Fermanagh Community
Wellbeing Service

Address: Fermanagh House
Broadmeadow Place
Enniskillen
BT74 7HR

Statement of Purpose
February 2018

Telephone: 028 66326930
E-mail: ernevale@inspirewellbeing.org
Contents

Introduction
1.0 Registered Provider
1.1 Registered Manager
2.0 Number and relevant Qualifications & Experience of Staff
3.0 Philosophy of Care
   Aims of the Facility
   Aims and Objectives
4.0 Status and constitution
5.0 Organisational Structure of the Facility
6.0 Number of Service Users to be provided with Services
7.0 The range of needs (categories of care) that the Inspire Day Support is intended to meet and the number in each category
8.0 Admission Criteria
9.0 The arrangements for Service Users to Engage in Social Activities, Hobbies and leisure Pursuits
10.0 The arrangements made for consultation with Service Users or their representatives about the operation of the day care setting
11.0 The arrangements made for contact between Service Users and their representatives
12.0 Complaints Procedure
13.0 Review Procedure
14.0 Number and size of Rooms in the Inspire Day Support Setting
15.0 Details of any specific therapeutic techniques used in the day care setting and arrangements made for their supervision
16.0 The arrangements made for respecting the privacy and dignity of Service Users
Introduction

About Inspire

Inspire, the new name for Northern Ireland Association for Mental Health, is the longest established mental health organisation in Northern Ireland. Inspire is a group consisting of three elements, Compass, Inspire and Carecall.

Inspire was established by Lady Margaret Wakehurst in 1959. Through her experience with her son’s mental illness, Lady Wakehurst had direct exposure to the lack of support for people outside formal psychiatric institutions. In response to this Inspire set up the first Inspire House Club on University Street in 1959, the chosen symbol was a Inspire - ‘shedding its light on the darkness of the mind’.

Inspire’s 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.

About Inspire

Inspire provide a range of person-centred services across Northern Ireland to approximately 1,500 people per week based on the Inspire Social Care Model for flourishing mental health. These Services include Day Support, Supported Housing, Home Support, Advocacy and Support Services.

Inspire believe that Social Care is an essential public service that provides day-to-day care and support where needed, to enable people to live full and active lives. We believe that high levels of emotional, psychological and social wellbeing are essential components of flourishing mental health.

Inspire’s Mission is To work in partnership with individuals and systems to cultivate their capacity for creativity, care, compassion, realism and resilience. To promote and support the recovery of hope and ambition for flourishing mental health.
The core values by which we work are:

**Quality**
- Providing a Mental Health and Social Care service that is based on personalisation and recovery.
- Providing comprehensive, innovative and evidence-based social care and quality professional service delivery.

**Integrity**
- Acknowledging the uniqueness of the individual.
- Promoting and sustaining independence, wellbeing and social inclusion.
- Supporting people to exercise choice and control over their lives, including focusing on safety and risk-taking, not merely minimising risk.
- Understanding and valuing diversity and difference.

**Partnership**
- Promoting honesty in all relationships internal and external.
- Promoting partnership with service users, carers, volunteers, staff, health professionals and other external agencies in the planning, development, evaluation and monitoring of services.

Fermanagh Community Wellbeing Service is one of 15 Day Support Services which operates throughout Northern Ireland.

Fermanagh Community Wellbeing Service has had a presence in Enniskillen for over 30 years. In its early days it was little more than a room tucked away in Castle Barracks where a group of local people would come together a couple of evenings a week. Then it moved around the corner to modest rented premises in Ann Street before moving on to purpose built premises in Mill Street. In 1999 this building was enhanced with the completion of a new £42,000 extension. For the first 16 years it was on an entirely voluntary basis. Facilities now include an arts and craft room, health and beauty suite and a computer suite. In December 2017 it moved to Fermanagh House in Enniskillen.

