Statement of Purpose and Function
The Lakehouse
October 2016

Designated Centre: The Lakehouse
Centre ID: OSV-0005334
Address: Ballinafid, Multyfarnham, Co. Westmeath
Phone: 044 9371932
Email: thelakehouse@nuahealthcare.ie
Website: www.nuahealthcare.ie

Conditions of Registration:

Condition 1: The designated centre The Lakehouse shall be operated at all times in compliance with the Health Act 2007 as amended from time to time.

Condition 2: The designated centre The Lakehouse shall be operated at all times in compliance with The Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities Regulations 2013 and the Health Act 2007 (Registration of Designated Centres for Persons (Children and Adults) with Disabilities Regulations 2013-2015 (as amended, consolidated, restated or replaced from time to time) and in compliance with all other regulations made under the Health Act 2007 as amended from time to time.

Condition 3: The designated centre The Lakehouse shall be operated at all times in compliance with the National Standards for Residential Services for Children and Adults with Disabilities (January 2013) (as amended, consolidated, restated or replaced from time to time) and in compliance with all other standards made under the Health Act 2007 and as the chief inspector may notify to the registered provider from time to time.

Condition 4: The designated centre in The Lakehouse shall be operated at all times in compliance with all other legislation, regulations and standards which are applicable to it.

Condition 5: Subject to any prohibitions or restrictions contained in any other condition(s), the designated centre The Lakehouse shall be operated at all times in accordance with, and shall provide only the services set out in its Statement of Purpose, as delivered and amended from time to time in accordance with Regulation 3 of the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities Regulations 2013 (S.I. No. 367/2013) (as amended, consolidated, restated or replaced from time to time).

Condition 6: The maximum number of persons that that may be accommodated at the designated centre The Lakehouse is 2.
Introduction:
Nua Healthcare Services provides Residential, Day and Community Outreach services to both adults and children with a range of complex support requirements.

Our Services:
We are proud to offer high standards of service and care and have experience in supporting people with a range of complex needs including;
- Autism
- Asperger Syndrome
- Intellectual Disabilities
- Chronic Mental Health Issues
- Challenging Behaviour
- Intellectual Disabilities with Alzheimer’s or Dementia
- Acquired Brain Injuries
- ID/Active Retirement

Our Aim:
It is the aim of The Lakehouse to comply with all provisions made within both Irish and European legislation and at a local level, all relevant standards and national policy documents. The staff team at The Lakehouse work with each Service User on an individual basis, to develop their own personal plan which reflects all of their needs and desires.

The Lakehouse’s statement of purpose and function has been compiled having regard for the following standards and regulations;

- The Health Act 2007, Care and Support of Residents in Designated Centres for Person (Children and Adults) with Disabilities, Regulations 2013, Schedule 1

- The National Standards for Residential Services for Children and Adults with Disabilities. Theme 5: Standard 5.3, Leadership, Governance and Management.

Our Objectives:
It is the primary objective of The Lakehouse, to ensure the best possible quality of care in accordance with the applicable regulations and standards. In pursuit of this objective, we utilise the following processes and supports to ensure compliance;

- Location-specific Safety Statement
- Organisational and service specific policies and procedures
- Organisational and service specific quality/auditing programmes at both team and management levels
- Organisational training and development plans
- Personal Plans requiring as far as reasonably practicable, each client’s personal inputs
and the inputs of their support’s including family, social workers, care workers and clinicians
• Operational meetings weekly
• Clinical meetings weekly
• Multi-Disciplinary Team meetings quarterly (or as and when emergencies require)
• Client specific (SLA) service level agreements
• Quality assurance auditing against regulation, standards and national policy documentation
• All services are reviewed at least annually or as circumstances change and the appropriate registration sought to ensure the services are being delivered within the scope of statement of purpose and function

Our Ethos:
Mission Statement
Nua Healthcare Services will facilitate and support people who use our services to pursue meaningful personalised lifestyles.

Our Vision
At Nua Healthcare Services, we believe everyone should have the opportunity to live a healthy, active and fulfilling life. This ethos is at the heart of everything we do. We provide everyone we support with the opportunity to continue to live life to the full. We actively encourage Service Users to become more self-reliant, to make decisions for themselves, and ultimately, to move on to more independent living arrangements. We facilitate and support our Service Users to pursue meaningful and personalised lifestyles. We provide individually planned education, employment and leisure opportunities to support each individual in their on-going development.

Our Values

Dignity and Respect: We embrace the uniqueness of each individual.

Personalised: We facilitate and support people to develop their own unique pace, in pursuit of a meaningful lifestyle.

