

Nua Supported Living Services

Statement of Purpose

Nua Healthcare Services

Revision Number: 2

Creation Date: March 2025

Revision Date: October 2025

Next Review Date: January 2026

Aims and Objectives

The aims and objectives reflect Nua's commitment to person-centered, high-quality supported living services, as well as alignment and commitment with upcoming legislative, statutory expectations and HIQA national standards and best practices for homecare and supported living providers.

Aims

- To empower individuals with intellectual disabilities, autism, acquired brain injuries, and mental health conditions to live as independently as possible within their own homes and communities.
- To provide person-Centered, flexible, and responsive support that is tailored to everyone's unique needs, preferences, and aspirations.
- To promote the development of life skills, social inclusion, and active citizenship, enabling individuals to realize their full potential and participate meaningfully in society.
- To ensure the highest standards of safety, dignity, and quality of care in all aspects of service delivery.

Objectives

- Place the individual and their family or representatives at the center of all decisions regarding their care and support, ensuring their voices are heard and respected throughout the planning and delivery process.
- Deliver a range of bespoke supported living services where appropriate.
- Encourage and support individuals to engage in community-based educational, recreational, and social activities as part of their personal development and well-being.
- Foster a safe, nurturing, and enabling environment that supports individuals in achieving their personal goals, building confidence, and enhancing their quality of life.
- Continuously review and adapt services in response to changing needs, feedback, and best practice standards, ensuring ongoing improvement and compliance with HIQA and other regulatory requirements.

Commitment to Quality and Regulation

Nua's Supported Living Services are committed to delivering high-quality, person-centered services that adhere to the highest regulatory standards. Our Supported Living Services comply with all relevant and upcoming legislation, regulations, and best practices for Homecare Support Services, whilst also aligning with the Health Information and Quality Authority (HIQA) draft National Standards, ensuring that all aspects of care and support meet the best national practices. Through regular audits, rigorous training, and continuous quality improvement initiatives, we maintain a culture of excellence that prioritizes the safety, dignity, and well-being of the individuals we support.

Safeguarding and Protection

Nua Healthcare is committed to safeguarding and protecting all individuals in our Supported Living Services. We prioritize safety, dignity, and wellbeing, with Team Members trained in robust safeguarding procedures in line with best practice and regulatory standards. Our policies are regularly reviewed to ensure a safe, respectful, and

empowering environment for everyone we support.

Nua's Mission, Vision, and Values

Mission

Our mission is to provide person-centred care, to support individuals to pursue a meaningful and fulfilling life and to be happy and contributing members of their communities.

Vision

Our vision is to expand our whole system rehabilitative care pathways for general and specialist disability and mental health services in local communities across Ireland.

Values

- **Dignity and Respect:** We embrace and value the uniqueness of every individual using our services.
- **Hope:** We support every individual to hold and build upon their hopes, to collaborate with others and manage their challenges so that their life gets better.
- **Connectedness and Identity:** We collaborate with each individual and their support network to build relationships and meaningful engagement. We support individuals to build positively upon their sense of identity, to look beyond diagnosis and perceived disabilities and to focus instead on their unique abilities.
- **Quality and Safety:** We are committed to providing high quality, safe services for the individuals who use them and the team members who work within them.
- **Diversity:** We recognise our team members and individuals have different ideas, strengths, interests, and cultural backgrounds that enrich our service.

Summary of Service Offerings

Nua Supported Living Services offers a comprehensive range of personalised support designed to help individuals with disabilities or complex needs live as independently and safely as possible. Nua's services are designed to be flexible, person-centered, and responsive to the evolving needs of individuals and their families, ensuring high-quality support and community integration.

Our offerings are flexible and tailored to meet diverse and complex requirements.

- **Supported Living and Homecare Services:** Person-centered support enabling clients to live independently in their own homes or community-based settings, promoting autonomy, choice, and advocacy. Flexible packages available, from a few hours per week to 24/7 assistance, based on individual assessments.
- **Rapid Response and Crisis Management:** A 24/7 Rapid Response service is available for crisis situations, providing immediate support for urgent or unforeseen needs.
- **CLaD (Continuous Learning and Development) Hubs and Mobile Units:** Offer tailored educational experiences to enhance social skills and community engagement. Mobile CLaD Hubs bring learning opportunities to various scenic locations across Ireland. Curriculum is co-developed by multidisciplinary teams to meet individual needs.
- **Sensory Room and Mobile Sensory Units:** Provide calm environments for individuals with sensory processing difficulties. Designed to support visual, auditory, tactile, and proprioceptive sensory systems. Mobile Sensory Units extend these services to various locations.
- **Personal Assistant Services:** Assistance with daily living activities, promoting independence in college, work, and community settings. Services include support for social activities, appointments, and personal care as well as Safe administration, monitoring, and documentation of medication in line with best practice guidelines. Assessments ensure a suitable match between clients and assistants, with services tailored to individual preferences.
- **Supported Holidays:** Supported holidays across Ireland in self-contained accommodations. Holidays are tailored to individual preferences and needs, typically lasting one to two weeks.

- **Caregiver Empowerment Programme:** Provides family members and support teams with essential skills and knowledge for high-quality care. Includes workshops, webinars, and a library of free educational resources to foster confidence and resilience among caregivers.
- **Social and Community Inclusion:** Facilitation of access to education, employment, volunteering, and recreational activities. Support to build and support social relationships and take part in community life.
- **Specialist Social and Clinical Supports:** Development of Individualised care plans, needs assessments and clinical support as needed.

