



Abbey House

(Housing with Care)



Little Diamond
Derry~Londonderry
BT48 9EJ
T: 028 7126 2385

Manager – Vivienne McGlinchey | **Housing Officer** – Mary McCloskey

Last reviewed – 1st July 2020

About Abbey House

Situated within landscaped grounds in the Little Diamond area of Derry~Londonderry in close proximity to St Eugene's Cathedral, the city centre and other amenities Abbey House provides you with a home which will allow you to stay independent and active through tailored support & care.

	24 hour staffing		Secure entry system
	Assistance with personal care		Optional assistance with medication
	Optional meal service		Optional laundry service
	Optional assistance with daily tasks		Optional transport
	Spacious lounge & dining areas		Activities programme

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Our Statement of Purpose

Our aims, objectives and philosophy of care (R1 & R8) (SPT1.1.b)

We aim to help you remain as independent as possible by promoting choice, well-being and supporting you in the following areas:

- Your health & staying as well as you can
- Life skills
- Staying in and managing your own home
- Relationships with family, friends and the community.

Helping us to create a safe and supportive environment will be the following values:

- Dignity & respect
- Independence
- Rights
- Equality & diversity
- Choice
- Consent
- Confidentiality
- Safety.

Our services explained (R2) (SPT1.1.a)

When you move in we will make sure that you have someone to support you and make sure that we can meet all of your needs. We provide a range of support & care services including:

- **Assistance with personal care**

We can support you to manage your own personal care such as grooming, bathing etc.

- **Assistance with medication**

We will discuss with you what support or assistance you may need to manage your medications.

- **Meals**

We can provide you with nutritious and balanced home cooking and ensure that individual dietary requirements are met.

- **Laundry service**

You can chose to avail of a laundry service where we can wash 7 iron your clothes or you can do this yourself.

- **Assistance with daily tasks**

We can help you with areas of daily living where you might need help such as arranging appointments etc.

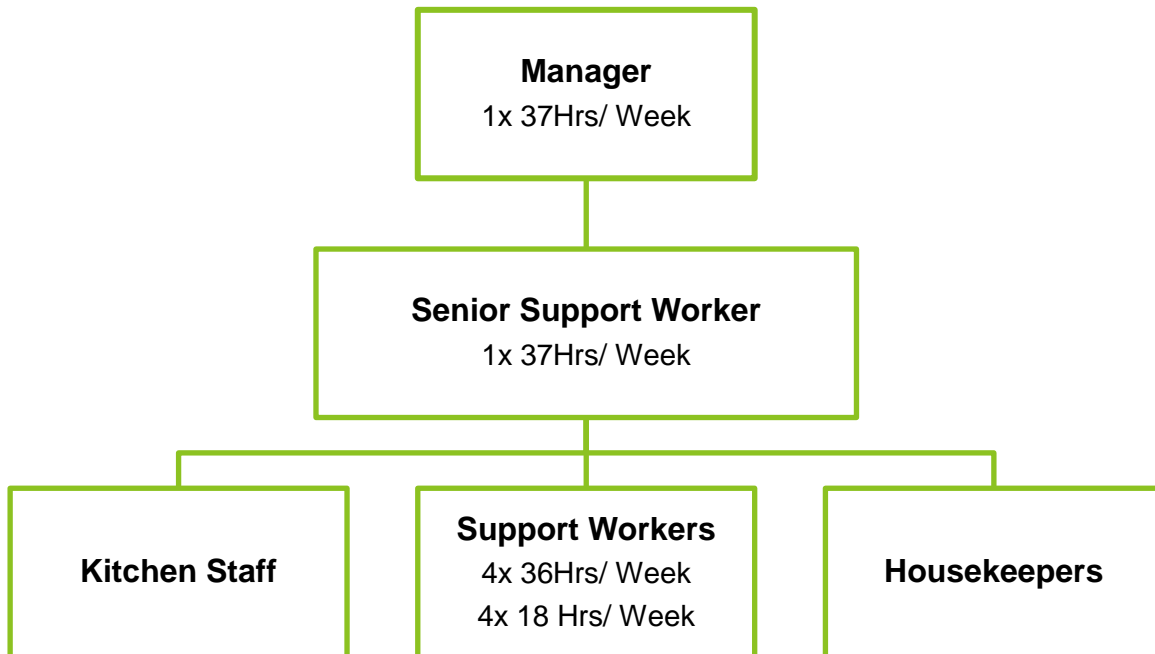
- **Transport**

We are more than to arrange transport to help you get out and about.