Partnership: We work in partnership with the Service User, their family and all other relevant stakeholders, to facilitate and support optimal outcomes for the individual.

Community: We facilitate and support people who use our services to embrace and contribute to the communities in which they living.
Location Purpose and Function:

It is the purpose and function of The Lakehouse to deliver services under the following headings;

- Intellectual Disabilities
- Mental Health Issues
- Behaviours that challenge (high support)

The Lakehouse aims to provide 24-hour residential (long or short term) care to Children & Adults with disabilities, for males from 17 – 28 years of age. The number of Service Users to be accommodated within this service will not exceed seven (7). Six (6) residents will reside in the main house and one (1) in the cottage stand-alone unit. The centre will be staffed by full time and relief staff and there will also be a PIC/Team Leader working in the house on a weekly basis. Should additional staff be required, we will respond to Service Users dependencies which may increase or decrease accordingly.

The Centre will ensure that the individual’s emotional, social, intellectual and physical needs are met. The Centre will promote choice, respect, dignity and confidentiality of all residents. Residents of The Lakehouse may avail of Nua Healthcare’s clinical department. The department is made up of psychiatrists, behaviour specialists, psychologist and occupational therapist. The Centre will look after any specific healthcare needs of all residents i.e. epilepsy, diabetes and asthma. The Centre staff nurse will ensure all healthcare needs are assessed on a regular basis and update Health Assessments as required.

As per our organisation structure, support is available to The Lakehouse through the operational department in addition to the Finance, Clinical and Human Resources departments on an ongoing basis. We provide a high quality and standard of care in a safe, homely and comfortable environment for individuals with a range of disabilities, consistent with our Mission, Vision and Values and our service specific statement of purpose and function.
Specialised Facilities Provided:  
**Day Occupation/Education/Employment**

Each Service User has full access and use of our Day Service facilities which offer a range of leisure, educational and vocational activities in a friendly and structured environment. Nua Healthcare operates in accordance with the Health Service Executive’s (HSE) ‘New Directions’ model of Day Service provision. Our person-centred approach ensures that all Service Users play a fundamental part in the development, planning, delivery and evaluation of their service. Day Services, community programmes and educational links where and when possible, will remain open and flexible to enable the most suitable options for our Service Users.

The following Day Services are accessible to all Service Users in The Lakehouse;

- Multyfarnham Day Service - Vegetable & Plant Cultivation
- Fairgreen - Education Centre, Community Inclusion
- Winterdown Farm - Animal Care, Vegetable and Plant Cultivation
- Chapel View - Woodwork Service
- Eco Kind Fire logs - Social enterprise manufacturing fuels out of recycled materials

Each Service User can avail of the community outreach department which is accessed through a referral process. Once the Service User has identified outreach through their key working session, the key worker sends the referral to the outreach department. The outreach team makes contact with the Service User within two weeks and an assessment is carried out, to determine their interests and suitability for an outreach position within the community.

**Therapeutic Techniques:**

Our Mission Statement requires that we facilitate and support people who use our services to pursue meaningful personalised lifestyles. Based on the diverse needs of each of our Service Users within our designated centres, the following list outlines the specialist areas of our highly competent clinical team;

- Neuropsychiatrist
- Child and Adolescent Psychiatrist
- Forensic Psychiatrist
- Consultant Psychiatrist
- Psychotherapist
- Clinical / Behavioural Psychologist
- Behavioural Specialist
- Occupational Therapist
- Counsellor
- Alternative Educational Resources
The staff team are qualified Social Care workers whom implement an individualised therapeutic plan. Recommendations from the Multi-Disciplinary clinical team are supported through the Service User’s personal plan and the Multi Element Behaviour Support Plan. Our service implements where appropriate, assessed and deemed necessary; a Crisis Prevention Intervention (CPI) approach using Management of Actual or Potential Aggression (MAPA), supporting the Service User in a mental and physical capacity in conjunction with, a positive behavioural support plan to effect long-term positive behavioural change.

The Director of Services is responsible for the provision of all therapeutic techniques used within our service. The Behavioural Team and the Psychiatric Team are responsible for the quality control of each Service User’s personal plan and Multi Element Behaviour Support Plan (MEBSP). The supervisory process involves conducting Periodic Service Reviews (PSR). A PSR identifies the effectiveness of Multi Element Behaviour Support Plans whilst additional procedures include a monthly audit which governs medication, leadership and therapeutic techniques.