Assessment of Needs, Outcome Measurement and Reporting

Nua Supported Living Services is committed to measuring and reporting on the outcomes that matter most to the individuals we support. Our service uses a range of validated outcome measurement tools to assess progress in areas such as independence, quality of life, health and well-being, and goal attainment. These outcomes are regularly reviewed and form the basis of continuous quality improvement activities. We actively involve service users and their families in defining meaningful outcomes and share progress transparently with them. This approach ensures our services are effective, person-centred, and responsive to changing needs, in line with HIQA's focus on outcomes-based care.

Risk Management and Learning from Incidents

Risk management is integral to our service delivery. At Nua Supported Living, we conduct comprehensive individual and environmental risk assessments and maintain up-to-date personal emergency plans. All incidents, near misses, and complaints are reported promptly and investigated thoroughly. We use a structured learning framework to analyse incidents, identify root causes, and implement corrective actions. Learning from incidents is communicated regularly to all Team Members through, team meetings, and email updates to embed improvements and prevent recurrence. This transparent and proactive approach fosters a culture of safety and continuous learning.

Individual Feedback and Continuous Improvement

We value the voices of the people we support and their families. Our service employs multiple feedback mechanisms, including satisfaction surveys, regular keyworker meetings, and service user forums. Feedback is systematically collected, analysed, and used to inform service development and improvement plans. We ensure Individuals are informed about how their feedback has influenced changes through newsletters, meetings, and individual discussions. This continuous feedback loop empowers individuals, supports person-centred care, and drives ongoing quality enhancement.

Eligibility Criteria for Admission

Nua Supported Living Services are available to adults aged 18 and over who require support with intellectual disabilities, acquired brain injuries, complex behavioural needs, or mental health issues, and who are willing to participate in social care planning.

Admission follows a staged process:

1. **Referral & Triage:** Referrals are assessed for compatibility, eligibility, and risks, with a needs-based costing proposal provided.
2. **Comprehensive Assessment:** Upon approval, a contract is agreed, environmental and personal risk assessments are completed, and a personalised support plan with SMART goals is developed.
3. **Service Activation:** Team members are briefed, necessary training is provided, and service delivery is overseen by a Field Care Supervisor.

Risk management includes mandatory personal emergency and individual risk plans. Quality assurance is maintained through regular post-admission reviews, satisfaction surveys, and audits, with continuous improvement actions taken as needed.

Service Withdrawal

Nua's Supported Living Service Withdrawal Policy ensures that any withdrawal of Supported Living Services is managed in line with national standards and legislation, with a focus on a smooth and compassionate transition for individuals and families. The process includes thorough assessment and planning, clear notification and communication, support in accessing alternative services, and emotional support to minimise disruption. Team Members are trained and assessed for competence in withdrawal procedures, and robust incident management and reporting processes are in place to ensure transparency and quality throughout the transition.

Management & Staffing

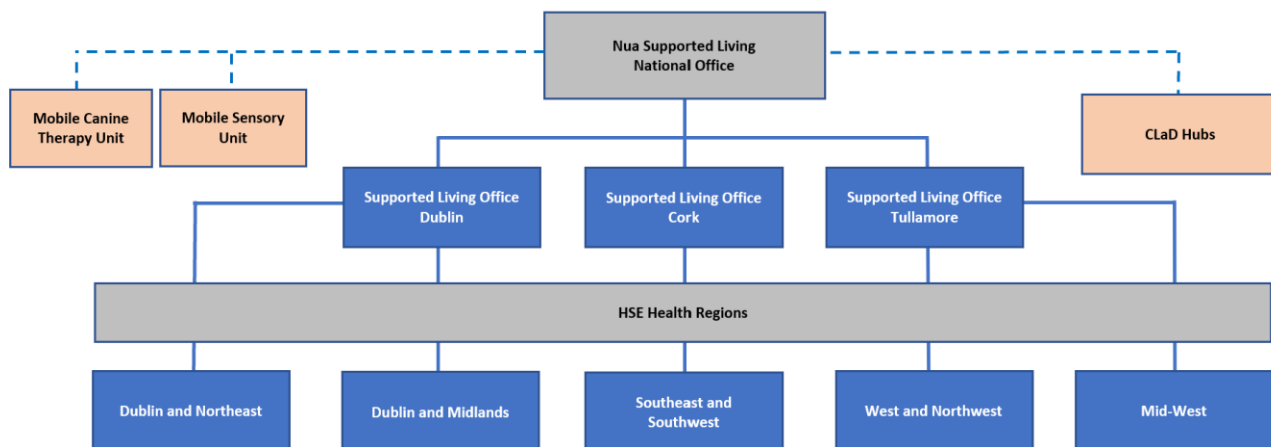
Nua Healthcare has a clear organisational structure with defined roles, responsibilities, and communication channels to ensure effective, safe delivery. Each Supported Living Office is led by a Care Manager, responsible for service quality and individual welfare, supported by a dedicated team. Field Care Supervisors manage the Supported Living Service in the Care Manager's absence to maintain continuity. The Care Manager coordinates with internal departments-such as Quality & Safety, Safeguarding, Human Resources (HR) and Clinical Supports-- to ensure individuals receive right care, with recommendations communicated to frontline Team Members.

