




HARMONI

people + potential

STRICKLANDS CARE VILLAGE STATEMENT OF PURPOSE

Issue 2

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Nominated Manager for query: (Name and Contact details)	Amanda Barr Registered Manager Stricklands Care Village Amanda.Barr@harmoni.org.uk

The information contained in this document is available if required in a format and language suitable for the service user or his or her carer/representative.

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ASSOCIATED POLICIES

Assessment, Care Planning and Review
Complaints
Confidentiality
Deprivation of Liberty
Equality and Diversity
Handling Pets
Infection Control (including Covid 19)
Finance (Clients)
Medication
Recruitment
Respect and Dignity
Restrictive Practice
Regulation 23 Unannounced Visits
Safeguarding
Staff Support and Development
Training and Development
Whistleblowing

ASSOCIATED DOCUMENTS

Application to live within Stricklands Care Village
Assessment of Needs and Risk
Records Management
Home Visit Record
Hospital Passport
Insurance
My Needs
Leasehold Agreement
Operational Policy
Reportable Incidents
Risk Management
Service Agreement
Client Guide

1) STATEMENT OF PURPOSE

Our Statement of Purpose outlines the care and support we provide, how we are organised to provide that care and support and includes a general overview of the facilities, services and practices adopted to implement the effective delivery of meeting our stated purpose.

The Statement of Purpose is to be read and applied in conjunction with our wider policies and procedures.

This Statement of Purpose is available to all existing and new prospective service users, and other interested parties with an interest in our provision of care and support.

A copy of the Statement of Purpose is held by The Regulation and Quality Improvement Authority (RQIA).

Whenever any part of the Statement of Purpose changes, we will ensure that it is updated within 28 days of that change. The RQIA will be advised of these changes.

2) INTRODUCTION

Stricklands Bay Care Village is part of HarmonI. A Social, Voluntary and Community organisation which is a Company limited by guarantee having no share capital, with charitable status under the Charities Commission for NI regulations.

HARMONI is an organisation with its foundations in the Donegal Road area of Belfast in 1878, supporting individuals who today would be described as having a physical disability. It was founded as a Christian charity growing rapidly around both Belfast and the Bangor areas.

HarmonI aims to provide an Independent Supported Housing Scheme to offer another option in the spectrum of community care for individuals who are registered as having a Disability within Stricklands Care Village.

Throughout its history, it has supported a wide range of individuals using varying delivery models, from men's homeless hostels, schools, to workshops, to infirmary, and nursing care.

Link to HARMONI webpage which gives full details of our history: <https://www.HarmonI.co.uk/>

3) REGISTERED PROVIDER

Sam Humphries
Chief Executive
HarmonI
39 Downshire Road
Bangor
BT20 3RD

Relevant Qualifications & Experience :

MSc Executive Leadership

10 years as CEO and Accounting Officer of Northern Ireland's largest provider of Supported Employment to people living with disability.

4) REGISTERED MANAGER

Amanda Barr
Harmonl
39 Downshire Road,
Bangor
BT20 3RD

Relevant Qualifications & Experience : BSc Hon Professional Studies : Learning Disabilities and Level 5 Diploma in Leadership for Health and Social Care Services (Adults) Wales and Northern Ireland.

Over 30 years of experience in the Health and Social Care sector as a practitioner, training facilitator and registered manager.

5) NUMBER AND RELEVANT QUALIFICATION OF STAFF

1 x Team Leader – BSc Health and Social Care Policy
1 x Administrator – Level 5 Leadership for Health and Social Care
1 x Activities Co-ordinator – BA Fine Arts

Senior Support and Care Workers:

1 x Level 3 Health and Social Care plus 1 undertaking this qualification
2 x Level 4 Health and Social Care being undertaken

Support Care Workers:

12 x Level 2 Health and Social Care
24 Level 3 Health and Social Care plus 3 undertaking this qualification
3 x Level 5 Health and Social Care plus 1 undertaking this qualification
6 x Degree Level

6) PHILOSOPHY OF CARE

Our clients are the focus of everything we do at Harmonl. The focus of this organisation is founded on the intention to provide the highest practicable standard of care and support which reflects the current RQIA criteria.

Our work is based on the undernoted key themes:

- ❖ That the choices of our client's matter and will be supported
- ❖ That the rights of our clients to be treated with dignity and respect will be upheld.
- ❖ That our clients are empowered to make informed choices to enable a fulfilling and meaningful life based on their individual choices.
- ❖ An understanding of our client's strengths and their aspirations
- ❖ That our clients (and if appropriate their family/representative, healthcare professionals/Social Care Manager) will be fully involved in developing care and support plans to ensure that our client's needs are understood and met.
- ❖ Building on our client's skills to live as full a life as is possible
- ❖ Encouraging and supporting our clients to participate in social activities
- ❖ Respect of each client's needs and values in matters of religion, culture, race or ethnic origin, sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.
- ❖ That our staff will have appropriate training to meet the requirements of their role
- ❖ That HARMONI will support each client with honesty and integrity
- ❖ That HARMONI will provide information on how each client can make a complaint, comment or compliment about the service we provide.