The Director of Operations, Regional Management and frontline teams have direct responsibility for the implementation of and supervision of each therapeutic technique used to ensure the effectiveness of Service User specific services. Professional interaction, team meetings, inter-departmental auditing and reports along with regular operational meeting create the forums necessary to enable dynamic supervision of not only the therapeutic techniques used but indeed the entire service.

| Registered Provider |  |
|---------------------|-----------------
| Registered Provider | Nua Healthcare |
| Person authorised to act on its behalf | Mr. Noel Dunne |
| Principal Address | The Atrium, John’s Lane, Naas, Co. Laois. |
| Principal Telephone Number | 086 831 7170 |
| Current Professional Registration, relevant qualification and experience | Chief Operating Officer |
| Alternative Telephone Number | 045 856 592 |
| Fax Number | 045 879 860 |
| Email Address | noel@nuahealthcare.ie |

| The Person in Charge |  |
|----------------------|-----------------
| Name | Karen Bannon |
| Principal Address | The Lakehouse, Ballinafad, Multyfarnham, |

Title: Statement of Purpose & Function  Reference No: FP-027  Release Date: June 2016  Review date: June 2017
Version No: 1.0  Department: Operations  Approved by: Shane Kenny  Page 6 of 23
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### Management Team/PPIM

<table>
<thead>
<tr>
<th>Name</th>
<th>Michelle Carter</th>
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<td>Principal Address</td>
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<th>Name</th>
<th>Liz O Neill</th>
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<tr>
<td>Principal Address</td>
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<td>Email Address</td>
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Terms and Conditions of the Contract of Care:

Nua Healthcare Services and the HSE confirm the terms and conditions of the contract of care within client specific service level agreements and the facilitation of Personal Plans. All funding agreements between the HSE and Nua Healthcare Services for the provision of health and social care services are governed by a National Governance Framework consisting of:

- Part 1 Service Agreement (standard terms and conditions)
- Part 2 Service Schedules (generic and service specific)

Each Service User at The Lakehouse has a contract in place called the ‘Provision of Services’ which clearly outlines the terms and conditions of their residency within The Lakehouse. Please see appendix 1.

Criteria Used for Admission, Discharge and Transitions to the Designated Centre:

Nua Healthcare's Assessment and Admissions Manager evaluates each new referral to determine minimum compatibility between our service and the needs of the Service User. Referrals are made by the HSE, GP’s, clinicians, professionals and family members. A desktop assessment for all files is completed and a report is prepared on same for presentation to the Person in Charge and Admissions, Discharge & Transfer committee which consists of an Assessment and Admissions manager, senior operational and clinical management and as required, the appropriate clinicians.

The Person in Charge and the ADT committee considers each referral, seeking to establish in the first instance; a Designated Centre with an appropriate Statement of Purpose and Function, thereafter if a suitable service is identified, an initial needs assessment is assigned/facilitated to ensure the desktop reports are correct and the needs of the Service User, can be met. As part of this process, risk/impact assessments are completed and once it is deemed appropriate and safe, a costing proposal agreement outlining a twelve-week assessment can be offered to the referee. On the return of a signed costing proposal agreement admission/transition can commence.

During the assessment stage, Nua Healthcare’s multi-disciplinary team work together with the Service User, their families, HSE representatives and clinical professionals, to understand their future needs, all of which accumulate into a final assessment report and recommendation for future care and if necessary therapeutic interventions.

A service user can request to be moved to a different centre, that provides the same level of support as their current centre, the HSE may request a move or the MDT or ADT may recommend a move. Any moves are done in consultation with the service user, the PIC, the HSE and the MDT. All moves are agreed with the Admissions team at the ADT meeting prior
to any move. Impact assessments are carried out to measure the impact of the named person going into another centre. Provided the impacts are acceptable the move is planned and a transition plan mapped out which includes visits to the centre and transfers of all files.

Transition from high support to lower support centre and out to the community is a regular occurrence within Nua Healthcare. The transition can be requested by the service user, the PIC or a member of the MDT or ADT. The case is reviewed by the ADT and the MDT to ensure that such a move is a positive one and that the service user is ready for a lower level of support as evidenced by reduction in incidents and increase in skills. Impact assessments are carried out by both PIC’s and if the move is agreed the process follows as per a discharge from one centre to another.

Service users may require higher supports due to escalation of behaviours. In the event of a serious deterioration in presentation of a service user which cannot be safely managed in the current setting a move to a more high support unit may be required. The process for this follows in a similar to other moves. The move can be requested by the service user, the PIC, the HSE or a member of the ADT or MDT. It is discussed at the Admissions meeting, if agreed an impact assessment is carried out by the both PIC’s and if impacts are acceptable a transition plan is developed by the PIC’s. In an emergency situation this process may be expedited.

