Qualifications  BsC Honours in Social Work

Experience  13 years experience in the caring field
8 years experience with learning disabilities
5 years management experience

**Accommodation**

Mulhern Close Residential Home provides purpose built accommodation for people with a learning disability who are over the age of 18 who also have additional complex needs of challenging behaviours. Provided across three separate purpose built bungalows the following facilities are available -

<table>
<thead>
<tr>
<th>Room Type</th>
<th>Number</th>
<th>Size: M²</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bedroom En-suite</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>Communal Rooms</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dining</td>
<td>3</td>
<td>12m²</td>
</tr>
<tr>
<td>Kitchen</td>
<td>3</td>
<td>12m²</td>
</tr>
<tr>
<td>TV Lounge</td>
<td>6</td>
<td>20m²</td>
</tr>
<tr>
<td>Multi-sensory Room</td>
<td>1</td>
<td>20m²</td>
</tr>
<tr>
<td>Activity Room</td>
<td>1</td>
<td>50m²</td>
</tr>
<tr>
<td>Toilet</td>
<td>6</td>
<td>5.67m²</td>
</tr>
<tr>
<td>Laundry</td>
<td>3</td>
<td>8m²</td>
</tr>
</tbody>
</table>
Bathrooms 3 11.11m²
Offices 2 16m²
Stores 6 16m²
Staff Kitchen 1 8m²
Staff Changing/facilities area 1 12m²

**Admission Procedure**

It is assumed that all new Residents will have undergone a ‘Needs Led’ assessment, which is generally undertaken by a Social Worker. This assessment should give clear indications regarding the level of care that is required for each individual. We have a pre-admission document that is ideally completed by the Resident, with their Social Worker, their main carer, or some other person who knows the resident well. This completed document gives us a basic knowledge of the Resident and highlights their strengths and weaknesses.

All Residents are accepted for an initial probationary period of three months. On very rare occasions this period can be extended for a further three months. During this time, the individual has a chance to settle into their new home and surroundings. It also gives us the opportunity to ascertain the accuracy of the information contained in the initial assessment documents. In the meantime, both Inspire Disability Services and the resident or their representative can decide if the placement is likely to be successful and beneficial to that resident.

Once the resident has finished their introductory period, and it is unanimously accepted that the placement is appropriate and is working well, the individual is offered a permanent place. A permanent placement means that Mulhern Close becomes the resident’s home for as long as that resident wishes, or for as long as Mulhern Close remains a suitable placement.

Staff at Mulhern Close will liaise with parents, GP’s, hospital consultants; physiotherapist etc. to ensure all information is gathered. Introductory visits may then begin – our usual format is an informal visit/s by the person with their carer moving to longer visits including a mealtime or social time activities.

The induction programmes are flexible and tailor made to meet individual needs. We aim to provide care for people in a homely setting taking into account complex needs.
An individual care and support plan will be drawn up for the provision of care by Inspire Disability Services staff within one week of admission.

**Care Plans and Reviews**

Each resident will have an individual care plan. This will be reviewed at least annually on a formal basis. The review panel will include, the individual, their carer/relative, social worker, staff from the home and the manager. Other professionals may be in attendance as appropriate. The individual’s strengths and needs will be identified at this review meeting and the care plan will be agreed for the coming year.

**Discharge**

When a resident is moving from our care we aim to ensure that the move is structured and as stress free as possible.

As with admissions the process of discharge is tailor made to individual needs of the resident and where ever possible a staged discharge is undertaken and care staffs liaise constantly with relevant professionals to ensure a smooth transition.

**Personal Care**

Residents will be encouraged to be as independent as possible in all their self help skills. When assisting the resident with personal/self care, staff will respect the person's privacy and dignity at all times, ensuring that bathroom/toilet doors are closed at all times. When using the person's bedroom, the curtains should be drawn and the door should be shut to ensure that people other than the person assisting them will not be able to see the resident.