7) AIMS OF HARMONI

Harmoni at Stricklands Bay, Bangor aims to create a community which enables people with a disability to live as independently as possible within a secure and supportive environment.

Harmoni at Stricklands Bay, Bangor aims to be the provider of choice to individuals who are disabled to live in a supported living environment.

8) OBJECTIVE OF HARMONI

Harmoni at Stricklands Bay, Bangor has the objectives of maintaining and further developing a community which enables people with a disability to live as independently as possible within a secure and supportive environment.

HARMONI will seek to involve clients who live with us in the evaluation of the services we deliver.

HARMONI will listen proactively to issues raised by clients and their representatives on how we can continue to deliver a high standard of service.

HARMONI will invite clients to regular Client Meetings where they can express their views and raise issues which are important to them.

HARMONI will engage with clients and empower clients to make informed choices in relation to how the client wishes to live their life as independently as possible.

HARMONI will facilitate clients to maintain for as long as possible the skills that they have and where possible encourage clients to develop skills and knowledge to enhance their life.

HARMONI will ensure that clients have information on employment, training, educational and voluntary options and opportunities and empower clients to make appropriate informed choices and decisions in relation to their personal and unique needs.

HARMONI will recognise that each client will have their own personal goals and will endeavour to support each client their own personal goals in life.

HARMONI will ensure that clients have equality of opportunity to choose and access services and activities irrespective of age, race, ethnic origin, colour, religion, political affiliation, disability, impairment, marital status, parenthood, gender or orientation.

HARMONI will provide the correct level of support and/or care to enable the individual client to live as full and positive a life as is possible.

HARMONI will ensure that the appropriate number of staff are available on to meet the agreed needs of the client group.

HARMONI has a comprehensive maintenance plan which will ensure that the homes occupied are well maintained and safe.

HARMONI has a comprehensive training schedule which meets the requirements of regulatory and statutory bodies in addition to training events which enhance the skills, knowledge and capability of each staff member.

Harmoni at Stricklands Bay, Bangor aims to be the provider of choice to individuals who are disabled to live in a supported living environment.

HARMONI will engage with Health Trusts, RQIA, Supporting People, Clients and their representatives to ensure that we deliver a high standard of support and/or care which seeks to exceed minimum requirements.

We are governed by company law and guidance issued by the Charities Commission NI to ensure –

- The quality of financial reporting, by keeping adequate accounting records and preparing timely and relevant financial information
- That the annual financial statements are prepared in line with UK generally accepted accounting principles and in line with the requirements of the Companies Act 2006.

HARMONI will ensure that staff training is tailored to the needs of our clients to enhance the skills, knowledge and capability of staff to meet the diverse needs of each individual client.

HARMONI will treat each client as an individual with their own life choices and will see our role as being pivotal empowering our clients to have a full and broad life by meeting their personal needs and goals.

9) STATUS AND CONSITUTION

Harmonl is a Third Sector organisation which provides supported living type domiciliary care agency for individuals who have a registered disability.

Harmonl is registered under Article 8(2a) of the Health and Personal; Social Services (Quality, Improvement and Regulations) (Northern Ireland) Order 2003.

Stricklands Bay Care Village is part of Harmonl.

10) ORGANISATIONAL STRUCTURE OF THE ORGANISATION

See Appendix 1

11) ORGANISATION STRUCTURE OF STRICKLANDS CARE VILLAGE

See Appendix 2

12) NUMBER OF CLIENTS ACCOMMODATED ON SITE AND PROVIDED WITH SERVICES

We currently have 35 Clients:

- 1 x Single Tenancy – 24hr Care and Support
- 3 x Co-tenancies – 24hr Care and Support
- 4 x Single Tenancies – 24hr Care and Support
- 10 x Single Tenancies – Supporting People Services
- 6 x Single Tenancies – SETrust with additional Supporting People Services
- 5 x Single Tenancies – SETrust Support
- 3 x Single Tenancies – Private Paid Support
- 1 x Single Tenancy – No Support

3) RANGE OF NEEDS

All Clients on this site are registered Disabled apart from one.

The Care services we provide include, but are not restricted to:

- Adhering to the agreed plan for care and level of support and where appropriate include the client and/or their family/representative/health care professional and social services as appropriate.
- Ensuring that care plans/support plans/needs assessments (Daily Living Plans) are reviewed regularly and are relevant to the needs of the client.
- Clients who have care package or agreed additional support: taking care of all aspects of daily living, shopping, safety and security of client etc., and with or on behalf of a client, menu planning, food preparation, cooking and serving etc.
- Clients who have care package or agreed additional support: carrying out household tasks required to maintain a clean and hygienic environment.
- Clients who have care package or agreed additional support: carrying out tasks to ensure that the client lives in a safe, secure and well-maintained home.
- Clients who have care package or agreed additional support: ensuring that the client's home is furniture and décor is maintained to a high standard and when renewal/refurbishment is required that the client is included in decisions regarding their home. Where appropriate we will engage with family or representative and/or social services in relation to funding requirements.
- Clients who have care package or agreed additional support: ensuring that we maintain excellent records of the monies that clients spend if the client cannot do this for themselves. These records are audited internally, by an external independent auditor and are subject to funding authority audits.
- Clients who have care package or agreed additional support: encouraging clients to participate in the above activities in as far as they are able.
- Clients who have care package or agreed additional support: ensuring that the client maintains a good level of health and wellbeing by engaging with medical professionals and family.
- Clients who have care package or agreed additional support: accompanying clients to medical appointments.
- Clients who have care package or agreed additional support: where appropriate and required, provide staff while client is in hospital to ensure that client has familiar faces when in a different environment.