Any discharges from the Centre must go through the Person in Charge and Admissions, Discharge & Transfer committee in consultation with the Service User and where appropriate their representatives. All discharges must take place in a planned and safe manner.

**Policy and Procedures on Emergency Admissions:**

Nua Healthcare recommends that admissions to any of our designated centres are of a planned nature. However, we recognise that in emergency situations where the welfare of an individual may be at risk, the need for an emergency admission may exist.

It is part of our policy and procedure on emergency admissions that all requests must be escalated to our Director of Operations and or Director of Services for consideration.

The criteria include a pre-admission risk assessment, conducted in conjunction with the referee, the Social Worker and if relevant; the Regional Manager and Team Leader. This will include at least;

- Essential information such as, their medication and health
- The risks to a new Service User
- The risks to other Service Users already in the designated centre
The Regional Manager and Person in Charge will form a plan of action to address any concerns which may arise and will discuss these concerns with the Director of Services and Director of Operations. Together, the Regional Manager and Team Leader having regard for the feedback provided by the Director of Services and Director of Operations, will co-ordinate the Service User’s admission. The Director of Services will convene a meeting of the ADT committee in order to review the admission and co-ordinate relevant meetings and reports, as required for all planned admissions.

**The Physical Layout and Extent of the Designated Centre:**
The Lakehouse’s living area is distributed over two (2) floors:

The first floor consists of entrance hall (16sqm), kitchen (30.4 sqm), sitting room (24.2sqm), living room (34sqm), utility area (2.4sqm), store (7sqm) and an accessible bathroom (7.5sqm). There are also six bedrooms on this level. Bedroom 1 with en-suite (18.6sqm), bedroom 2 with en-suite (16sqm), bedroom 3 with en-suite (20.1sqm), bedroom 4 with en-suite (17.3sqm), bedroom 5 (10.9sqm) and bedroom 6 (13.6 sqm).

The second floor level has a main bathroom (4.7sqm), an office (14sqm) and 2 storage areas. Storage area 1 (11.2sqm) and storage area 2 (13.9sqm).

There is also a stand-alone cottage situated close to the entrance of the property on the left hand side. Within the property there is a kitchen (6.89sqm), living room (13.51sqm), bathroom (4.46sqm), sitting room (15.35sqm), bedroom 1 (13.42sqm) and porch (2.8sqm).

The houses are situated in mature landscaped grounds. The boundaries of the properties are fenced to provide security and to deter/delay a resident leaving the premises when they are escalated (behaviour which challenge). The main gate has an access keypad to again to provide security and to deter/delay a resident leaving the premises when they are escalated (behaviour which challenge).

There is a gate which enter the back garden to the Cottage which has an access keypad, this gate is to provide separation between both houses as the Cottage is for one adult who finds it difficult to live with others. This gate is for ease of access if an emergency was to arise and required additional staff support.

The houses have access keypad on the front and back doors to provide security and to deter/delay a resident leaving the premises when they are escalated (behaviour which challenge). All Service Users when risk assessed as safe to do so, are provided with the access codes to all access coded areas following their transition to the centre.
The Lakehouse is welcoming, comfortable, safe and supportive and a positive place that can be called ‘home’. The Lakehouse Team uses a social model of care which endeavours to mirror a family/home environment whilst also providing support in all aspects of care to Service Users.

A list of key policies that inform practice include:

- Policy on Referrals
- Policy on Admissions
- Policy on Transfers / Transitions
- Policy on Discharge
- Policy on Safe Practice
- Policy on Absconding/Unauthorised Absence
- Policy on Self-harm
- Policy on Communication
- Policy on Electronic Communication and the service user
- Policy on Flexibility of Thought
- Policy on Independent Living
- Policy on Sensory Issues
- Policy on Personal Development, Relationships and Sexuality
- Policy on Epilepsy
- Policy on Safe Administration of Medication
- Policy on Sudden Death
- Policy on Behaviour Support
- Policy on Challenging Behaviour
- Policy on the Use of MAPA & Physical Intervention
- Policy on Restrictive Procedures
- Policy on Risk Assessment
- Policy on Confidentiality
- Policy on General Physical Health
- Policy on Comment, Complaints and Complaints
- Policy on Key working
- Policy on Personal Care Planning
- Policy on Access to Information
- Policy on Report Writing and Record Keeping
- Policy on Social Events
- Policy on Child and Vulnerable Adult Protection
- Policy on CCTV

Management and Staffing:

Nua Healthcare Services has an organisational chart which identifies the responsible persons.
with key departmental and inter-department function. Each responsible person has been provided with clearly defined job-specific responsibilities and reporting lines as well as the necessary resources to fulfil and comply with all standards and regulatory responsibilities.