- **Activities programme**

We offer a wide range of activities & events which you are welcome to take part in and help to plan.

Staffing arrangements and relevant qualifications ^(R5)



Our team have a range of qualifications including:

- Level 2 Diploma in Health & Social Care or equivalent
- Level 3 Diploma in Health & Social Care
- ILM Level 3 Certificate in Leadership Management.

Supporting People currently fund the full time equivalent of 5.56 staff for the provision of housing related support services.

Applying for accommodation (SPT1.1.c, SPT1.1.d & SPT1.1.f)

You can apply through the Northern Ireland Common Selection Scheme and when we are made aware of your application the Manager will visit you to discuss whether we can meet your needs. You must:

- Over 60 or have retired early on health grounds
- Mobile or independently mobile using an aid and able to weight bear/ transfer independently
- Continent of urine or be self-managing
- Continent of faeces
- Able to manage self-care independently or with basic assistance from 1 person
- Able to eat independently or independently with food cut up.

You may be unsuitable if:

- You have a diagnosis of Dementia, significant memory impairment or level of confusion
- You have challenging behaviours or a history of wandering
- You have acute medical/ nursing needs which require regular medical and/ or nursing intervention
- You have alcohol and/ or drug dependencies which lead to challenging behaviours that may impact on other tenants and/ or staff
- You have a history of non-compliance with care & support plan(s) and/ or medication regimes.

If you would like to make an application you can contact the NIHE directly on **03448 920 900** or our Manager (see cover page).

Managing your Apex tenancy (SPT1.1.f)

As our tenant we will ask you to commit to an agreement which will provide you with the following rights & responsibilities.

You have a right to:

- Have a Non-Secure Tenancy for an initial period of one month and continuing after that on a month-to-month basis
- Expect us to carry out any repairs for which we are responsible.

You are responsible for:

- Paying your charges on time (see 'Our charges')
- Keeping the inside of your home clean and in good repair
- Reporting any damage or defects to us promptly
- Allowing us or our contractors access to inspect or carry out works in your home
- Agreeing and keeping to your support & care plans and shared living agreement
- Following any health, safety and fire instructions provided by us
- Not having an animal in your home without our permission
- Not causing or allowing your visitors to cause a nuisance or harass others
- Not making noise that causes or is likely to cause annoyance to your neighbours.

If during your tenancy your circumstances change or you would like to move we will work with you to find suitable alternative accommodation which meets your needs. If you wish to end your tenancy you must give us 4 weeks' notice.

If you breach the terms of your agreement we may serve a Notice to Quit which will give you at least 4 weeks' notice that we wish to terminate your tenancy. You must give us vacant possession of your home and return the keys to us on expiry of this 4 weeks' Notice to Quit. If you have been living in your home for more than 5 years we will give you 8 weeks' notice and if you have been there longer than 10 years 12 weeks' notice will be given.

About Apex Housing Association (R7)

Apex Housing Association is a major housing association managing a stock of over 5,000 homes. Our business is housing and associated care and support services.

We provide:

- General needs housing for families and single people
- Purpose built accommodation for older people and families with complex needs
- Supported housing for people with individual needs, including those with mental ill health; learning disabilities; alcohol/ drug addictions; and those who are physically disabled
- Support services for vulnerable groups under the Supporting People programme
- Community buildings under the management of local communities.

Apex leads the way in building sustainable communities through the delivery of quality, affordable homes including tailored support & care services. Underpinning this mission are our values:

- We care
- We take ownership
- We do things well
- We work together
- We show respect.