The centre is of immense benefit to over 40 members supporting their mental wellbeing through activities, one to one support, member led activities and service user involvement.
Fermanagh Community Wellbeing Service is open from 9.00 – 4.30 Monday, Wednesday & Thursday. Closed Tuesday & Friday

1.0 Registered Provider

**Name and Address of the Registered Provider:**

Mr Billy Murphy  
Director of Mental Health Services, Inspire (Inspire)  
10-20 Lombard Street  
BT1 1RD Belfast, United Kingdom

Company Number: ni 25428  
Charity Number: xn 47885

**Relevant Qualifications and Experience Registered Provider:**

BSc. Hons. in Psychology and Sociology (University of Ulster)  
Masters in Social Work (Queens University Belfast)  
Certificate of Qualification in Social Work (Queens University Belfast)  
Practice Teaching Award (CCETSW)  
Mental Health Social Work Award (CCETSW)  
Post Qualifying Award in Social Work (CCETSW)  
Diploma in Health & Social Service Management (UUJ)  
Advanced Award in Social Work (CCETSW)

Relevant Qualifications and Experience:

Mr Billy Murphy is Director of Mental Health Services – Inspire. Billy studied Psychology at the University of Ulster then began his career with Extern in 1986 where he worked in various projects. He qualified in Social Work in 1991 and initially worked for Barnardos. In 1992 he took up post as a Social Worker with Older People in South and East Belfast Trust. He moved to Senior Social Worker, Care Manager then Senior Care Manager. In 2002 he became Programme Planner for Mental Health Services in South and East Belfast Trust and in 2007 he became part of the Senior Management Team in Mental Health as Service Development Manager.
1.1 Registered Manager

Name of Registered Manager
Finola Crudden
Fermanagh Community Wellbeing Service
Fermanagh House
Broadmeadow Place
Enniskillen
BT74 7HR

Qualification and Experience of Registered Manager:
BTEC in Health and Social care
HNC in social care
Certificate in Community Mental Health
QCF level 5 in management
16 years experience in working for Mental Health services both residential and day care.

QCF Level 5 in Management and Leadership
Management qualification at NVQ Level 4
Certificate in Community Mental Health
Has over 14 years’ experience working in a mental health setting.
2.0 Number, Relevant Qualifications and Experience of Employees

Inspire has in place robust recruitment procedures, which ensures that only those of the highest integrity and caring qualities are employed. Inspire is dedicated to staff development and all staff complete a comprehensive Induction Programme. Staff at Support Worker level and above complete Induction and Foundation Training (IFF) which is accredited through OCN.

In addition there is an ongoing programme of training to ensure that staff maintain and update the knowledge, skills and values required to develop practice. There are a variety of delivery methods which include formal essential training days, on-line training, and scheme level training. Inspire also promotes staff development through access to NVQs at levels 3, 4 & 5 for staff.

Staffing complement for FERMANAGH COMMUNITY WELLBEING SERVICE:

**Project Worker** – (37 hrs per week) in post since 2014 and is a SEN Psychiatric nurse and has NVQs at Level 2 & 3 in Health and Social Care, Level 4 Certificate in Counselling and is currently completing a QCF Level 5 in Leadership and Management. Has a particular interest in relaxation skills.

**Support Worker** - (22 hrs per week) 18 years experience in supporting the team in providing services in Day Care. Trained COOK IT tutor.

**Clerical Assistant** – (10 hrs per week) 15 years experience working in Day Support. Qualified trainer in IT & Essential Skills and has recently taken on the development of the BKN Upcycling Project.

The scheme also has access to Peripatetic Staff as follows on request:

**Peripatetic Project Worker** - (37.5 hours per week) Joined Inspire in 1998 and has experience supporting individuals with both mental health needs and learning disability. Has completed ‘Induction and Foundation Framework’ – OCN level 2, Drugs and Alcohol Interventions Training, Certificate in Community Mental Health Work – City & Guilds level 3, and QCF Level 5 along with a wide range of in-house training.
Peripatetic Support Manager – who has BTEC in Health and Social care HNC in social care, Certificate in Community Mental Health and QCF level 5 in management along with 15 years experience in working for Mental Health services both residential and day care.

The scheme also has access to Tutors which it sources mainly from South West College through an Organisational Level agreement.

Volunteers:

Currently the centre has 0 volunteer.