In addition, clear lines of communication have been established to effectively and safely deliver our services. The assigned Person-In-Charge with the overall responsibility for the safety and welfare of their Service Users, are supported by a dedicated team of social care professionals and Regional Management functions. The person participating in management (Michelle Carter) will take over the role and management of the centre when PIC (Karen Bannon) is absent. PPIM (Michelle Carter) will ensure the day to day running of the centre will go on as normal. Each designated centre is staffed 24-hours per day both with day staff and waking night staff. Please refer to the diagram on the next page which reflects Nua Healthcare’s current organisation structure.
The day-to-day operation of the designated centre:
Each Service User has access to the surrounding community and with the support of their team, they utilise many of its local amenities. Each Service User has a personal plan which clearly identifies their individual goals, aimed at enabling them to live their lives in full. At both Nua Healthcare and The Lakehouse, we facilitate and support each Service User to practice their chosen faith and in travelling to attend the religious service of their choice.

In circumstances where a Service User does not wish to practice any religion, their personal plan will detail alternative arrangements as identified within their assessment of needs. In The Lakehouse, each Service User can avail of the various amenities within the nearby towns of Multyfarnham and Mullingar to further develop their independent living skills.

Amongst the local amenities there are a variety of social club activities such as soccer, GAA, drama, athletics, badminton, boxing, art, a library, driving lessons, weight management classes, karate, a local leisure centre with a swimming pool and a local cinema. In the surrounding area’s Service Users can access activities such as fishing, horse riding, forest walks, hill walking and water sports.

Nua Healthcare ensures each Service User is supported to receive visitors within The Lakehouse as per their personal plan. Visitors are welcomed to a number of events throughout the year to include; Service User Birthdays. Should an unplanned visit occur, it is Nua Healthcare’s policy that all visitors must identify themselves on entering the residential home, to ensure the privacy and dignity of other residents.

The Designated Centre’s Statement of Purpose and Function:
We respect and promote the rights of each of our Service Users in every way possible whilst they are in our service. In doing so, we provide a user-friendly information booklet on our house to include its statement of purpose and function. This information booklet is explained with clarity to each Service User, their families and other support persons. Each statement of purpose and function is always visible and available to visitors, family members, stakeholders and others who visit The Lakehouse.

Service User’s Well-Being and Safety:
Personal plans are reviewed on a quarterly basis by all Service Users and their support structures. If required, personal plans are reviewed more frequently, to ensure their needs are met. Each Service User’s personal plan outlines the arrangements for contact between the Service User and their parent(s), siblings, extended family and any other named person. Each week a ‘Service User Forum’ is conducted by staff and is open to all residents for their participation.

Typically held each Sunday, the forum enables each resident to choose the following week’s
food menu, the activities they would like to take part in. Subsequently, the Service User Forum affords each resident the opportunity to highlight any issues that may have occurred during the week and to provide feedback and suggestions which may facilitate overall improvement. Each forum is recorded via minutes and a copy of same is placed in each Service User’s file. Should a resident choose not to participate, the minutes are provided in an accessible, user-friendly format for their perusal.

In addition to the forums, Nua Healthcare conducts a Customer Service Feedback Questionnaire on an annual basis. Coordinated through the Operations Department, the questionnaire enables Service Users to rate the service they receive. The questionnaire is provided through a survey with questions about the quality and standard of service they experience. The results are actioned upon the improvements made, as indicated and necessary. For resident’s accessing Nua Healthcare’s outreach programmes, they too can feedback on any aspect of their service via the Outreach Customer Service Feedback Survey.

Each week, every Service User has a key-working session with their designated key-worker. It is within this session that they can discuss any issues they feel may require addressing. The Comments, Compliments and Complaints procedure is discussed at these sessions, as are; the Service User’s aspirations and goals and any other topic they may wish to raise. Key-working sessions are recorded via minutes and provided to the resident in addition to them being filed within their personal folder.

Nua Healthcare is committed to supporting service users access to an advocate if they so wish or require. They will support individuals to access services that offer advocates to work with people with disabilities to support them in having a voice and being listened to by exercising their rights, making complaints, making decisions, accessing services, accessing information etc.