Personal care needs of residents will be well documented within their care plans and provide guidance and advice to staff in relation to Residents’ preferences to male or female staff, bath or shower and frequency. This will be agreed with the Resident where possible, their NOK and representative. Continence promotion will be promoted by staff at all times. If a Resident is incontinent, adequate supplies of continence products, bed linen and personal protective equipment will be available and personal to the individual. Individualised assessments and care plans in relation to continence are agreed with the Resident, where possible, their NOK and representative.
Health Needs

The nature of the care we provide means all staff are actively involved in individual health needs however we Do Not provide nursing care. Each individual has a care assessment, which is updated regularly. We liaise closely with individuals, their parents or advocates and health care professionals as required. Healthy life styles are encouraged.

Privacy & Confidentiality

A person’s rights to privacy and dignity are paramount and are upheld at all times. All personal intimate care is provided by staff familiar to the person and where practical with their choice and consent.

All procedures are explained fully to the person commensurate with their level of understanding. All care activities take place in a private en-suite within each resident’s bedroom. Toileting and bathing are dealt with sensitively by staff and dignity always maintained. All staff are trained and made aware of issues of privacy and confidentiality.

Staff are not permitted to discuss resident’s personal details or circumstances. It is deemed a disciplinary offence if they do so. All staff must knock before entering a person’s room. In emergency situations where staff must enter a room they do so sensitively. The office door is closed during shift handovers and at other times when residents are discussed. All residents have a locked drawer in their bedroom when they can store personal items.

All staff receive training in vulnerable adult protection issues.

Social, Educational, and Leisure Opportunities

Mulhern Close aims to provide a homely group living environment to residents who are encouraged to pursue interests and activities, which are both inclusive and stimulating.

The home has a range of both specialist care equipment and equipment relating to sensory stimulation. Residents are provided with a range of leisure and social activities appropriate to their needs. We aim to ensure that all residents are provided with an individual designed programme of activities.
**Residents Conduct**

Mulhern Close promotes by encouragement positive behaviour in all residents placed with us. Mulhern Close has been designed to provide accommodation for individuals with known challenging behaviours. Staff are provided with training in Respect restraint and this is used when/ if Residents put themselves or others at risk. Residents must have a care plan and risk assessment in place which outlines the use of Respect techniques and when they can be used. All staff are required to read and understand the care plans and risk assessments and adhere to these. Care plans and risk assessments are to be written alongside Key workers, family members, the Resident and the WHSCT and signed off by the MDT team where possible. Training provided is accredited by the British Institute of Learning Disabilities.

Behavioural Management care plans may exist for some individuals and all staff are aware of these and follow them accordingly with guidance from the relevant professionals.

**Religious/cultural beliefs**

All people living in our homes are encouraged to follow their cultural, spiritual and religious beliefs. The services we offer can be specifically designed to meet the needs of the individual. Where a person wishes to practice their religious beliefs they will be encouraged to do so.

In the event of a Resident’s Death, staff must follow the Resident’s individual care plan in relation to this. Resident’s care and support plans will contain a ‘My preferences and wishes when I die’ document and plan which has been discussed and agreed with the resident where possible and /or if appropriate, their next of kin/main carer and or their named worker. This plan must be followed and this will be discussed and updated at the care management review with the Resident, their NOK and representatives.

Resident’s will be, where possible, cared for in their own home unless there are assessed health care needs or particular circumstances which prevent this. Staff are to conduct themselves in a compassionate, sensitive and caring manner and ensure spiritual and cultural wishes are attended to prior to and following death.

The deceased Resident’s personal belongings, including any monies or valuables, will be managed through Inspires Finance department, Inspires and the resident’s legal representative and the Resident’s named worker within the relevant Health and Social Care Trust. All residents’ personal belonging will be clearly documented in an inventory book.
Visitors

Mulhern Close has an open visiting policy between 8:00 a.m. and 8:00 p.m. Visits made out of these times should be by an arrangement with the Home Manager. Residents are encouraged to maintain contact with family and friends and visits are welcome, however we ask that all visits are friendly and cordial and do not infringe on others living in the home. There is provision where appropriate for residents to be seen privately. Any court orders restricting access will always be complied with, and will be maintained in liaison with the referring Trust.