Traditionally the use of volunteers has been central to the work of Inspire and it is envisaged that this will continue to be seen as a major resource in the provision of services. All volunteers will be recruited and trained in keeping with Inspire Policy.
Project Liaison Group

The Project Liaison Group will be convened by the Service Manager where it is considered appropriate. In an advisory capacity the PLG will assist with the planning, monitoring and evaluation of Inspire Day Support.

The PLG will also facilitate good communication between Fermanagh Community Wellbeing Service and local Statutory Mental Health Services. Members input into the PLG can be by attendance at the meeting or by minutes of members meeting or putting forward members views via the Inspire Day Support Manager. Examples of agenda items include:

- Discussion on Referral and Review issues
- Statutory Mental Health Team input into the Inspire Day Support Programme(where appropriate)
- Discussion on the programme of activities and how this meets the needs of members
- Identification of new needs and ideas
- Analysis of statistical returns
- Analysis of complaints and untoward incidents
- Evaluating the work of FERMANAGH COMMUNITY WELLBEING SERVICE and setting specific targets at the annual review.

Membership of the PLG may consist of any of the following:

Members of Fermanagh Community Wellbeing Service
INSPIRE staff
INSPIRE volunteers
Representatives of local statutory mental health team
Representatives from local community and voluntary sector

There will be a maximum of two from any group represented.
Inspire
Social Care Model
for Flourishing Mental Health

Inspire
Supporting Mental Wellbeing
believe that Social Care is an essential public service that provides day to day care and support where needed, to enable people to live full and active lives.

We believe that high levels of emotional, psychological and social well-being are essential components of Flourishing Mental Health.

The Inspire Social Care Model embraces Recovery Principles to acknowledge that Wellbeing is accessible to all, including those who have experienced a Mental Illness. The Inspire Social Care Model includes a wide range of services such as Day Services, Supported Housing, Floating Support and Advocacy, that are designed to work with people to:

1. Find and Maintain Hope
2. Re-establish a Positive Identity
3. Build a Meaningful Life
4. Take Responsibility and Control
Philosophy of Care

The overall goal of Inspire Day Support is to promote member involvement and personal development through a range of support and opportunities.

<table>
<thead>
<tr>
<th>Aims of Inspire Day Support</th>
<th>Objectives</th>
</tr>
</thead>
</table>
| To provide a range of constructive options promoting positive mental health within the community and facilitating the individual's recovery | - to work as a community resource that enables and supports the individual to exceed other services  
- to offer a relevant and balanced programme of Activity that incorporates Community Outreach opportunities for each individual |
| To help support and maintain the individual's recovery                                   | - all members to have an identified key-worker, that will offer support, advice and guidance  
- to develop an individual support plan for each individual that is based on their areas of need |
| To encourage and enhance each individual's quality of life                               | - to encourage participation in a variety of activities that will improve confidence, self esteem and mental well being, thereby promoting inherence  
- to provide an individual support plan that reflects goals for individuals to achieve |
| To provide person centered provision where care and support is based on individually assessed needs | - to actively provide opportunities for individuals to engage in user led activities and promote the individuals right to choose their input  
- to provide age specific activities that meets the individuals needs |
| To promote a holistic approach to mental health care.                                    | - to provide a range of activities that enhance each individuals physical, emotional & psychological wellbeing |
| To promote meaningful interaction which enables members to attain their full potential | - members are encouraged to participate at all levels of service provision  
- members are offered support and training to participate in members meetings, partnership groups, interview panels, inspection visits etc  
- to encourages the development of user led sessions and service support teams  
- to consult with members regularly in planning and implementing the service programme |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>To work in partnership with other helping agencies which support the individual</td>
<td>- to actively establish links with community and Statutory Organizations to meet the requirements of individual areas of need, such as tailored outreach activities</td>
</tr>
<tr>
<td>To promote integration thus minimizing social isolation</td>
<td>- to provide access and regular use of community / social facilities for groups and individuals through the centre Programme</td>
</tr>
</tbody>
</table>

### 4.0 Status and Constitution

This is a day care setting owned by a Voluntary Organisation (INSPIRE) and registered under the Regulation and Improvement Authority (Registration) (Amendment) Regulations (Northern Ireland) 2007
5.0 Organisational Structure of the Facility
6.0 Number of Service Users to be provided with Services

Fermanagh Community Wellbeing Service provides 14 Inspire Day Support Places per Session for a total of 4 Sessions per week for 50 Weeks per year. This gives a total of 2800 Inspire Day Support places per year.