The goal of an advocacy service for people with disabilities is to empower and safeguard their rights by promoting social inclusion and raising awareness across wider society of the obstacles faced by people with disabilities. Advocacy allows for all voices and opinions to be considered when services and policies are developed. The Service User’s keyworker will support them in accessing an advocate if required and arrange for them to meet with their allocated advocate. Local Advocates have also visited a number of Nua Healthcare’s residential centres to meet with residents. A picture of the local advocate – name and contact details are also on display in the communal area of each centre.
Privacy and Dignity:
Nua Healthcare Services respects each Service User’s right to access a service which at all times, maintains their absolute right to Privacy and Dignity. Each Service User has their own bedroom with ample space to store their personal belongings, including a safe for their valuables. Staff knock on bedroom doors and seek permission to enter Service Users rooms, and if required, staff will support Service Users to clean and tidy their room and change the bed. Service Users are also encouraged and supported to respect fellow Service User’s privacy and dignity.

Service User’s that require support with their personal care will have an intimate care plan developed that will ensure the rights and dignity of the person is maintained, at all times. A Service User’s independence and autonomy is promoted on a daily basis and is also highlighted within their Personal Plans, life skills assessment/action plans, Multi Element Behaviour Support Plans, task analysis and monthly outcomes. Service User forums are held on a weekly basis, providing all Service Users the opportunity to discuss any concerns they may have and also so that they can get involved in the decision-making process of the house in areas such as; menu planning and activity/holiday plans. Service Users are also informed of any further service planning that may impact on them.

Each Service User has a key-worker who facilitates a weekly meeting to discuss their Personal Plan and any other issues or concerns they may have. All Service Users are provided with their rights booklet and a copy of the complaints policy and they are supported through key-working sessions, to understand how to use the process.

Service Users communication needs are identified through their personal plans and also how they require information presented to them. If they require further support, then a referral can be sent to clinical department for further intervention from the Speech & Language Therapist. Service Users are encouraged to keep photo albums, life books and scrapbooks, mapping their journey in life and important events.

All Service Users have access to the house phone and are encouraged to have their own mobile phone, if they so choose. Relationships with families, friends and relations are prompted and details of how to facilitate these visits are documented in the individual’s personal plan. Visitors to the house are welcomed and facilitated by the staff team in accordance to the individual’s wishes.

Arrangements for Comments, Compliments and Complaints:
At The Lakehouse there is an easy reading guide on the policy and procedure for Service Users regarding how to make a comment, compliment or complaint about any aspect of their service. The policy includes guidance on the various types of complaints and how each can be made. During each resident’s key working session which is carried out on a weekly basis, the policy and procedure is discussed and made accessible to them, should they wish to exercise
it. Staff at The Lakehouse will facilitate and support each Service User through the process and should they wish to access the support of an independent advocate, The Lakehouse staff will ensure they are facilitated to do so.

**How to make a complaint?**

Complaints can be made verbally, written, via email or by fax for the attention of the Complaints Officer. The Complaints Officer is identified with the easy reading guide for Service Users. A complaints form is available to all Service Users of The Lakehouse at all times. Further details regarding the process for making a complaint is also detailed within this guide.

**Acknowledging Complaints**

In the case of a verbal complaint made to the Nua Healthcare Services a verbal response will be given as soon as possible. In the case of a written complaint (or a verbal complaint that becomes a formal written complaint) the Complaints Officer (Elaine O’Halloran) or the Deputy (Anne Thornton) will acknowledge the complaint in writing with five working days of receiving it.

**Local Resolution at the Point of Contact**

Complaints/concerns received from service users concerning the day to day functioning of individual services, and which the service user does not wish to make a formal complaint, may be addressed by Person in Charge (PIC). The name of the Person in Charge will be clearly displayed on the communication board in all houses. The PIC will endeavour to resolve verbal complaints at the first point of contact wherever possible. All complaints/concerns are recorded in a complaint/concerns log in the individual service user record.

If the complaint is not resolved at local level the PIC escalate the complaints up to the Complaints Officer or Deputy, who will acknowledge it in writing within five working days.

**Managing a Written Complaint – Informal Resolution**

The Nua Complaints Officer or Deputy will consider the nature and circumstances of the complaint and whether it would be practicable to finding an informal resolution of the complaint by the people concerned. You will be asked if you consent to this happening. A mediation process may be used to reach a resolution.

**Managing a Written Complaint – Formal Investigation**

Complaints made on behalf of service users or regarding the care provision at Nua Healthcare are made to the Complaints Officer. Complaints may be investigated and addressed by Regional Managers and overseen by the Complaints Officer and reported to the Director of Services.

Once we receive a complaint we will respond to it promptly and wherever possible we will do our best to resolve the complaint locally and quickly. An immediate response to all complaints
may not be possible as some will require formal and careful consideration. A preliminary response will be given to you no later than 10 working days following receipt of the complaint.