- Clients who have care package or agreed additional support: arranging day trips and holidays as appropriate to the needs of the client and liaise with representatives to facilitate this.
- Ensuring that the staffing levels are maintained at safe levels which meet the needs of the clients.
- Ensuring that we are vigilant to the changing needs of clients and respond appropriately, involving all stakeholders involved with the client as appropriate.

Assistance with Daily Living Categories

Support Costs:

All clients will receive some form of support, the level of which may vary depending on personal needs.

In some limited cases, if you are eligible for Housing Benefit access may be granted to funded Support costs through the NIHE Supporting People programme, this will be discussed with you prior to any agreement to become a client.

If you are not eligible for Housing Benefit your support costs will need to be met by you through self-funding. In some cases, the Health Trust may consider those support needs as critical to your care or ability to live independently and be prepared to fund some or all of those. HarmonI will work with you and the Health trust to identify these issues and attempt to find a suitable resolution.

Care Costs:

Each client will have a specific care and support plan agreed and regularly updated to ensure your needs are met. Due to the nature of personalised Care and Support we must be very specific about what tasks or assistance is support and which is care, so we need to ask very detailed questions as we go through the application process. This is a process of collaboration between you, us, the Trust and the Northern Ireland Housing Executive all of who are simply trying to ensure you get the right support and care.

In respect to meeting your care needs, we will work closely with you, the South East Health and Social Care Trust or your representatives to ensure you receive the care that best meets your personal needs. This will range from peripatetic care support such as domiciliary care to direct full time support. The funding to meet your care needs should come from the Health Trust, but you should note they can only fund care needs that are assessed by their professional teams with limited input from the team at HarmonI.

You may receive other benefits which HarmonI may not be aware of, please be sure to disclose everything you know about these to the senior staff at HarmonI, the Housing Executive and the Trust as required, this will ensure there are no surprises further down the application process.

Please note that your eligibility for Category 1 or Category 2 funding is not within the remit of Harmoni to determine. This should be discussed with your Social Worker/Social Care Manager prior to agreeing to take Licence of a property on the Stricklands Bay Care Village Site.

Category 1 – South Eastern Trust Funded – See Appendix 4

The level of this funding is determined by the level of needs assessed by the South Eastern Trust

Category 2 – Northern Ireland Housing Executive Supporting People Grant Funded – See Appendix 5

This funding is dependant on grant funding being available from the NIHE – currently there are no grants available for new clients

Category 3 – Self Funding (Not eligible for Category 1 or Category 2 Funding) – See Appendix 6

a) Basic Support: (covered by weekly service charge)

2 x 15 minutes visits by staff, at mutually agreed times. These visits will ensure that the client is safe, well and feels secure in their home.

Maintaining emergency alarm and call systems, and responding to emergency alarm calls

b) Additional Support

Support is provided to the level identified by the client and charged at the current hourly rate.

14) ADMISSION CRITERIA

Due to the nature of the services we provide, we do not have emergency admissions.

An individual wishing to access the Supported living services of Stricklands Bay Care Village must meet the statutory definition of disability under The Disability Discrimination (Northern Ireland) Order (DDO) 2006:

“A physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities.”

Further their need for supported living accommodation should be due to a disability which requires purpose built or adapted accommodation in which they can live independently with support, such as would not pose a danger to their own health or the health and safety of others.

1. Referrals are accepted from statutory bodies, agencies, friends and relatives of those wanting to be referred, and self-referrals.

2. Application forms can be requested by telephone, in writing and by calling in person. Application forms, together with a brochure describing the site, in, "My Needs" Form and a letter explaining the scheme are sent / given to everyone who makes a request.
3. Upon receipt of the completed application (and depending on current vacancies) an appointment is arranged for a Home Visit to be made by the Registered Manager, provided we have a suitable vacant property.
4. At the Home Visit, the Registered Manager will assess the applicant's needs and abilities. This assessment is recorded on the Home Visit Form and this together with the "My Needs" Information Form determine whether the organisation can meet the needs of the individual safely.
5. The findings of this visit will be discussed with the applicant, their family or representative/healthcare professionals or social worker as appropriate to ensure that we have a full understanding of the needs of the prospective client. It is essential that the organisation feels confident that we can safely meet the needs of the prospective client before accommodation is offered. As part of this process the medication management needs of the prospective client will be evaluated.
6. We will engage with all stakeholders involved with the prospective client. Updated assessments will be requested from general practitioners, social workers, care managers, physiotherapists and occupational therapists or other medical professionals as appropriate to the anticipated needs of the prospective client.
7. The prospective client and/or their representatives are given the opportunity to visit the service and meet with staff and other clients before accepting an offer to live on our site.
8. The prospective client and/or their representatives are advised that we feel we can meet their needs and are advised of service charges and support charges which may be applicable to them.
9. Prospective clients be required to sign an undertaking that any specific building alterations or other individual requirements which are needed to meet their needs will be paid for by the prospective client or their funding authority.
10. All prospective clients will be advised that they are responsible for supplying and maintaining all white goods, furniture etc. This will include any further re-decoration of the property they live in.
11. All prospective clients will be advised that all work carried out within the property they are living in must be approved by HARMONI and any external contractors must be registered with HARMONI.