Governance and Management

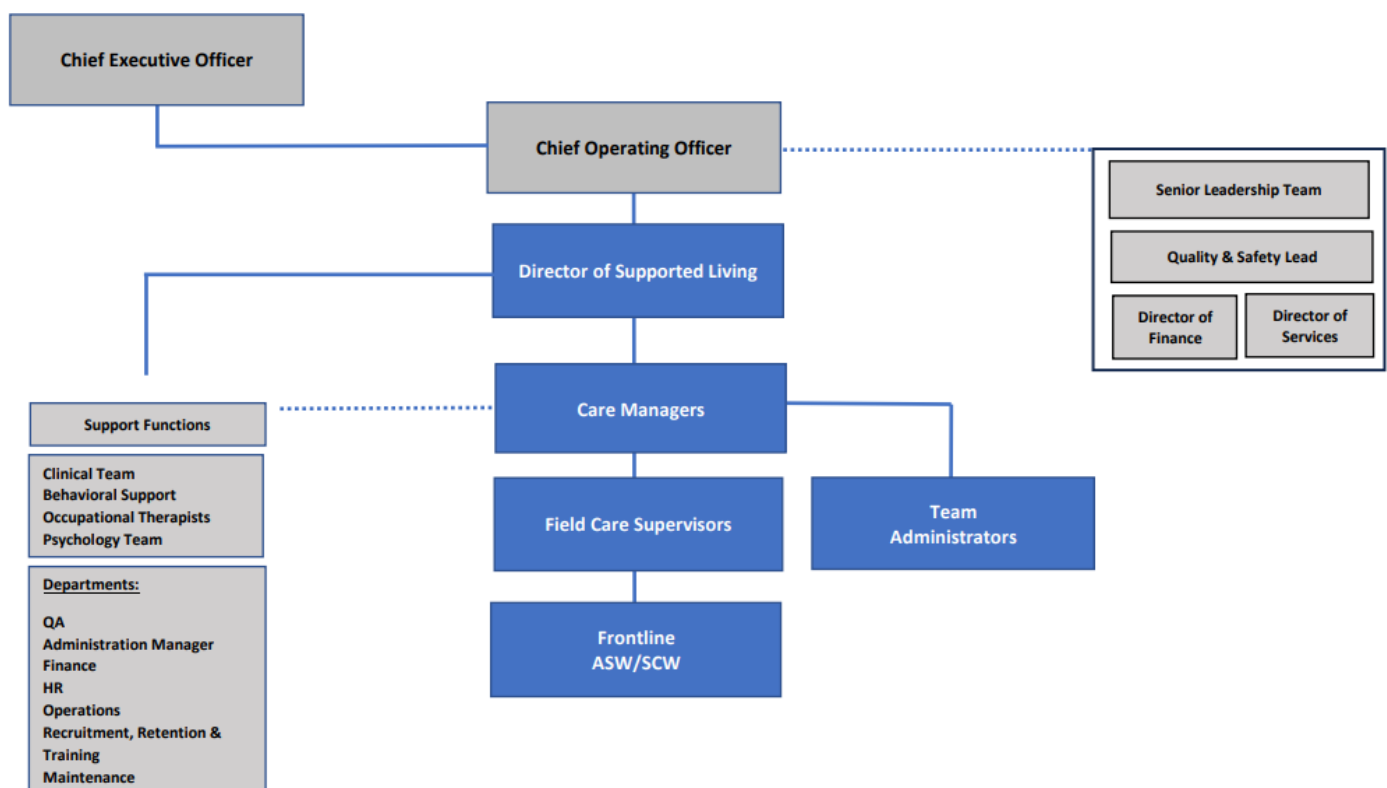
Service Provider	
Service Provider	Nua Healthcare Services - Supported Living
Service Provider Nominee	JJ Carey
Principal Address	The Atrium, Johns Lane, Naas, Co. Kildare
Principal Telephone Number	086 811 9100
Current Professional Registration, relevant qualification, and experience	Chief Operating Officer of Supported Living Services and CLaD Hubs MSc. MRCSI. BA (Hons).
Alternative Telephone Number	045 931 900
Email Address	jj.carey@nuahealthcare.ie
Management Team	- Director of Supported Living Services - Director of CLaD Hubs - Quality & Safety Lead - Mental Health and Supported Living Services - Quality Assurance Officer - Administration Manager - Safeguarding, Complaints, Compliments & Advocacy Designated Officer
Dublin Supported Living Office	
Care Manager Name	Ciara O Connor
Principal Address	Riverview, Park West, Clondalkin
Principal Telephone Number	086-1750763

Current Professional Registration, relevant qualification, and experience	Qualification - FETAC Level 6 in Special Needs Assistants Training and Education at the College of Progressive Education. HSE Children First Training for Mandated Persons
Alternative Telephone Number	--
Email Address	ciara.oconnor@nuahealthcare.ie
Rest of Ireland Supported Living Office	
Care Manager Name	Linda Cahill
Principal Address	SL ROI- Nua Healthcare Services, Unit A16 National Enterprise Park, Portlaoise, Co Laois R32 VK63
Principal Telephone Number	086 812 8308
Current Professional Registration, relevant qualification, and experience	FETAC L5 Major healthcare award. Experience- ASW from 2013- 2022. Care Manager with Home Instead 2022- 2024
Alternative Telephone Number	--
Email Address	linda.cahill@nuahealthcare.ie
Cork Supported Living Office	
Care Manager Name	Reeva Maria Barneto
Principal Address	Little Island, Cork
Principal Telephone Number	086 816 4575
Current Professional Registration, relevant qualification, and experience	Bachelor's degree in nursing, master's degree in nursing, Certificate in Quality and Infection Control, Management and Six Sigma {green belt}, Leadership Training
Alternative Telephone Number	--
Email Address	reeva.maria.barneto@nuahealthcare.ie