**Complaint Resolution**

The Complaints Officer will endeavour to complete the investigation of the complaint within thirty working days of the acknowledgment of the complaint. The investigation may include calling on other staff, witnesses, and experts to assist in the investigation. Staff have an obligation to participate and support the investigation of any complaint where requested. At the end of the investigation, the complaints officers will write a report of their investigation and give a copy to the Chief Operating Officer. The Complaints Officer will provide feedback to you. The final reports will include any recommendations needed to resolve the matter, and the recommendations of this report will be made available to you on request.

If the complaint cannot be investigated with thirty days of acknowledging the complaint, the complaints officer will inform you before the timeframe pass and formally update you every twenty working days. The Complaints Officer must endeavour to conclude an investigation within 6 months of the receipt of a complaint. Where the investigation fails to resolve your complaint, you may seek a review of your complaint from the HSE review.

**HSE Review**

You can address all requests for a review to:
Director of Advocacy, National Advocacy Unit, Quality and Patient Safety Directorate, HSE, Oak House, Millennium Park, Naas, Co. Kildare. Email: yoursay@hse.ie Tel: 045 880400

The Director of Advocacy will examine the request for review and appoint a Review Officer if appropriate to carry out the review of the complaint.

**Independent Review**

If the investigation takes longer than 6 months, the complainant must be advised of their right to seek a review from the Office of the Ombudsman / Ombudsman for Children.

Office of the Ombudsman
18 Lr. Leeson Street, Dublin 2.
Tel: +353-1-639 5600
Lo-call: 1890 223030
Fax: (01) 639 5674

Ombudsman for Children’s Office
Millenium House

<table>
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<tr>
<th>Title: Statement of Purpose &amp; Function</th>
<th>Reference No: FP-027</th>
<th>Release Date: June 2016</th>
<th>Review date: June 2017</th>
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<tr>
<td>Version No: 1.0</td>
<td>Department: Operations</td>
<td>Approved by: Shane Kenny</td>
<td>Page 17 of 23</td>
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Fire Precautions and Associated Emergency Procedures:
Nua Healthcare Services considers the Health and Safety of Service Users, their family and all others, within our service. Nua Healthcare has developed a comprehensive safety management system to ensure the identification of hazards to health and safety, and the necessary controls to mitigate associated risks.

The Lakehouse has a site specific safety statement which includes the identification of fire hazards and the necessary controls to mitigate the associated risks. The Lakehouse has been designed and fitted out to minimise the potential for spread of fire whilst other controls include wired fire detection systems, fire extinguisher points, fire alarm call points, fire assembly points and all staff and Service Users alike have been provided fire safety awareness training and are required to facilitate fire drills on a regular basis to rehearse the safe egress from a potentially hazardous situation.

In the event in of any associated emergency The Lakehouse has an Emergency Response Plan which is kept in the Centre’s Office and covers the following:

- Fire
- Flooding
- Adverse weather conditions
- Loss of power
- Loss of heating
- Loss of water

Our maintenance team maintains a service schedule for all fire safety equipment, our quality department conduct regular audits and our staff team conduct daily/weekly safety checks to ensure all systems are operating correctly and that the potential for fire is mitigated to its lowest possible level.
APPENDIX 1

Contract for the Provision of Services

(In accordance with the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013, this contract must be signed on admission by resident or their representative where the resident is not capable of giving consent)

<table>
<thead>
<tr>
<th>Name:</th>
<th>D.O.B</th>
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<tbody>
<tr>
<td>D.O.A:</td>
<td>House:</td>
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Support, Care and Welfare of the Resident:

As a service user in The Lakehouse you will have Personal Plan/Information/Health/Life skills and Kardex folders that will document all of your needs and supports.

You will have a Personal Plan and supporting documents developed with the support of your Keyworker, Multi-Disciplinary Team and staff team; this will be completed no later than 28 days after your admission. Your Personal Plan and supporting documents will identify your needs and supports 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 Personal Plan Action Plan will identify your short, medium and long term goals and outcomes and the person responsible to support you in achieving these. You will have your own bedroom with a safe for storage of monies and valuables and space to store your personal belongings. It will be your responsibility, supported by the staff to keep your bedroom clean and tidy. If you are unable to maintain the standard of cleanliness in your bedroom staff will help you to carry out this task.

The Person in Charge (name: ________________) will appoint a Keyworker who will ensure you receive the rights booklet and the complaints policy. They will help you to understand these documents. Key working sessions are important and will happen on a weekly basis. The time and place will be agreed with you and your keyworker. Key working sessions are protected time where you and your keyworker can sit and discuss your plans and do an activity.

