Ballyoan House

Statement of Purpose

Ballyoan House
Gransha Park
Derry ~ Londonderry
T: 02871 860 566

Manager – Hugh Doherty | **Housing Officer** – Lorraine Roddy

Last reviewed – April 2026

Contents

About	3
Our aims, objectives, & philosophy of care	3
The services we provide	4
Organisational structure, staffing arrangements & relevant qualifications	5
Applying for accommodation	6
Managing your Apex tenancy	7
About Apex Housing Association	8
Legislation, best practice & governance	9
Tenant, family & friends' participation	9
Telling us when something has gone wrong	10
Registered provider	11
Registered manager	11
Regulation & inspection	12
Professional boundaries	13
Restrictive Practice	14
Approval & implementation	15
Change box	15

About Ballyoan House

Situated at Gransha Park in Derry~Londonderry, Ballyoan House provides accommodation for 16 adults with mental ill health. We will support you to develop skills, take control and get involved in day-to-day decision making.

Our aims, objectives, & philosophy of care

[Regs Sched 1(1&8) and Standards SoP Part 1]

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.

The services we provide

[Regs Sched 1 (2) Standards SoP Part 1]
[SPT1.1.a]

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

Laundry service

You can choose to avail of a laundry service where we can wash & 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

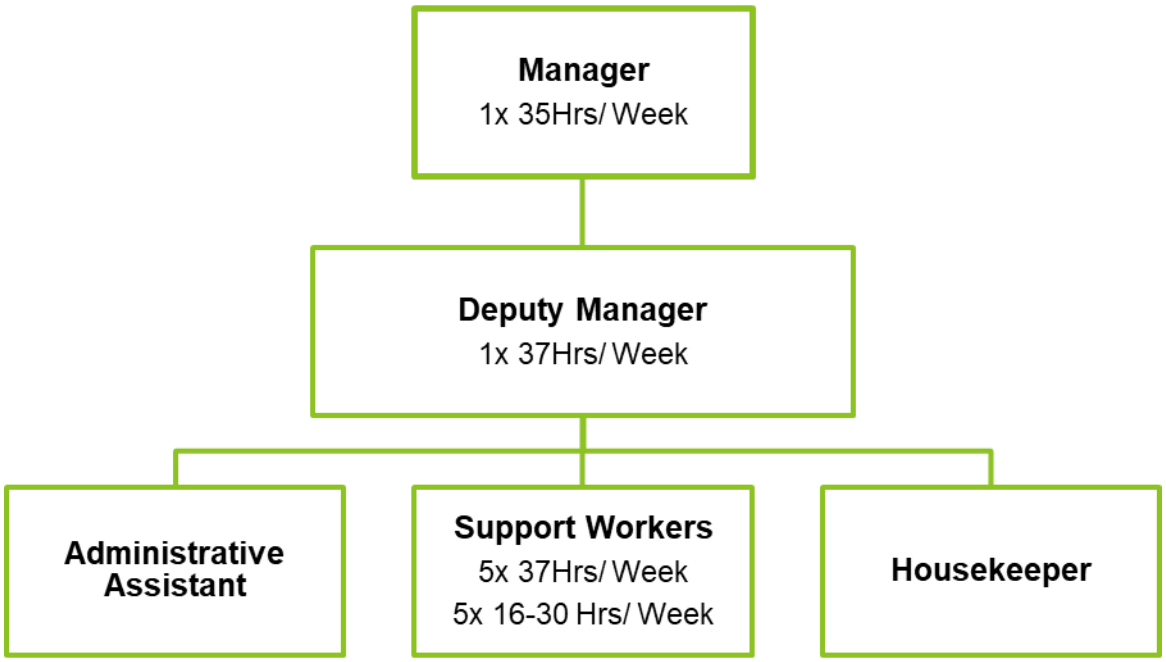
We are more than happy to arrange transport to help you get out and about; there may be an additional charge for this.

Activities programme

We offer a wide range of activities & events which you are welcome to take part in and help to plan along with our Activity Coordinator. Our programme includes church services with members of the local clergy visiting our home regularly.