INSPIRE may undertake to develop additional sessions outside these for example User Led Sessions or sessions for which we receive additional funding.

7.0 The range of needs that the facility is intended to meet and the number in each category (each scheme to enter numbers)

Adult Mental Health    38
Learning Disability    3

8.0 Admission Criteria/ Referral Procedure

People considered suitable for referral are:

   a) Aged 18 and over
   b) Those with a recognised form of mental illness
   Or those who have successfully completed rehabilitation Programme for an addiction problem
   c) Those who would benefit from attending Inspire Day Support

People considered unsuitable for referral are those:

- With severe dementia
- Where learning difficulties is the primary condition
- With a physical disability and who need significant assistance in relation to this
- Where addiction is the primary condition
- Who need a high level of supervision.

The Referral Procedure may be implemented informally and with some flexibility according to the needs and wishes of the Member.

Arrangements are made with the Inspire Day Support Manager for the prospective new Member to visit accompanied by the Referral
Agent/Keyworker. The Manager should record the visit in the Referral and Review Diary and in their Progress Notes when they start to attend Fermanagh Community Wellbeing Service.

During the visit the following will be discussed with the Member and Referral Agent:

- Inspire Day Support Activities
- Opening hours
- Member interests
- Participation
- Contributions – i.e. meals, transport, tea/coffee
- Physical Health Needs
  E.g. diabetes, epilepsy, mobility, hypertension, sensory impairment
- Risk/Vulnerability Assessment
  E.g. self harm; violence/aggression, self neglect, schedule one offenders
- Copy of programme of activity, Welcome Pack, Inspire Day Support leaflet and any relevant information should be given.

Introduced to staff, Key Volunteers and other Members.

If considered appropriate, a Member should show the new Member around the Scheme. This should be recorded in the Referral and Review Diary.

If the Member is agreeable to attend Community wellbeing Services, an agreement will be reached on how the attendance will help him/her. (Members support plan)
ATTENDANCE – Discuss with the member the sessions they will attend, the activities they will take part in, needs regarding transport, diet etc, and agree the date for commencement.

The referral form and assessment of need will be completed by the Referral Agent in conjunction with the proposed Member and signed by both if appropriate. These forms should be received before the Member starts attending. In the event of the member starting before the referral form has been received, this should be recorded in the Progress Notes and the Manager should pursue the referral form.

It is the referral agent’s responsibility to ensure that the Inspire Day Support Manager is informed of all relevant information relating to the proposed Member.

From information received on the Referral Form or verbally from the Referral Agent, it may be necessary for the Referral Agent to complete a Risk/Vulnerability Assessment sheet. This should be sent to the Referral Agent/Psychiatrist for completion. This form must be received before the member starts attending Inspire Day Support.

Information of a particularly sensitive nature may, on request, be kept in the restricted access section of a Member’s file.

Self-Referral – In the event of a self-referral, the Inspire Day Support Manager will interview the client and ask the Social Worker, Community Psychiatric Nurse, GP etc to complete the referral form if appropriate. Self-referrals may not be accepted unless there is a reliable source of information. All self-referrals must be discussed with a representative from Statutory Mental Health Services. The information must be recorded in the Progress Notes.

GP Referrals – A GP may refer a patient to Inspire Day Support for regular/Sessional attendance, or to attend a short-term group, such as anxiety management. GP referrals will be accepted on INSPIRE’s Referral Form in either format (long or short) a GP Referral Form, letter or email. The Manager should complete the appropriate INSPIRE Referral form with the potential new member and establish if they are known to the Statutory Mental Health Services.

Schedule One Offenders – If a Service User is identified as a Schedule 1 Offender from the initial referral then this must be brought to the
attention of the Director of Services prior to the admission panel taking place. Referrals for clients who have been deemed Schedule One offenders must be discussed with the appropriate representatives (Director of Services, Service Manager, Statutory Mental Health Services, Inspire Day Support Manager, Probation Service, Psychiatrist) before a decision is made. If the referral is being accepted a proper monitoring procedure should be set in place. All information, particularly that pertaining to risk, must be received and a management plan agreed before the member starts to attend.