Nua Supported Living Services – Divisional Structure



Nua Supported Living Office – Day to Day Operational Structure



Staffing

Position	Dublin SL Office (FTE)	Rest of Ireland (ROI) SL Office (FTE)	Cork SL Office (FTE)
Care Manager	1	1	1
Field Care Supervisor	3	2	1
Administration Team Members	1	1	1
Social Care Worker	4.9	8.1	0
Assistant Support Worker	34.1	23.7	4
Relief	11	1	0

Workforce Competency and Ongoing Development

Our workforce is our greatest asset. We provide comprehensive induction and ongoing professional development tailored to individual staff roles and the needs of the people we support. Competency assessments and supervision sessions are conducted regularly to ensure skills remain current and aligned with best practice. Training programs are responsive to emerging needs, including learning from incidents and feedback, and include both mandatory modules and advanced specialist topics. We foster a culture of lifelong learning and professional growth to maintain high-quality, safe, and person-centred care.

Nua Supported Living Services ensures all Team Members receive comprehensive, ongoing training aligned with HIQA's draft National Standards for Home Support Services, supporting high-quality, person-centered care for adults with intellectual disabilities and those who may show behaviours that challenge. Team Members training is tailored to meet the assessed needs of each individual and includes both classroom and online formats.

Core training modules include:

- Safeguarding and protection of vulnerable adults and children
- Fire safety and fire marshal training.
- Safety interventions and managing challenging behaviour.
- Manual handling
- Patient moving & handling
- Risk assessment
- Infection control, hand hygiene, and food hygiene
- Basic and cardiac first aid, including EpiPen and blood pressure management.
- Intimate care
- Supporting individuals with Autism and Asperger's
- Positive behaviour support, self-harm awareness, resilience, and self-care

This approach ensures Team Members are equipped with the knowledge and skills to deliver safe, effective, and responsive support, in line with HIQA's standards for ongoing professional development, safeguarding, and quality improvement in home support services. Training needs are regularly reviewed to ensure Team Members can meet individuals' changing needs and maintain the best practice as well as their continuous professional development.

Personal Planning and Support in Nua's Supported Living Services

Nua's Supported Living Services are committed to delivering person-centered, empowering, and responsive support through robust personal planning and key working practices.

Personal Support Plan Development

Each person in Nua's Supported Living Services develops a personalised support plan within 28 days of admission, with input from themselves, their Keyworker, and family. Plans focus on individual goals and are reviewed regularly to ensure needs are met and aspirations are supported. A dedicated Keyworker meets monthly with each individual to review progress, encourage participation, and adapt supports as needed. Confidential records are maintained, and feedback is welcomed to drive continuous improvement. Nua's approach is person-centred, empowering, and in line with HIQA standards, prioritising choice, inclusion, and quality care.

Explicit Mapping to HIQA Standards and Regulations

Our Statement of Purpose and all operational policies are explicitly aligned with the HIQA draft National Standards for Homecare Services and draft Homecare Services Regulations (2025). We maintain a compliance matrix that cross-references each standard and regulatory requirement with corresponding service elements, policies, and procedures. This mapping ensures transparency, facilitates regular internal audits, and supports readiness for external inspection. It demonstrates our commitment to meeting and exceeding regulatory expectations.

Privacy Disclaimer for Nua Supported Living Services' Statement of Purpose

Nua Supported Living Services is committed to protecting your privacy. We collect and use your personal information only as necessary to provide and manage our supported living services. Your data is handled in line with the Data Protection Act 2018 and GDPR. We may share information with staff, or third parties directly involved in your care, but only when required and always confidentially. Your data will not be disclosed without your consent unless required by law. You have the right to access, correct, or request deletion of your personal data, subject to legal requirements. For questions or to exercise your rights, contact our Data Protection Officer at dpo@nuahealthcare.ie.

For more details, please refer to our full Privacy Statement (Appendix 2)

A list of key policies that inform practice in Supported Living Services

Policy Name	Policy Number
Communication	PL-SLS- 001
Consent	PL-SLS- 002
Data Protection	PL-SLS- 003
Dementia	PL-SLS- 004
Falls Protection	PL-SLS- 005
Fire Safety Management	PL-SLS- 006
Fluid & Hydration	PL-SLS- 007
Food and Nutrition	PL-SLS- 008
Health and Safety	PL-SLS- 009
Infection Prevention and Control	PL-SLS- 010
Lone Working	PL-SLS- 011
Health and well being	PL-SLS- 012
Moving and Handling	PL-SLS- 013
Person Centered Enablement	PL-SLS- 014
Pressure Sore Prevention	PL-SLS- 015
Responding to Emergencies	PL-SLS- 017
Responsive Behaviour Management	PL-SLS- 018
Security in the Home	PL-SLS- 019
Service Withdrawal	PL-SLS- 020

Safeguarding Vulnerable Persons from Abuse and Responding to Safeguarding Concerns	PL-C-001
Comments, Compliments and Complaints	PL-OPS-002
Risk Management	PL-OPS-003
Individual Risk Management Planning	PL-OPS-012
Training & Development	PL-HR-026
Recruitment & Selection Policy	PL-HR-001

Therapeutic Supports in Nua's Supported Living Services

Nua's Supported Living Services provide access, where appropriate to Occupational Therapy, Psychology, and Behavioural Support, tailored to each individual's needs and included in their Personal Support Plans. Our skilled team implements and monitors these supports, overseen by the Director of Services and clinical leads. Regular reviews ensure quality and continuous improvement, with staff supporting individuals during any external therapy and always respecting personal preferences and visitor arrangements.