Organisational structure, staffing arrangements & relevant qualifications

[Regs Sched 1(5) and Standards SoP Part 2]



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 6.7 staff for the provision of housing related support services.

We take a robust approach to the recruitment, selection training and development of all our staff. Our registered managers work in partnership with the Housing & Care Services Manager and colleagues in the Personnel & Training department to continuously monitor staffing and ensure compliance with all relevant legislation, regulations, standards, and best practice as well as the specific policies listed at Appendix 1 of The Domiciliary Care Agencies Minimum Standards (August 2021).

We work with a range of registered agency providers to ensure that adequate staffing is always in place within the home.

Applying for accommodation

[Standards SoP Part 2]
[SPT1.1.c, 1.1.d & 1.1.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:

- Be single
- Be 18 years of age
- Have mental ill health
- Be registered with the Community Mental Health Team
- Not be listed on the Supporting People exceptions list for the service applied for.

We will accept referrals from the following:

- Statutory & voluntary agencies
- Individuals
- Families
- Carers.

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 the Manager of the scheme will arrange a multi-disciplinary meeting which will include you, your family, care manager/ social worker and anyone else involved with you. At the multi-disciplinary meeting you will be given as much choice as possible in choosing alternative accommodation and everyone will agree action required and provisional timescales at this stage. This process will allow you to be as involved as possible in the decision-making process. 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

[Regs Sched 1(7) and Standards SoP Part 1]

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 is responsible for the daily management of schemes; ensuring legislative and regulatory compliance as well as promoting best practice.

Legislation, best practice & governance

[Regs Sched 1(19) and Standards SoP Part 2]

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 ensure that we manage our service; these set out our various governance arrangements and include:

- Adult safeguarding
- Health promotion
- Recruitment, selection & training
- Care & support planning
- Accounting & financial control
- Data protection & confidentiality
- Accident & incident reporting (including notifiable incidents)
- Compliments & complaints
- Medicines management
- Health & safety
- Privacy & dignity.

The list above is not exhaustive; our full range of policies meet the requirements at Part 2 of The Domiciliary Care Agencies Minimum Standards (August 2021) and 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.

Tenant, family & friends' participation

[Regs Sched 1(11&14)]

We encourage you to stay in touch with your family, friends, and wider community. We will help by making sure everyone feels welcome to visit the home; the only restrictions to visiting will be during mealtimes or periods of illness (tenant and/ or visitors). We will also do our best to help you contact community representatives if you need to do so.

Our regular Tenants' Meetings are an excellent opportunity for you to have your say in the day to day running of the home and encourage everyone to take part in these. We also arrange regular events to involve your family and friends so that they can have an input into how we provide your care.

Telling us when something has gone wrong

[Regs Sched 1(6) and Standards SoP Part 2]

Apex appreciate that sometimes things go wrong, and our tenants may be unhappy with the service they have received; you should let us know if this happens so we can offer our support or help to solve the problem. You can contact the Manager or Housing Officer who will try to solve any concerns you have immediately. If you are unhappy with the response you can speak to a more senior member of staff; a relative, friend or carer can help you to do this.

If you are still unhappy, you can make a formal complaint by contacting the Personnel Manager at Apex Head Office and let them know what you would like us to do to put things right.

You can contact the Personnel Manager:

- In person
- By email: info@apex.org.uk
- By phone: 02871 304800
- In writing: The Personnel Manager, Apex Housing Association, 10 Butcher Street, Derry-Londonderry, BT48 6HL.

You can find more information on complaints & compliments by visiting https://www.apex.org.uk/how-can-we-help-you/make-a-complaint/ or contacting Apex Head Office on **02871 304800**.