12. All applicants are placed on a waiting list and contacted annually to assess any changes in their circumstances and to confirm their wish to remain on the waiting list.
13. HARMONI reserves the right to suspend the processing of new applications for Strickland's Bay housing lest the waiting list becomes unmanageable.

Co-Residents

Prospective clients can be referred through social services or self-referred. Potential clients must have chosen to live at Strickland's Bay and agree to living at Strickland's Bay on a co-resident basis.

The procedure followed for prospective clients is as detail above in steps 1 – 13.

In the case of a proposed co-residency, HARMONI or an appointed Trust representative will seek to identify a suitable co-client (or their representative) to approach and gain agreement for the introduction process to begin.

In such a case the Trust specialist and or medical professional team would normally carry out a compatibility test.

HARMONI would facilitate meetings between the proposed co-clients to ensure that a co-tenancy is compatible between the clients and that the needs of both individuals involved in a co-tenancy can be safely met. These meetings will be arranged over a period time and number of meetings arranged will vary according to individual needs.

The finding of the compatibility test and the outcome of the meeting(s) between the prospective co-residents will be recorded and discussed with all stakeholders to ensure that all the needs of the co-residency can be met safely.

Co-residents would mutually agree furnishings/goods and decoration of the communal areas, their own private room will be decorated as determined by the individual.

Co-residents will require to agree to joint purchasing of everyday items and essential foodstuffs, any personal preferences would be purchased by the individual resident.

In all instances the new client will be consulted by a Team Leader/Registered Manager of HARMONI within two days of taking up residency that the client is happy to continue living within Stricklands Care Village.

HARMONI will consult with the client, at least annually that they are happy to continue living within Stricklands Care Village.

The outcome of these consultations will be shared with family and the funding authority (provided that the client gives permission for us to do so).

It is expected that the funding authority will follow their own internal procedures for ensuring that the client is happy to continue to live within Stricklands Care Village.

Family/friends/external stakeholders are encouraged to give us feedback regarding how the client feels about living on Stricklands Care Village.

15) ARRANGEMENTS FOR CLIENTS TO ENGAGE IN SOCIAL ACTIVITIES, HOBBIES AND LEISURE INTERESTS

All of our clients are treated as individuals and if we do not provide something they are interested in, we will endeavour to facilitate requests made. If we cannot facilitate a request for an activity we will advise the individual and explain why.

All of our clients choose what and how many activities they participate in.

We have a full time Activities Co-ordinator who provides all clients to engage in a variety of activities in our Activity Centre on a group or individual basis, dependant on the needs of the client.

Examples:

- Photography
- Art
- Craft
- Bingo
- “No cooker” dessert making
- Flower arranging
- Knitting
- Quoits
- Table Games
- Carpet bowls
- Producing Monthly Newsletter
- Weekly weather forecasts
- “Afternoon Tea”
- Tea and a chat
- Celebration events (special birthdays/Valentine’s Day/Easter etc)
- Visiting Zoo
- Musical instruments
- Aromatherapy
- “Lenny” the Barber – with music from all eras
- Duffy the Pets as Therapy doggy visits

For those clients who are housebound or do not wish to take part in group activities, the Activities Co-ordinator also provides the opportunity of participating in interests of their choice in their own home.

The Activities Co-ordinator also provides advice and guidance to staff working directly with the clients on leisure activities that they can encourage clients to take part in. These may be an

extension of the “classes” clients attend in the Activity Centre or information on community activities away from the Stricklands Care Village site.

Staff will also encourage, where appropriate, a client to talk about their memories, their family/friends, and memorable events. Where we have pictures, staff will encourage the client to tell them about the picture, sometimes it is a special ornament or gift the client has.

IMPACT OF COVID 19 PANDEMIC

We would under normal circumstances encourage as far as possible all our tenants to access the community as much as possible. Due to the Covid 19 Restrictions we are unable to engage tenants in group activities as outlined below. It is our hope that tenants will be able to access group activities when it is safe to do so.

During the Covid 19 pandemic additional staff were on duty to carry out shopping for foodstuffs and essential supplies. This was to protect tenants from unnecessary exposure to potential Covid 19 infection.

Those tenants who wished to do so could maintain their outside activities and we provided Infection Control advise in addition to Personal Protection Equipment.

Examples: Black Moon Disco
 Pantomimes
 Concerts
 Trade Outlet shopping
 Upcoming events / clubs which may be of interest to an individual/group

Staff encourage clients to go to:

Birdland (Disco)
Gateway Club
Cinema
Theatre
Meals out
Beautician
Holidays (more than 3 days)
Short Breaks (less than 3 days)
Trips out visiting local attractions/sight seeing

Staff arrange: Chippy Nights
 Pizza Nights
 Cinema Nights
 Birthday Celebrations
 Shopping for presents

We encourage our clients to shop for their own food, clothes as well as buying cards and presents for the family/friends etc they want to do this for. Where required our staff will facilitate and accompany the client. Where the client is unable to shop for themselves, staff will ensure that clients are given the means to choose what they would like to buy, i.e., pictures. Staff will ensure that the client has the opportunity to send cards/presents at the correct time.