Respecting Privacy and Dignity in Nua's Supported Living

Nua's Supported Living Services ensure each person's privacy and dignity, with private bedrooms and secure storage. Staff seek permission before entering rooms and provide respectful personal care. Independence and mutual respect are promoted, with private spaces for visitors. Everyone is informed of their rights and supported to raise any concerns.

Social Activities, Hobbies, and Personal Development in Nua's Supported Living

At Nua's Supported Living Services, individuals help design their own day plans, choosing from leisure, social, educational, and work activities. CLaD Hubs offer training in life skills and education, while staff support access to employment and community opportunities. Flexible programs ensure everyone can pursue their interests and personal growth.

Consultation, Participation, and Safeguarding in Nua's Supported Living Services

Nua's Supported Living Services ensure individuals are actively consulted and involved in all aspects of their care and support. Each person has an Individual Risk Management Plan, developed in consultation with them, to identify and manage risks according to their preferences.

All individuals have clear contracts outlining their terms of services provided to them. Monthly key working sessions support individuals to set and review personal goals, discuss outcomes, and address any concerns. Annual reviews of Personal Support Plans are held, with more frequent reviews as needed, always encouraging individual participation.

Weekly discussions regarding activity planners offer opportunities for individuals to contribute to decisions about daily life. Advocacy is promoted, with access to independent advocates and information about rights clearly available.

Nua maintains a robust complaints process, explained regularly and supported by Team Members, ensuring all concerns are addressed promptly and transparently. Individuals can appeal outcomes and access external review if required. Family, friends, and community connections are encouraged, with arrangements documented in Personal Plans and visits facilitated according to individual wishes. Communication needs are assessed and supported, and individuals are encouraged to maintain personal connections and participate in community life.

Fire safety and emergency procedures are in place, with regular drills, personal evacuation plans, and ongoing staff training to ensure everyone's safety. Nua's Supported Living Services are committed to empowering individuals, safeguarding their rights, and promoting participation in all aspects of their lives.

Communication of Policies and Rights

We ensure that all individuals using our service are fully informed of their rights, available policies, and how to access advocacy and complaints procedures. Information is provided in accessible formats tailored to individual

communication needs. We regularly check understanding through discussions during keyworker sessions and reviews. Staff are trained to support individuals in exercising their rights and to promote open, respectful communication. This approach upholds dignity, autonomy, and empowerment in line with HIQA standards.

Useful Contact Information

Nua Healthcare Services – Head Office

3rd Floor, The Atrium, John's Lane, Naas, Kildare, W91 WC78

Email: info@nuahealthcare.ie

Phone: 045 856 5924

Complaints Officers

Hannah Daly, Laura Delahunt

(Details and easy-read guides available in each centre; complaints can be made verbally, in writing, or by email)

National Advocacy Service (Northeast & Midlands Region)

Supports individuals to access independent advocacy. Local advocate contact details and photos are made available to you upon request by your Key Worker or Field Care Supervisor.

HSE Review Contact

Director of Advocacy, National Advocacy Unit,

Quality and Patient Safety Directorate, HSE, Oak House, Millennium Park, Naas, Co. Kildare

Email: yoursay@hse.ie

Phone: 045 8804001

Office of the Ombudsman

18 Lr. Leeson Street, Dublin 2

Phone: 01 639 5600 | Lo-call: 1890 2230301

Ombudsman for Children's Office

Millennium House, 52-56 Great Strand Street, Dublin 1

Phone: 01 865 68001

For further information or support, individuals can also speak to their Team Member, Field Care Supervisor or Care Manager whose contact details are displayed in their contract of provision of services or personal support plan.

Appendix 1

Charter for Nua's Supported Living Services

In accordance with the draft HIQA National Standards for Homecare Services and Draft regulations for providers of home support services (2025)

Our Commitment

Nua's Supported Living Services are dedicated to providing high-quality, person-centred support that empowers individuals to live as independently as possible, in line with the draft HIQA standards and legislative requirements for homecare services.

Our Mission, Vision, and Values

Mission: To support individuals to pursue meaningful, fulfilling lives and to be active, valued members of their communities.

Vision: To expand rehabilitative care pathways for people with disabilities and mental health needs in local communities across Ireland.

Values: Dignity, respect, hope, connectedness, identity, quality, safety, and diversity underpin all aspects of our service.

Your Rights and What You Can Expect

- **Person-Centred Care:** Your needs, preferences, and aspirations are at the heart of all planning and support. You and your representatives are fully involved in decisions about your care.
- **Dignity and Respect:** You will be treated with respect, and your privacy and individuality will be protected at all times.
- **Safety and Protection:** Your safety and wellbeing are paramount. All staff are trained in safeguarding, and robust policies are in place to protect you from harm or abuse.
- **Choice and Independence:** You are supported to make your own choices, develop life skills, and participate fully in your home and community life.
- **Inclusion and Community Participation:** You will be encouraged and supported to engage in education, employment, volunteering, and social activities.
- **Responsive Support:** Your support plan is tailored to your needs and reviewed regularly to ensure it continues to meet your goals and changing circumstances.
- **Access to Advocacy:** Independent advocacy is available to help you have your voice heard. Information about your rights and how to access advocacy is clearly displayed and explained.
- **Complaints and Feedback:** You have the right to raise concerns or complaints without fear. Our complaints process is accessible, transparent, and responsive. You can appeal outcomes and access external review if needed.
- **Family and Social Connections:** Your relationships with family, friends, and your community will be respected and supported, according to your wishes.
- **Safeguarding and Emergency Preparedness:** Personal risk and emergency plans are developed with you. Staff are trained in fire safety and emergency response.
- **Continuous Improvement:** We regularly review our services, listen to your feedback, and strive for excellence in all we do, in line with HIQA's standards and regulatory requirements.