If you remain unhappy with our response to your complaint you can also contact the following:

Patient and Client Council
5th Floor
14-16 Great Victoria Street
Belfast
BT2 7BA

www.pcc-ni.net

T: 0800 917 0222 |

E: info.pcc@pcc-ni.net

NI Public Services Ombudsman
Progressive House
33 Wellington Place
Belfast
BT1 6HN

www.nipso.org.uk

T: 0800 34 34 34 |

E: nipso@nipso.org.uk

Registered provider

[Regs Sched 1(3&4) and Standards SoP Part 1]

Sheena McCallion, Chief Executive

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

Sheena graduated from the University of Ulster with a BSc(Hons) in Housing Studies in 1991. Working in the housing sector for more than 30 years, she began her career with the NIHE, joining Apex in 1996. She has extensive knowledge and experience in the delivery of housing, care and support services and became Chief Executive of Apex in December 2018. Sheena is a member of the Chartered Institute of Housing and is a Board member of the Northern Ireland Federation of Housing Associations.

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

[Regs Sched 1(3&4) and Standards SoP Part 1]

Hugh Doherty

Commenced employment with Apex on December 2011. Qualified Bsc (Hons) Mental Health Nursing Degree with a level 5 Diploma in Leadership and Management in Health and Social Care.

Ballyoan House
Gransha Park
Derry~Londonderry
BT47 6TG

T: 028 71860566 | E: h.doherty@apex.org.uk

Regulation & inspection

Apex is subject to regulation and inspection to ensure that we continue to provide the highest possible standards. The home is inspected by the Regulation & Quality Improvement Authority to ensure compliance with relevant legislation and regulations. Reports relating to inspections can be requested from the Manager.

RQIA
James House
2-4 Cromac Avenue
Gasworks
Belfast
BT7 2JA
www.rqia.org.uk
T: 028 95361111 | E: info@rqia.org.uk

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 necessary to prevent harm to the tenant/ tenant, 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/ tenants/ 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.

Restrictive Practice

There may be occasions where a restrictive practice is required to support the safety and wellbeing of a tenant or others. Restrictive practices may include restrictions on access to certain areas, items or activities, the use of locks, keypad entry or other environmental restrictions, restrictions relating to medication or finances, or other practices which may affect a person's freedom, choice, control or independence.

Any restrictive practice will be considered on an individual basis and will only be used where necessary, for as short a time as possible, proportionate to the identified risk and where less restrictive alternatives have been considered. The person's rights, wishes, dignity, capacity, consent and independence will be considered when determining whether a restriction is necessary and appropriate.

Any restrictive practice must relate to an identified risk concerning the individual and should not unnecessarily restrict the rights, freedom, choice or access of other tenants. The impact on all tenants will be considered, and any restriction must be necessary.

Where a restrictive practice is identified, it will be appropriately assessed, recorded within the person's care and/or support documentation and regularly reviewed. The service will seek to minimise and, where possible, reduce or remove restrictive practices through positive, person-centred approaches which promote choice, control, independence and positive risk-taking.

Restrictive practices will not be used as a form of punishment or for staff convenience and will be used for the shortest period necessary and in the least restrictive and least intrusive manner.

More information on restrictive practice can be requested from the manager or by contacting us.

Approval & implementation

Date Approved	Approved By	Date Implemented
February 2023	Ellen Hall Housing & Care Services Manager	7th February 2023

Change box

Issue No.	Section	Description of Change	Changed By	Date
1	Entire document	Document created as standalone Statement of Purpose in line with The Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and The Domiciliary Care Agencies Minimum Standards (August 2021).	Jim Condren	July 2022
2	Managing Your Apex Tenancy (p.7)	Wording updated to better reflect 'fair exit' arrangements at request of Supporting People ALD Lead Officer. See QMT Assessment at Ardavon, November 2022.	Jim Condren	February 2023
3	Regulation & Inspection (p.12)	RQIA address updated as per communication to services in February 2023.	Jim Condren	February 2023
4	Housing Officer updated	Housing Officer updated to Ciara McKenna	Michaela Duffy	February 2024
5	Entire Document	Annual Review- No changes.	Julie-Anne Campbell	March 2024
6	Manager and Housing Officer updated	Manager updated to Hugh Doherty and Housing Officer updated to Lorraine Roddy	Cynthia Hamilton	February 2025

7	Entire Document	Annual Review – No changes	Cynthia Hamilton	March 2025
8	Entire Document	Annual Review- No changes	Julie-Anne Campbell	April 2026
9	Restrictive Practice	Restrictive practice information added	Julie-Anne Campbell	September 2026