In addition to this a number of our clients also attend day activity centres and staff will ensure that the client is encouraged to attend regularly. Staff will ensure that the client has everything necessary available to facilitate leaving site, ie., transport, appropriate clothing, medication etc.

16) ARRANGEMENTS IN PLACE FOR CONSULTATION WITH CLIENTS ABOUT THE OPERATION OF STRICKLANDS CARE VILLAGE

Listening and responding to client's views is essential in enabling HARMONI to meet the individual needs of each client and to identify areas where clients (and/or their family/friends/external stakeholders, where appropriate) feel improvement or change is required.

Staff who work regularly with the clients are able to encourage clients to communicate if they are unhappy about some aspect of the service we provide. Staff would encourage the client to make the Registered Manager aware of the issue. Alternatively, staff will ask the client if they wish them (the staff member) to bring the issue to the attention of the Registered Manager.

IMPACT OF COVID 19 PANDEMIC

Under normal circumstances we would facilitate group Client Meetings on a three-monthly basis. Due to Covid 19 restrictions, we now have in place, weekly unit meetings between the tenants in that unit and the Keyworker. The Keyworker will record in the Unit Meeting Book what was discussed, and a copy will be provided to the Care Manager to take any appropriate actions required.

On a monthly basis the Keyworker has a Keyworker meeting with the tenant, where issues personal to that tenant is discussed. The Keyworker will record what was discussed and a copy provided to the Care Manager to take appropriate action.

We hope to return to group tenant meetings when it is safe to do so as this is an important aspect of the lives of the tenants who live here.

Clients are encouraged to attend the Client Meetings held at least three monthly, prior to these meetings, clients are encouraged to add their own Agenda Items for discussion. Many of our clients prefer to bring issues which they feel are important in the "Any Other Business" part of the client meeting.

Minutes are made of these meetings and circulated to all clients on our site in a format most suited to their needs. At the following meeting we check that the clients were satisfied that the minutes were accurate and summarise the actions taken or to be taken in relation to the issues raised.

Family and friends along with external stakeholders involved in the client's lives will also bring to our attention any issue which they feel requires attention.

Clients are advised at the Client Meetings when we introduce or update a policy or procedure and where appropriate are provided with a copy of the changed policy/procedure in a format best suited to them ie., Safeguarding.

Safeguarding is always an Agenda Item and clients are encouraged to let us know about any issue they feel is of concern to them which might affect others., i.e., road safety, bogus callers.

Clients are encouraged to call in to talk to the Registered Manager or any other member of staff regarding any issue which is of concern to them.

Clients are treated with dignity and respect and made aware that if anything is of concern to them, that we will listen and respond appropriately.

On an annual basis, clients are sent a Satisfaction Survey. A similar survey is sent to the client's family or representative and their local funding authority representative. Staff are also involved in this survey and are requested to provide feedback. All responses are anonymous.

The findings of the responses to the survey are summarised on a graph and copies sent to the client/next of kin or legal representative/local funding authority representative. The findings are an Agenda Item for the next Client Meeting.

The findings are discussed at the Senior Management Meeting to determine what if any actions are required and how these will be addressed.

Feedback is provided to the clients at the Client Meeting and will be an Agenda Item until all issues/suggested areas for improvement have been addressed appropriately.

17) MEETING SPIRITUAL NEEDS

IMPACT OF COVID 19

At present tenants are encouraged to use Social Media to maintain their Christian ethos, many access their own church services through ZOOM and maintain contact with their faith groups and ministers in this way.

Tenants will access their places of worship and meet with their faith groups and ministers when Covid Guidelines advise that it is safe to do so.

HARMONI operates within the Christian ethos; however, clients of all denominations and faiths are facilitated at Strickland's Bay. Clients have the choice to attend their place of worship and are supported to make travel arrangements to and from this place. Faith groups visit Strickland's Bay on a regular basis and clients can choose to attend.

Ministers of all denominations are encouraged to visit clients in their own home.

In the communal areas of the Strickland's Bay Care Village, Church calendar events e.g. Easter, Harvest and Christmas are marked with a spiritual based meeting and families and friends are invited.

18) ARRANGEMENTS IN PLACE TO MEET HEALTH AND SAFETY REGULATIONS

HARMONI recognises its duties under current health and safety legislation and will endeavour to meet the requirements of this legislation and maintain a safe and healthy working environment.

IMPACT OF COVID 19

Due to the contagious nature of Covid 19 additional Infection Control Protocols are in place in addition to the wearing of Personal Protection Equipment by all staff when closer than two metres to a tenant.

We have reduced the footfall within each unit by changing staff shift times and ensuring that as few staff as possible enter any tenant's home.

Tenants who live in shared accommodation are not permitted to have visitors in the accommodation until such time as guidelines advise that this is permissible.