How We Deliver Our Services

When you start with Nua's Supported Living Services, you will work with your Keyworker and your family (if you want) to make a Personal Support Plan. This plan is written within 28 days after you begin using the service. The plan is all about you—your goals, what you like, and what you want to do. Your Keyworker will meet with you every month to talk about how things are going, help you with any changes you want, and make sure your voice is always heard.

If you need extra help, like seeing a psychologist, therapist, or other specialist, this support will be included in your plan. The support you get can be just a few hours each week, or as much as 24 hours a day, depending on what you need. If something urgent happens, there is a team ready to help you quickly.

All staff are trained well to keep you safe and to help you in the best way possible. They learn about things like keeping people safe, helping with behaviour, and health and safety. There are clear managers and regular checks to make sure the service is working well and following the rules. This means you can feel safe, listened to, and supported to live your life the way you want.

Useful Contacts

Nua Management

A Care Manager leads each Supported Living Office. The Care Manager's name and contact details are displayed in your contract of provision of services. You can also speak to your Team Member for support and information.

Nua Head Office

Nua Healthcare Services
3rd Floor, The Atrium, John's Lane, Naas, Kildare, W91 WC78
Email: info@nuahealthcare.ie
Phone: 045 856 5924

Nua Safeguarding

If you have a safeguarding concern, please speak to your Team Member, Field Care Supervisor or Care Manager. Nua Healthcare's safeguarding team ensures your safety and wellbeing.

Complaints Officers

You can contact the following for complaints:

- Laura Delahunt
- Hannah Daly

(Details and easy-read guides are available within your Personal Support Plan and contract of provision of services; complaints can be made verbally, in writing, or by email).

External Bodies

National Advocacy Service

Supports you to access independent advocacy. Local advocate contact details and photos are displayed in your centre.

HSE Safeguarding and Protection Teams

For urgent safeguarding concerns, you can contact your local HSE Safeguarding Team. For example, in Kildare: Ms. Laura Pauley, Beech House, 101-102 Naas Business Park, Naas, Co. Kildare
Phone: 045 920 410
Email: Safeguarding.CHO7@hse.ie

HSE Advocacy and Complaints

Director of Advocacy, National Advocacy Unit,
Quality and Patient Safety Directorate, HSE, Oak House, Millennium Park, Naas, Co. Kildare
Email: yoursay@hse.ie
Phone: 045 880400

Patient Advocacy Service

Website: www.patientadvocacyservice.ie
Phone: 0818 293 003
Email: info@patientadvocacyservice.ie

Office of the Ombudsman

18 Lr. Leeson Street, Dublin 2
Phone: 01 639 5600
Lo-call: 1890 223030.

Ombudsman for Children's Office

Millennium House, 52-56 Great Strand Street, Dublin 1
Phone: 01 865 6800

Your Voice Matters

We are committed to listening to you, respecting your rights, and supporting you to live the life you choose. This Charter is reviewed regularly to ensure it continues to meet the requirements of HIQA standards and national legislation, and to reflect your feedback and evolving best practice.

This Charter is available in accessible formats. Please speak to your Keyworker or Person in Charge if you need support to understand or use this, Charter.

Appendix 2

Privacy Disclaimer for Nua Supported Living Services' Statement of Purpose

Nua Supported Living Services is committed to protecting your privacy and ensuring the security of your personal information. This privacy disclaimer outlines how we collect, use, store, and protect your data in accordance with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). Nua Supported Living Services is part of Nua Healthcare Services, with our Head Office located at 3rd Floor, The Atrium, John's Lane, Naas, Co. Kildare, Ireland, W91 WC78. We act as the Data Controller for all personal data collected and processed as part of our supported living services.

What Personal Data We Collect

We may collect personal information such as your name, address, contact details, date of birth, next of kin, health information, and any other details necessary for the provision of Supported Living Services. Some of this information may be considered sensitive personal data, including health and wellbeing details, religious or cultural beliefs, and information about your care and support needs.

How We Use Your Data

Your personal data is used solely for purposes related to the provision and management of Supported Living Services, including assessing your needs, developing care plans, managing your tenancy or support arrangements, and ensuring your safety and wellbeing. We may also use anonymised data for service improvement and planning.

Lawful Basis for Processing

We process your personal data on the basis of your consent, the necessity to provide care and support services,

compliance with legal obligations, and, where applicable, legitimate interests in service delivery and improvement.

Data Sharing and Confidentiality

Your information will only be shared with staff, agents, or third parties directly involved in your care and support, and only when necessary. All parties are bound by confidentiality and are required to protect your information. We will not disclose your data to others without your consent unless required by law or where necessary to protect your vital interests.

Data Retention

We retain your personal data only as long as necessary to fulfil the purposes for which it was collected, or as required by law. When your data is no longer needed, it will be securely deleted or destroyed.