Your Personal Plan will be reviewed every year basis and your goals will be reviewed every 3 months. Your Keyworker will support you in preparing for review meetings. If you choose not to attend the meeting your keyworker 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.
Services Provided to the Residents:

While residing in The Lakehouse you will have access to Nua Healthcare’s Multi-Disciplinary Team. The assessments agreed for your placement will be identified on the admission form. If you require other professional assessments a referral form will be sent to the clinical department and be approved at a clinical Meeting.

You will be supported to maintain the best possible health by attending Primary Health Care services within the community. You will be registered with a GP, a Dentist and other health services as identified through your health assessment record.

You will have access to Day Services and Outreach Services and this will provide you with many opportunities, experiences and options for education, recreation, social activities and employment.

Fees to be charged

Prior to admission to The Lakehouse you will be informed by the HSE if you are required to pay a health levy; this will be agreed with the relevant HSE personnel and you or your representative. Service users may be requested by the HSE to pay a Health Levy Charge and this agreement is between the HSE and the service user only. Nua Healthcare do not request the Health Levy Charge from any service user.

While residing in The Lakehouse you will not be expected to pay into any communal fund, but you will be expected to pay for your own personal items i.e. clothes, toiletries. You will also take responsibility for the payment of your own social and recreational activities i.e. cinema, concerts, swimming, bowling and meals out in the community.

We will keep account of your money and you will have (1) an excel cash ledger, (2) debit card excel ledger, (3) assets book, (4) a personal finance log book. If you require support to manage your financial affairs your key worker will take responsibility and will keep all receipts and record all transition in your ledgers. You will be supported and educated in developing a money management plan that you can take control of for yourself.

Residents Needs

Your unique needs will be identified on admission and will be recorded in your Personal Plan and supporting documents. They will be reviewed on a continuous basis over the first ten weeks. You will have access to a clinical team for assessment and all recommendations from assessments will be documented in your Personal Plan. The Assessments you require will be identified prior to your admission, by the HSE, and will be documented in the Admissions Form. They will be carried out during the first eight weeks of your residential placement.

All of your health needs will be identified through a health assessment and actions identified will be in a health action plan.
If you are experiencing difficulties with your behaviours you will be support by staff through a Multi-Element Behaviour Support Plan. You will have the opportunity to meet with the Behaviour Specialist to be involved in making the plan. If you require personal therapy this will be facilitated on a weekly basis and supported by your own individual therapy plan.

You will be supported to participate in the local and wider community giving you opportunities for participation and inclusion. Your independence will be promoted and encouraged and this will involve you completing independent life skills assessments, which will identify areas that require support. You will be supported to achieve a variety of skills, which will empower you to exercise choice and control over your daily/weekly planner. Your social, religious and cultural beliefs and values will be respected in everyday activities.

### Admissions, Discharge and Transition to the Designated Centre

As a service user in The Lakehouse you can submit a request for transfer to another centre within Nua Healthcare that provides the same level of support you currently receive in the Lakehouse. This request can also be made by the HSE, PIC and ADT. Transitions are done in consultation with you and your MDT, it needs to be agreed by the ADT committee prior to transition. As part of the assessment, impact assessments are carried out to measure the impact of your transition to another centre. Provided the impacts are acceptable the move is planned and a transition plan is implemented which includes visits to the centre and transfer of all files.

Transition from one level of support to another:
- Higher support to lower support
- Low support to higher support from (due to escalation of behaviours)

Transition from one level of support to another may also be requested by you the service user, the HSE, PIC, MDT or ADT. Each case will be reviewed by the MDT and ADT to ensure the transition is the right level of support required to support you. Impact assessments will be completed by the PIC's of both centres involved. If the transition is agreed by ADT a transition plan is developed and implemented.

If you request to be discharged from the service, you must inform the PIC and ADT committee. Discharge from the centre will be completed in consultation with you and your appropriate representatives. All discharges that take place will be carried out in a planned and safe manner.
Other
(If there are other arrangements agreed on prior to admission please document here)

Signed: ______________________________________ Date: ______________________
Person in Charge

Signed: ______________________________________ Date: ______________________
Service User

Signed: ______________________________________ Date: ______________________
Representative (If SU is unable to sign)

Reason as to why the SU was unable to sign Contract for the Provision of Services:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
Social Worker/Tulsa Contact Details

James Furlong,
Health Service Executive,
Blackpool Shopping Centre,
Blackpool,
Cork.
021 4927000

Aileen Shennan,
Health Service Executive,
Blackpool Shopping Centre,
Blackpool,
Cork.
086 0431028