HARMONI's Managers are informed of their responsibilities to ensure they take all reasonable precautions, to ensure the safety, health and welfare of those that are likely to be affected by the operation of our business.

HARMONI recognises its duty to make regular assessment of the hazards and risks which may occur during our business.

We also recognise our duty, so far as is reasonably practicable:

- to meet our legal obligations to maintain safe and healthy working conditions;
- to provide adequate control of the health and safety risks so identified;
- to consult with our employees on matters affecting their safety;
- to provide and maintain safe plant and equipment;
- to ensure the safe handling and use of substances;
- to provide information, instruction, training where necessary for our workforce, taking account of any who do not have English as a first language;
- to ensure that all workers are competent to do their work, and to give them appropriate training;
- to prevent accidents and cases of work-related ill health;
- to actively manage health and safety at work;
- to have access to competent advice;

- to seek continuous improvement in our health and safety performance and management through regular (at least three yearly) review of our Health and Safety Policy and
- to provide the resource required to make this policy and our Health and Safety arrangements effective.

To help achieve our objectives and ensure our staff recognise their duties under health and safety legislation whilst at work, we will also inform them of their duty to take reasonable care for themselves and for others who might be affected by their activities. All staff are required to have read and understood our Health and Safety Policy along with all associated policies. In addition, staff attend formal training/mentoring and coaching throughout their employment in this aspect of their role.

19) INFECTION CONTROL

Our Infection Control Policy is reviewed on a three-yearly cycle, however if there are changes to legislation or regulatory requirements within that three-year period, the Infection Control Policy will be reviewed immediately.

Harmonl is fully committed adhering to legislative requirements regulatory guidance in relation to Infection Control and all staff receive training on this specific subject on a two-yearly basis.

20) COVID 19

This virus has had far reaching consequences for every individual, we are committed to ensuring that staff have access to the proper and good supply of Personal Protection Equipment to protect themselves and those we care for and support.

We have a risk assessment in place specifically for Covid 19.

Harmonl is fully committed to adhering to the legislative requirements, regulatory guidelines and guidelines issued in relation to preventing the spread of this virus. The guidance changes, sometimes at short notice, we ensure that all staff and tenants are informed of changes which impact on them as and when they occur.

21) ARRANGEMENTS FOR DEALING WITH COMPLAINTS

A complaint is any expression of dissatisfaction that requires a response.

We have a written Complaints Policy and if at any time, the client is unhappy about any aspect of the service, they encouraged make a complaint by following the Complaints Policy.

A copy of the Complaints Policy, in a format suitable to the individual client, is kept in the Client's Folder which can be found in their home. The Client has full access to their folder and it is kept in a place of their choice within their home.

A complaint can be made in person, in writing, by telephone or email. Every effort will be made to assist people in making their complaint. All staff are encouraged to listen to the concerns/complaints raised with them and bring these to the attention of their line manager or the Registered Manager.

Clients and their families/friends are also made aware of outside organisations they may choose to complain to. These include the Trust that has commissioned their care:

Regulation and Quality Improvement Authority
9th Floor
Riverside Tower
Lanyon Place
Belfast
BT1 3BT

Northern Ireland Housing Executive – Supporting People
The Housing Centre
2 Adelaide Street
Belfast
BT2 8PB

South Eastern Trust
Bayview
11-13 Ballyholme Road,
Bangor,
BT20 5JN

If the client remains dissatisfied, they can make a further complaint to the:

NI Commissioner for Complaints (the Ombudsman).
Progressive House
33 Wellington Place
Belfast
BT1 6HN

Clients are also made aware of advocacy services, who may act on their behalf. These include:

Age NI
3 Lower Crescent
Belfast
BT7 1NR

Disability Action and Bryson Charitable Group.
Bryson House
28 Bedford Street
Belfast
BT2 7FE

Where a complaint relates to a criminal offence the relevant organisation is:

Police Service Northern Ireland
Emergency – 999
Non-Emergency – 101
General Enquires - 101

Clients and staff are made aware of the complaints procedures and how to use this procedure. This subject is also a permanent Agenda Item at the Client Meetings.

In the first instance complaints should be addressed to the Registered Manager, who has the responsibility for ensuring individual complaints are handled correctly and appropriately in a timely manner.

If the complainant is not happy with the investigation/outcome, they can then complain to the Chief Executive.

Sam Humphries
Harmoni
39 Downshire Road
Bangor
BT20 3RD

When a complaint is received in writing, it should be;

- Be recorded in the complaints folder
- Acknowledged in writing within 3 working days
- Investigated thoroughly
- Recorded in detail
- Response sent to complainant within 20 working days
- If a complainant raises potentially serious/legal matters it will be;
 - Referred to the CEO for consideration and
 - Advice should be sought from a legal advisor to HARMONI
 - Advised to the funding authority

22) SAFEGUARDING

Our Safeguarding Policy is reviewed on a three-yearly cycle, however if there are changes to legislation within that three-year period, the Safeguarding Policy will be reviewed immediately.

Harmoni is fully committed to delivering on “Safeguarding Vulnerable Adults, the Regional Adult Safeguarding and Protection Policy and Procedural Guidance (DHSS&PS 2006)”.