Your Rights

You have the right to access your personal data, request corrections, object to processing, withdraw consent (where applicable), and request deletion of your data, subject to legal and contractual limitations. To exercise your rights, please contact our Data Protection Officer (DPO) at dpo@nuahealthcare.ie.

Contact Information

For any questions or concerns about how your data is handled, or to exercise your data protection rights, please contact: *Data Protection Officer, Nua Healthcare Services, 3rd Floor, The Atrium, John's Lane, Naas, Co. Kildare, Ireland, W91 WC78, Email: dpo@nuahealthcare.ie, Telephone: 045 931 900*

If you are unsatisfied with our response, you have the right to lodge a complaint with the Data Protection Commission, 21 Fitzwilliam Square South, Dublin 2, D02 RD28, Ireland, or by email at info@dataprotection.ie. This privacy disclaimer summarises our commitment to your privacy and outlines your rights under data protection law. For more detailed information, please refer to our full Privacy Policy or request a copy from our team

Appendix 3

Contract for Provision of Nua's Supported Living Services

Section 1: This Contract is made on [Date] between the following:

Service Provider	
Service Provider Name:	
Address:	
Phone Number:	
Email Address:	

Person Using the Service	
Individuals Name:	
Address:	
Phone Number (if any):	
Email Address (if any):	
HSE Representative Name:	
Family Member/ Significant Person Name:	
Alternative Contact Number:	

Section 2: By receiving care from Nua Supported Living Services, the person using this service agrees to the following:

1. Introduction and Purpose

Nua Healthcare Services (Nua) offers bespoke Supported Living Services available year-round to Individuals and Families in the community. These services prioritise you and your family/significant person involved in your life in all decisions, supporting community-based educational, recreational, and social activities to empower you, the Individual to shape your own life.

This contract outlines the terms and conditions under which Nua Supported Living Services will provide home support services to you, [Name of Person Using the Service].

The purpose is to ensure that high-quality, safe, and person-centered care is delivered to you to support your goals and aspirations.

2. Definitions

Supported Living Services: providing personal care and/or assistance, because of illness, frailty, or disability and/or needs such as care and assistance.

Personal Care: Supporting a person with activities of daily living (ADLs) such as mobility, personal hygiene, skin care, nutrition, hydration, toileting, and continence.

Assistance: Supporting a person with instrumental activities of daily living (IADLs) such as preparing meals, shopping, housework, using a telephone, and medication support.

Family Member/ Informal Carer / significant person involved in your life: The Family Member or Informal Carer is recognised as a pivotal partner in the delivery of Supported Living Services, providing ongoing and significant support to the person using the service.

3. Scope of Services Provided Nua Supported Living Services agrees to provide the following services:

Nua Supported Living Services agrees to provide the following services:	Tick as Appropriate
1. Homecare Supports (hourly support to 24/7 wraparound services)	
2. Rapid Response (crisis management services 24/7)	
3. Outreach (Improving an Individuals ability to live and function in the community)	
4. Continuous Learning and Development (CLaD) Hubs, focusing on classroom-based learning, educational and social experiences.	
5. Independent Living Skills and Lifelong learning, such as.	
▪ Personal Care	
▪ Cooking and Cleaning	
▪ Numeracy and Literacy	
▪ Money Management	
▪ Social Inclusion through active citizenship	
▪ Employability	
6. Personal Assistant Services	
▪ College	
▪ Work	
▪ Daily Living	

7. Clinical Services inclusive of diagnostic assessments	
8. Supported Holidays (Offering supported holiday destinations and activities throughout the country for people with complex needs)	
9. Activity Based Services (Specialist daily/weekly group activities for complex individuals)	

4. Service Delivery

Services will be delivered [frequency, e.g., daily, weekly] at [specific times, e.g., 9 AM to 11 AM]. Any changes to the schedule will be communicated in advance.

Any emergency or unplanned changes will be managed promptly and communicated to you, the Individual using the service, as required.

Nua Supported Living Services will ensure that your Family Member's, Informal Carer's, or significant person involved in your life are aware of the roles and responsibilities during an emergency.

Where a Family Member, informal carer or significant person involved in your life is involved with the Individual using the service, they will be informed of the procedures to follow in case of an emergency and will be provided with emergency contact numbers as needed.

5. Rights and Responsibilities

As the Individual using the service, you have the right to be treated with dignity and respect, to have your human rights upheld, and to participate in decision-making about your care.

Nua Supported Living Services is responsible for ensuring the safety and wellbeing of you, the Individual using the service, maintaining confidentiality, and providing high-quality care.

Your Family Member, Informal Carer or significant person involved in your life will respect the professional boundaries of the home, support workers and will not interfere with their duties.

Your Family Member, informal Carer or significant person involved in your life will be responsible for providing accurate and timely information about your needs and preferences.

6. Communication and Feedback

Nua Supported Living Services will maintain open and effective communication with your Family Members, Informal Carer or significant person involved in your life, ensuring they are informed about the care plan, any changes, and your progress.

We reserve the right to communicate regularly to you as the Individual, or with your family, parent/ guardian or significant person involved in your life where applicable to do so.

Any such communication may be related to, but not limited to, changes to services, policies, and upcoming events. The main method of communication shall either be by post, telephone, or email

and by signing this contract you are agreeing to the preferred methods of communication by Nua Healthcare and Supported Living Services.

Your Family Member, Informal Carer or significant person involved in your life will be provided with contact details of Nua Supported Living Services for any queries or concerns.