Consultation with Residents

Residents’ needs always come first, where their views can be made clear their opinions and wishes are reported and when appropriate in consultation are acted upon. Due to the nature of severe communication difficulties and absence of verbal skills by some residents we may rely on families and Key Workers to interpret their needs and act and request things accordingly. We rely on non-verbal communication, pictorial images and sensory stimulation to also ascertain their wishes.

Bungalow and Residents meetings are held monthly where individual’s opinions may be heard and the residents are included in decisions about their lives and the day-to-day running of the home. We will constantly try to improve our services and we encourage suggestions and ideas from interested parties.

Health and Safety

Staff are trained in basic first aid, food hygiene procedures and manual handling Techniques. A Health and safety check occurs monthly. There is a comprehensive maintenance schedule using specialist contractors where appropriate that covers all equipment and buildings.

Public Liability Insurance is in place and provides appropriate levels of cover at all times. The Registration and Quality Improvement Authority regulate and inspect our services on a frequent basis.

Specific health and safety measures / restraints may be put in place for specific residents such as alarming of bedroom doors, ensuite doors and turning off water in bedrooms however these will be discussed and agreed with the resident, carers, representative, relevant healthcare professional and the manager. An individual risk management plan will be compiled detailing any restraints or safety measures put in place and signed off by relevant parties.
Fire Precautions and Emergency Procedures

Mulhern Close is protected by a comprehensive fire detection system. This includes smoke/heat detectors in all relevant areas, zoned areas, all internal doors are fire resistant, and all soft furnishing etc. meet the relevant statutory standards. Fire extinguishers are strategically placed within the home.

All staff are trained in fire safety. Residents are included in the evacuation procedure. Regular updates and practice drills and theory training occur and are recorded.

Fire alarm systems are tested weekly and serviced bi-annually by an approved contractor. Fire fighting appliances are provided and serviced regularly by an approved contractor. The local Fire Officer visits the premises every year.

Staff Training/Supervision and Development

All staff complete an organizational specific induction training. Staff may work towards vocational awards in care, levels II, III and IV.

Each member of staff has 4-6 weekly supervision and an annual PMS Objective setting and review. Monthly team meetings are held in which new care strategies are discussed and new policies and initiatives are introduced. Specific training courses relevant to disability or specific health needs are run frequently covering such issues as disability awareness, autism, challenging behaviours, current treatment and management of epilepsy, and vulnerable people’s protection issues.

Equal Opportunities

Inspire Disability Services is an equal opportunities employer. We will ensure that no employee, resident or job applicant receives less favourable treatment on the grounds of race, gender, sexual orientation, marital status, age or disability or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

Local Advocacy Services

Mecap Advocacy Services
Segal House
4 Annadale Avenue
Belfast
BT7 3JH
Tel: 0808 808 1111

Complaints Procedure

A full written Complaints Procedure is available and kept on file and is available on request. All residents’ advocates, as well as staff at the home, are made aware of this policy, and its use. In addition, a letter is sent to carers and professionals at admission informing how to make a formal complaint.

Reporting of Complaints may be to any of the following –

Stage One - Team Leader
Deputy Manager
Registered Manager
Assistant Director
Executive Director

Stage Two - Chief Executive

We adopt a two stage process and if after stage one you feel your complaint has not been resolved you may proceed to Stage Two. If you consider your complaint has not been dealt with satisfactorily by Inspire Disability Services after proceeding to Stage Two you can make a formal complaint to the commissioning Trust for the resident or

Regulation
Regulation & Quality Improvement Authority
Hilltop
Tyrone & Fermanagh Hospital
Omagh
BT79 0NS

Tel 02882252544
Email info@rqia.org.uk

NI Ombudsman
NI Ombudsman Office
Progressive House
33 Wellington Place
Belfast

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