Where a complaint relates to a criminal offence the complaint will be notified to the local Safeguarding Team and the Police Service Northern Ireland. HARMONI do not have the authority to investigate or address issues relating to a criminal offence until such time as both the local Safeguarding Team and the Police Service Northern Ireland have concluded their investigations. It should be noted that no member of our staff will be permitted to discuss the issue.

If issues are too complex to complete within 20 days or the issue has been referred to the local Safeguarding Team and Police Service Northern Ireland the complainant will be informed in writing.

Following investigation, a meeting to explain the detailed findings may be arranged with the complainant, who should be advised that they may bring a friend, relative, or representative with them to the meeting.

All written complaints will be responded to in writing when all investigations have been completed.

23) ARRANGEMENTS IN PLACE FOR SOCIAL CONTACT WITH RELATIVES/FRIENDS/REPRESENTATIVES/LOCAL COMMUNITY

We encourage family and friends to visit the client in their own home and to visit their family and friends in their homes. Where required and appropriate, staff will accompany the client on visits to family and friends.

Representatives and advisors, medical professionals and social services can visit the client in their own home or if this is not appropriate a meeting room on site. Staff will accompany the client to medical appointments where required and appropriate.

All clients are offered a range of social activities which take place in the wider community and chose which activities they wish to attend. E.g.,

- Gateway Club
- Birdland
- Local College
- Dancing
- Cinema
- Shows

24) ARRANGEMENTS IN PLACE FOR CLIENT REVIEWS

We feel that it important that we understand as fully as possible the needs of the clients on our site and that we work to improving or maintaining as much independence as is possible for each individual client.

It is also important that the clients living within Stricklands Care Village know and understand the level of care and support our staff can provide to them and how this will be delivered.

We have Daily Living Plans which incorporate both Care and Support needs as appropriate to the individual client.

Where a risk has been identified, this will be assessed, and a Risk Management Strategy will be put in place.

To ensure that we understand as fully as possible the needs of everyone the following actions are taken:

Internally

Clients are encouraged to speak at any time with the staff who work with them, the Team Leader for their home or the Registered Manager any part of their Daily Living Plan which they feel is not working correctly for them.

Three monthly reviews of the needs of the clients are discussed at the Client Review Meeting, staff are given the opportunity to bring up any issue which they feel has emerged, suggest changes to the delivery of care and/or support to that specific client or any issue which they are aware of which impacts on the client. These reviews are minuted.

The Team Leader responsible for any client where staff have brought issues to our attention, or the client themselves have highlighted an issue, will meet with the client and their key worker, as informally as possible, to discuss the issue. Changes to the Daily Living Plan will only be made when the client and/or their family or representative/healthcare professional and Social Care Manager indicates that they are satisfied that this is the correct action to take.

Any changes are communicated, with the permission of the client, to their family or representative/Social Care Manager as appropriate.

However, many of our clients have needs which change on a constant basis. This is addressed by staff bringing to the attention of their Team Leader/Registered Manager that an issue requires to be addressed on an immediate basis. Once this has been agreed with the client, with the permission of the client, this is communicated to their family or representative or Social Care Manager as appropriate.

On a more formal basis a review of the Daily Living Plan using the Risk and Needs Assessment and Risk Management documentation and will take place at least annually. This will involve the client's key worker and Team Leader meeting with the client to update these documents. These documents will form the basis for continued changes, where required, to the Daily Living Plan.

The client will receive a copy of their Daily Living Plan/Risk and Needs Assessment/Risk Management Plan in a format which is appropriate to their needs.

The client will sign that they agree with their Daily Living Plan and if permission is granted (or required) a copy will be sent to their family or representative and the Social Care Manager.

Externally

Family/friends/representatives/health care professionals/Social Care Managers are encouraged to discuss at any time, any concerns they may have or how care and/or support is delivered if they feel that this could be improved upon.

The funding authority meet with the client independently on a regular basis to ensure that we are meeting the care and support needs of the client in the way that is detailed in the Daily Living Plan.

The funding authority invites representatives of HARMONI to attend Day Care Reviews, where appropriate.

The funding authority holds a formal Annual Review for each client where the client is encouraged to attend. With the client's permission, their next of kin/family/friend or legal representative is invited to attend. The client's funding authority is responsible for arranging the date of this meeting and inviting appropriate stakeholders to attend. The funding authority minute this meeting and update their documentation for signing by the appropriate parties.

Monthly monitoring will take place to ensure that Daily Living Plans/ Risk and Needs Assessments/ Risk Management Plans and any supportive documentation are up to date and relevant.

25) THE NUMBER AND SIZE OF UNITS ON THIS SITE

Currently this development consists of 28 apartments and 5 detached cottages. Each one is of a high-quality specification designed to enable independent living.

See Schedule of Accommodation (Appendix 3)

26) DETAILS OF ANY SPECIFIC TECHNIQUES USED, AND ARRANGEMENTS MADE FOR THEIR SUPERVISION

Our staff do not use any form of physical restraint with clients, however if there is a need to implement a restrictive practice, this will be discussed with the client and/or their family or representative/health care professionals where appropriate/Social Care Manager.