Feedback can be provided through [method, e.g., phone, email, Feedback form].

Your Family Member, Informal Carer or significant person involved in your life has the right to provide feedback on the services provided and to raise any concerns or complaints through Nua Supported Living Services' established processes. Nua Supported Living Services will ensure that any feedback or complaints are addressed promptly and effectively.

Nua Supported Living Services will provide and conduct regular monitoring and evaluation of the services to ensure continuous improvement and compliance with standards, in the form of periodic Quality Assurance Audits and Customer Excellence Satisfaction Survey. Monitoring and evaluation of services will be conducted where possible and appropriate to do so, with your Individual, family, parent/ or guardian or significant person involved in your life either in-person, phone or through Nua Supported Living, Customer Excellence Satisfaction Survey.

7. Personal Support Plan

A personal support plan will be developed in collaboration with you, the Individual using the service. The plan will be reviewed and updated regularly to reflect the person's needs, preferences, and goals.

The Personal Support Plan and support documents will identify your needs and support required within all areas of your life. You may also choose a Family Member or other person whom you would like as your support network to be involved in the plan. The involvement of your Family Member, Informal Carer or significant person involved in your life in the care plan must be with the explicit consent of yourself, the person using the service.

The Family Member, Informal Carer or significant person involved in your life will participate in planning and decision-making processes related to the care and support of yourself, the Individual using the service, as agreed upon by all parties.

The role and involvement of your Family Member, Informal Carer or significant person involved in your life will be reviewed regularly as part of the overall care plan review process. Any changes to the role or responsibilities will be discussed and agreed upon by all parties always involved and your will and preference will be sought.

Your Personal Support Plan will be reviewed on an annual basis or as required. Your Field Care Supervisor will support you in preparing for the annual review meetings. If you choose not to attend the meeting your Field Care Supervisor will meet and support, you to write down any comments/issues/concerns you want to be brought to the meeting.

You will be informed of Advocacy services and will be supported to access an advocate if you choose to.

8. Safeguarding and Safety

Appropriate safeguarding measures and reporting procedures are in place to safeguard you from harm and abuse.

All Team Members are trained in Recognising, Recording, Reporting and Responding to all forms of abuse, in line with National Policy and Best Practices.

All relevant policies and procedures on infection prevention and control, medication support, and risk management are in place and should be always adhered to by Team Members.

9. Staffing and Training

Team Members providing services to you will have the necessary qualifications, skills, and training and will receive regular supervision and support to ensure they deliver safe and effective care.

10. Governance and Accountability

Nua Supported Living Services will have effective leadership, governance, and management arrangements in place, providing regular reviews, audits, and continuous improvement processes to ensure the care possible is delivered to you.

We are committed to meeting the quality standards as outlined in the draft, national standards, and any other relevant guidelines and agree to comply with all relevant laws, regulations, and standards, including those specific to home care services.

11. Confidentiality and Data Protection

Personal information will be collected, used, and shared in compliance with all EU and Irish data protection laws. The person using the service has the right to access their information.

Your Family Members, Informal Carers or significant person involved in your life will respect the privacy and confidentiality of yourself, as the Individual using the service and will not disclose any personal information without consent.

Nua Supported Living Services will ensure that your Family Members, Informal Carers, or significant person involved in your life are aware of and adheres to data protection laws and policies.

All company vehicles are fitted with Dash-Cam devices for your safety, health, and welfare.

12. Service Withdrawal

Individuals receiving Nua's Supported Living Services are comprehensively supported throughout their Care Pathway, including during service withdrawal, and Nua Supported Living will endeavor, where reasonable and practicable to do so and guide Individuals and their families through this process.

There is an established process for reporting and documenting incidents related to any service withdrawals, including immediate reporting to supervisors and recording details in the Individual's support plan.

Thorough investigations will be conducted to identify root causes and implement corrective actions, updating the support plan, as necessary. Nua Healthcare will communicate openly and honestly with yourself and your family about incidents and the measures taken to prevent recurrence.

13. Termination of Services

Either party may terminate this contract with a notice period no greater than 2-month (8-week) written notice.

In the event of termination, Nua Supported Living Services will assist you, the Individual, in transitioning to other services if needed. Nua Supported Living Services, where practicable to do so will support external stakeholders or funders with any alternative arrangements by your funder to continue the care and support of yourself as the person using the service.

You, your Family Member, Informal Carer, or significant person involved in your life can choose to terminate their involvement in the care plan at any time, with appropriate notice to Nua Supported Living Services.

14. Fees and Payment

The cost of services will be as agreed in the signed costing agreement issued following preliminary assessment and suitability of the service provided to yourself, the Individual.

Any additional costs (e.g., for special equipment or services) will be communicated and agreed upon in advance with relevant stakeholders as and where required.

15. Insurance and Liability

Nua Supported Living Services will maintain appropriate insurance coverage, including liability insurance, as required.

As the person using the service, you are responsible for maintaining your own insurance for individual property and health.

16. Amendments

Any amendments to this contract must be made in writing and signed by both parties.

17. Entire Agreement

This contract constitutes the entire agreement between the parties and supersedes all prior agreements, understandings, and representations.

18. Other

(If there are other arrangements agreed on prior to initiation of service please document here)

Signatures

By signing below, both parties agree to the terms and conditions outlined in this contract.

Service Provider: _____

[Name]

[Title]

[Date]

Person Using the Service (or Representative): _____

[Name]

[Date]