**Physical Health Needs** - Some members may have particular physical needs. These may be visual or hearing impairment, physical disabilities or particular health needs, such as diabetes. Such physical needs will require special and individual responses from staff. These could include the use of sign language, the provision of particular aides or special diets. If there is a particular way of communicating with a member this information should be clearly displayed within the inside cover of the members file and the index box for health needs.

On referral to FERMANAGH COMMUNITY WELLBEING SERVICE the Inspire Day Support Manager should clearly explain the referral and review process. Members should understand that Progress Notes will be recorded, that they will have an individual Support Plan and a review will be held to look at their progress/activities etc. If the member has any areas of risk around self-harm, self-neglect or violence and aggression the procedure for monitoring risk should be clearly explained to them.

Emergency referrals to Inspire Day Support will be treated under the same policy as stated above.
RISK/VULNERABILITY ASSESSMENT PROCEDURE

It is the policy of INSPIRE to ensure that all the staff know which Service Users present as being a significant risk of self-harm or being a danger to self or others, and which Service Users are vulnerable to abuse or exploitation. This is in order to protect the Health, Safety and welfare of Service Users/Staff/Volunteers and others.

On referral, Referral Agents are required submit a risk screening tool or comprehensive Risk Assessment or complete a Risk/ Vulnerability Assessment sheet(R2). This form will be completed by the referral agent and the Service User and will provide information on any Risk/Vulnerability issues.

The Referral Agent and Service User completing the form are asked to note situations or circumstances that contribute to, or trigger risk/vulnerability issues, to outline Service User strengths and how they cope with risk/vulnerability issues and to note the dangers that exist for the Service User and others if the risk/vulnerability issue is not dealt with appropriately. The purpose of this is not to apportion blame but to ensure that risk/Vulnerability issues are acknowledged during the referral process and become an integral part of the planning and review process. Depending on circumstances referral agents and/or Service Users may be contacted for further clarification.

The Risk/Vulnerability sheet becomes part of the Service User’s file and a dynamic document that is then adjusted throughout the year to reflect changes in risk/vulnerability, for example as a result of a review, an incident or to reflect a change in circumstances. A new Risk Vulnerability Assessment is completed each year at review as required.

9.0 Arrangements for Service Users to engage in social activities, hobbies and leisure interests

- Each scheme has a programme of activities and members are involved in regularly reviewing the programme to ensure it meets identified need.
- There are activity rooms in each scheme.
- Experienced Tutors are sourced where appropriate
- Activities take place in the scheme and in the wider community and at flexible times, including evenings and/or weekends.
• Members agree with their key worker their level of involvement.
• Staff encourage members to participate at a level appropriate to each individual.
• Members encourage each other within a peer support system.

10.0 Arrangements made for consultation with Service users or their representatives about the operation of the Inspire Day Support setting

INSPIRE welcomes Service User involvement and their suggestions both at scheme and Organisational Level. Members are actively encouraged to be involved in all aspects of the Inspire Day Support’s operation. The membership concept is fundamental to the success of Fermanagh Community Wellbeing Service creating a sense of each individual belonging and making a valuable contribution. The following are ways in which Fermanagh Community Wellbeing Service Members may be consulted, or are able to put forward their views.

• Discussion with Key Worker
• Formal and informal discussions with the Scheme Manager
• Partnership Meetings/ Members Network
• Suggestion box, satisfaction surveys/questionnaires
• Inspection Visits (Announced & Unannounced)
• User Focused Monitoring Visits
• Individual Review Meetings
• Scheme Evaluation
• Service User Support Teams
• User Led Conferences
• User Led Sessions
• In the context of the Service Agreement the Sperrin Lakeland Health and Social Care Trust may carry out their independent evaluation of the Inspire Day Support Setting, and gain Members views on Services.
11.0 Arrangements made for contact between Service Users and their Representatives

- Members are asked at referral stage if/when they wish carers to be kept informed of their progress
- Review meetings are an opportunity for Carers or referral agents to be kept up to date on progress
- Each Day Support has a quiet room where Members can meet privately with representatives
- When a member requests contact be made with a representative they will be assisted to do so.