If a Restrictive Practice, e.g., use of bed rails, staff ordering, administering and recording medication on behalf of the client, etc., requires to be put in place, this will be discussed with the Client, their family or representative/health care professions and the Social Care Manager who is the funding authority representative. Permission must be given by all funding authority that a Restrictive Practice should be put in place ensuring that this is in the best interest of the client and/or the safety of others. The funding authority will require to arrange a "Best Interest Meeting" where all relevant individuals should be in attendance and agree that the proposed restrictive practice is appropriate and safe for that individual client.

Deprivation of Liberty Policy

Some of our clients take part in the undernoted activities, HARMONI will ensure that the appropriate identity documentation, qualifications to carry out activity and insurance details are up to date. Risk Assessments for these activities are in place and details contained within the Risk Management Plan. If required, client specific risks will be identified, and a Risk Management Plan put in place.

Aromatherapy
Barber
Pets as Therapy
Musicians
Visiting Zoo

The documentation is reviewed annually by the Activities Co-ordinator and copies of certificates and insurance details are kept on file in the SCV Admin Office.

27) RESPECTING PRIVACY AND DIGNITY OF CLIENTS

Staff or volunteers will not impose their own personal, political, or religious beliefs on clients or colleagues, nor suggest to clients that adoption of particular beliefs or values may result in preferential treatment.

Where clients seek advice, which may require a value judgement, the staff member or volunteer may only provide information on the range of options available and their possible consequences.

Clients are assured of privacy, dignity, respect and choice. Staff will knock and wait for permission before entering the home, unless otherwise agreed. Clients will be addressed as they choose. Staff will always respect the clients' wishes and permit them to make their own decisions.

Notwithstanding, due to the unique nature of the independent supported living arrangements which requires care and support to be delivered to the client, HARMONI operates a licence system for tenancy.

28) STATEMENT OF EQUAL OPPORTUNITIES

Harmoni is committed to promoting equality and diversity, providing an inclusive and co-operative environment in which all individuals working for and those we provide care and/or support to, feel respected and their dignity upheld.

Through the implementation of our Equal Opportunities Policy, HARMONI will:

- ensure that all staff (current and prospective), volunteers, clients and other elected representatives and members are afforded equal opportunities regardless of race, colour, nationality, ethnic origin, religious or political belief or affiliation, trade union membership, age, health, gender, gender reassignment, marital status, parental status, caring responsibilities, sexual orientation, disability, socio-economic background, educational background, ex-offender status, or any other inappropriate distinction.
- promote diversity and equality for clients, persons working for and on behalf of Harmoni and value input from individuals from diverse cultural, ethnic, socio-economic and other distinctive backgrounds.

29) STATEMENT OF CONFIDENTIALITY

Harmoni keeps records about your health and wellbeing in addition to information about your assessed needs and risk management plans in place.

These records ensure that our staff deliver the care and support you need in a consistent manner.

Your records are used to guide and administer the care you receive to ensure:

- your health and social care professionals, such as our staff, doctor, nurse and social worker, involved in your care have accurate and up-to-date information
- your information is always available should you require hospital or specialist treatment
- there is a good basis for the care and support we deliver

Your information may also be used to:

- investigate complaints or untoward incidents
- make sure our services can meet your needs now and, in the future
- enable good management of services

27) DATES OF REVIEWS OF THIS STATEMENT OF PURPOSE AND CHANGES MADE

<u>DATE OF REVIEW</u>	<u>CHANGES MADE</u>
03/05/2019	Page 8 section 12: Client numbers to be increased to reflect the coming on stream of the 8 new apartments in Getgood House end of June 2019
10/05/2019	Page 21 section 22: The number of units will change from 1 st July to reflect 8 new apartments for supported living being available for occupancy from July 2019
01:08:2020	Page 1 – Issue Number Review Date Addition of Next Review Date
01:08:2020	Page 4 – Addition of Infection Control (including Covid 19) added to Associated Policies.
01:08:2020	Page 6 – Number and Relevant qualifications of staff updated
01:08:2020	Page 9 – Range of needs updated
01:08:2020	Page 13 – Section 3 – addition of wording “provided we have a suitable vacant property”
01:08:2020	Page 16 – Section 15 – additional statement re “Impact of Covid 19 pandemic”
01:08:2020	Page 17 – Section 16 – additional statement re “Impact of Covid 19 pandemic”
01:08:2020	Page 18 – Section 17 – additional statement re “Impact of Covid 19 pandemic”
01:08:2020	Page 19 – Section 18 – additional statement re “Impact of Covid 19 pandemic”
01:08:2020	Page 20 – Section 19 – new re Infection Control
01:08:2020	Page 21 – Section 20 – new re Covid 19
01:08:2020	Page 21 – addition of South Eastern Trust address
01:08:2020	Page 22/23 – updated Safeguarding Statement
01:08:2020	Page 28 – Section 25 – number of apartments changed from 20 to 28

15:08:21	Page 1 – changed Manager to Contact act to Amanda Barr, Registered Manager
15:08:21	Page 6 – removed Margaret Millar and replaced with Amanda Barr.
15:08:21	Pages 6, 18, 20, 22, 24 – removed Service Manager and replaced with Registered Manager
05.01.22	SSCW details added.