Apex is governed by a Board of Management which is responsible for the overall control of the affairs of the association whilst our Chief Executive is responsible for ensuring compliance with legislative requirements as well as management & delivery of services. The Chief Executive delegates responsibility for operational activities/ objectives to departmental Directors. The Housing & Care Services Manager/ Supported Housing Manager is responsible for the daily management of Supported Living schemes; ensuring legislative and regulatory compliance as well as promoting best practice.

Registered Provider (R3 & R4)

Sheena McCallion, Chief Executive

BSc (Hons) Housing Studies, Dip. Industrial Studies, MCIH

Apex Housing Association

10 Butcher Street

Derry~Londonderry

BT48 6HL

T: 028 7130 4800 | F: 028 7130 4801 | E: info@apex.org.uk

Registered Manager (R3 & R4)

Vivienne McGlinchey

QCF Level 5 Diploma in Leadership for Health & Social Care Services

Abbey House

Little Diamond

Derry~Londonderry

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Telling us when something has gone wrong (R6)

Apex appreciate that sometimes things go wrong and our tenants may be unhappy with the service they have received; we encourage our tenants to speak to the Manager should they have any concerns or complaints. Tenants can also make a formal complaint directly to the Association; more information can be found in our Complaints and Compliments Leaflet (available from the Manager or Head Office) or by contacting us on **028 7130 4800**.

Other important information

Legislation and best practice

We work hard to promote equality, target disadvantage, promote social inclusion and ensure high quality services. We will strive to uphold your human rights in everything that we do. Apex has a range of policies designed to protect you and others including:

- Confidentiality
- Complaints
- Privacy & Dignity
- Adult Safeguarding
- Health & Safety
- Freedom of Information
- Equality.

Further information on and copies of any relevant Apex policies are available on request from the Manager or Apex Head Office.

In providing our services we also aim to contribute to the following strategies:

- Homelessness Strategy for Northern Ireland 2017-222 (NIHE)
- Northern Ireland Housing Executive Housing & Health Strategy
- DfC Active Aging Strategy 2016-2021
- Policy with the Community Strategy 2020.

Regulation and inspection

Apex is subject to regulation and inspection to ensure that we continue to provide the highest possible standards. Reports relating to inspections can be requested from the Manager.

Professional boundaries

Our professional boundaries ensure staff maintain the organisation's values whilst acting to:

- Protect the health, safety and welfare of everyone

- Protect against undue pressure or allegations
- Provide support & care in a professional and compassionate way
- Ensure receives a fair service
- Ensure consistency across all services.

Our staff will:

- Avoid overly familiar language, endearments, sexually explicit language, rough play, physical contact etc.
- Be consistent with the support/ care plan and be carried out sensitively with consideration of privacy & dignity
- Work to diffuse challenging situations to avoid use of restraint; only use restraint where it is absolutely necessary to prevent harm to the tenant/ resident, others and staff. Any restraint should be proportionate and must be fully recorded, reported and reviewed
- Only record images with your consent
- Not engage in any inappropriate or dangerous behaviour involving tenants/ residents/ staff must be reported to the manager. This includes the sharing of inappropriate information via text, social media etc.

You will be expected to behave appropriately by:

- Not asking our staff for personal information unrelated to work
- Not giving our staff personal information unless necessary for your support/ care
- Not ask our staff to carry out tasks not included in your support/ care service
- Not offer gifts/ cash other than of a token nature to staff. Our staff are required to report all gifts to the manager
- Not forming inappropriate relationships with our staff.

More information on professional boundaries can be requested from the manager or by contacting us.

Approval & implementation

Date Approved	Approved By	Date Implemented
1 st July 2020	Muriel Sands Housing & Care Services Manager	1 st August 2020

Change box

Issue No.	Section	Description of Change	Changed By	Date
1	Entire document	New template, headings and mapped to The Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and Supporting People Requirements (QMT T.1.1a-f.)	Jim Condren	February 2020