12.0 The arrangements for dealing with Complaints

The arrangements for dealing with complaints are detailed in our policy and procedure manual – Procedure for Concerns Complaints & Compliments QG3). This procedure is intended to cover all persons involved in the work of INSPIRE (Service Users, Staff, Volunteers and General Public)

A concern is defined as a minor issue which can be resolved to the persons satisfaction – usually within 24 hrs – this is recorded using a low risk concern sheet and will be logged within the scheme alongside complaints made.
MAKING A COMPLAINT

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.

**STEP 1** – You can make your complaint in the way that best suits you. This can be face with staff who will try to resolve things for you straight away or you can make your complaint by telephone, in a letter or by e-mail. Our contact details are:
Inspire, 10-20 Lombard Street
BT1 1RD Belfast, United Kingdom

Tel : 028 90328474 Fax: 02890234940
E-MAIL: p.walker@inspirewellbeing.org

You should try to provide details of
- How to contact you
- Who or what you are complaining about
- Where & when the event that caused your complaint happened
- Where possible what action you would like us to take.

**STEP 2** – INSPIRE will acknowledge your complaint within 2 working days

**STEP 3** – INSPIRES investigation of your complaint will normally be undertaken within 10 working days

**STEP 4** - You will normally be notified of the outcome of the investigation and the appeals procedure within 20 days
13.0 The arrangements for dealing with Reviews of the Service User’s Plan referred to in Regulation 16(1)

Support Plan
The short-term objectives stated on the referral form and the referral agent’s assessment of need form the basis of the first Support Plan, which should be drawn up within the first 4-6 weeks depending on attendance and circumstances of the member. For whatever reason this is not completed it should be recorded in the members’ progress notes. Support Plans will be reviewed as the member progresses within Inspire Day Support. They are attached to the Progress Notes for this purpose and are considered a working document.

Members should be fully involved in the updating of their support plans and encouraged to write their own Support Plan, when they wish to do so. Support Plans are typed up on the laptop. Members are encouraged to type up their own with assistance from staff.

Reviews
The first review should be held after the member has been attending four months then annually unless an issue or concern arises then a review should be arranged. If a review is delayed or cancelled the reasons should be clearly recorded in the progress notes. Dates should be recorded in the review diary and the members file.

Non Attendance
If a member has not been attending for a period of three months their attendance should be reviewed. If there are valid reasons for non-attendance then they should be held on the register for a further three months. This information should be recorded in their progress notes.

Leaving Procedure
When a member no longer attends, the Inspire Day Support Manager may write to them and copy to file, phone the member or speak to the members Key Worker (Referral Agent). This should be recorded in the Progress Notes and the file closed. The date the file is closed should be clearly recorded on the front of the file and the Progress Notes. A date
five years hence should also be recorded on the front of the file for shredding.

14.0 The number and size of Rooms Fermanagh House

2 Large rooms (1 Administration Office – 1 Activity Room)
Rooms can be hired as required.

15.0 Details of any specific therapeutic techniques used in the day care setting and arrangements made for their supervision
There are no specific therapeutic techniques available at Fermanagh Community Wellbeing Service which require additional supervision.

16.0 The arrangements made for respecting the privacy and dignity of Service Users

- The core values of INSPIRE include dignity, choice, integration and respect. Dignity and respect are maintained and upheld by ensuring each member in every aspect of his/her care and support.
- All staff work towards providing an atmosphere of mutual respect between Members and Staff, and to uphold the dignity of the individual.
- Members are addressed in the manner they prefer. ie Mr/Mrs or by first name etc.
- All staff work within INSPIREs Confidentiality Policy.
- All staff exercise non-discriminatory practices.
- Appropriate areas are available for Members to have private discussions.
- Members are consulted and kept informed of changes within the Service.

Date Approved and Implemented: February 2018

Date of Review and Record of changes Made: Statements of Purpose are usually reviewed on a regular basis. The date of review will be noted here and copies circulated to all relevant parties.