Ballyoan House

Tenants' Guide

Ballyoan House

Gransha Park

Derry

T: 02871 860 566

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

Last reviewed – April 2026

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About Ballyoan House

[Standard 2(2.2)]

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.

Statement of Purpose:
Our aims, objectives, & philosophy of care

[Standard 2(2.2)]

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

[Standard 2(2.2)]

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.

Applying for & living in our accommodation [Standard 2(2.2)]

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 [Standard 2(2.2)

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:

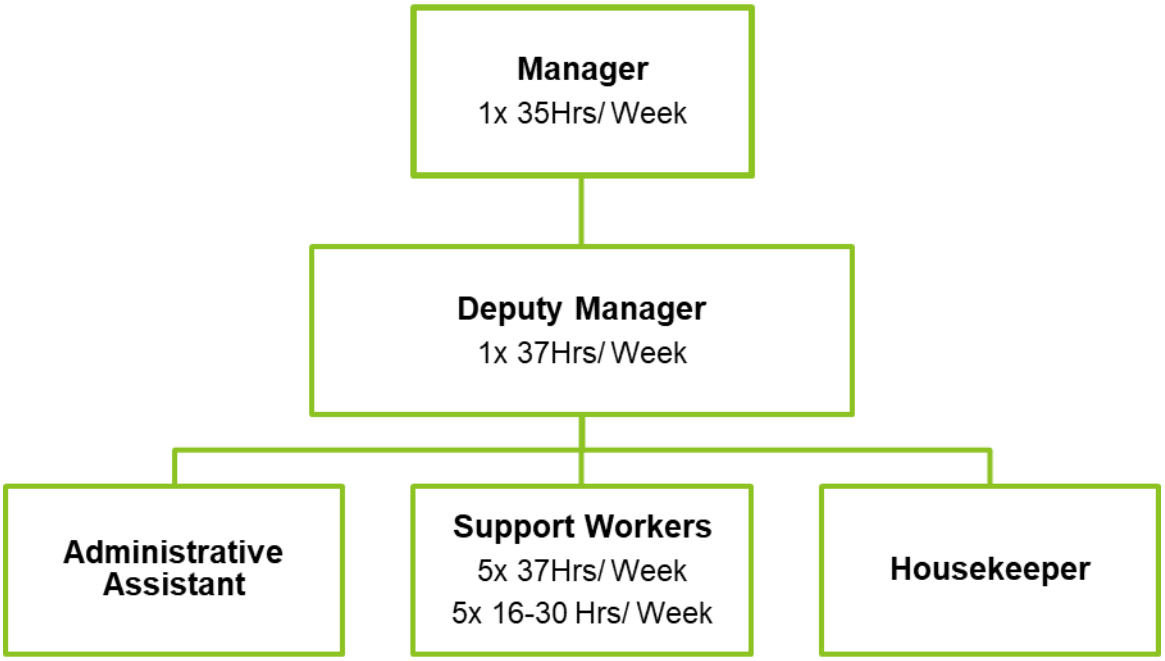
- Paying your charges on time (see 'Our charges')
- Keeping the inside of your home clean and in good repair
- Reporting any damage or defects to us promptly
- Allowing us or our contractors access to inspect or carry out works in your home
- Agreeing and keeping to your support & care plans and shared 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.

Staffing & our manager

[Standard 2(2.2)]



The Manager is Hugh Doherty

Hugh 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.

If you need to contact him, you can do so:

Ballyoan House

Gransha Park

Derry-Londonderry

BT47 6TG

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

Restrictive Practice

What is a restrictive practice?

We want you to have as much choice, control and independence as possible in your own home.

Sometimes, a restriction may be needed to help keep you, another tenant or staff member safe. A restrictive practice is something that limits or controls your freedom, choice, movement or access to something.

What might this look like?

Examples could include:

- a door or particular area being locked;
- restricting access to certain items or equipment;
- restrictions relating to medication;
- restrictions relating to money or finances;
- limiting access to something because of a safety concern;
- changes to your usual routine or activities; or
- another arrangement that limits your freedom or choice.

Not all of these examples will apply to every tenant.

Why might a restriction be used?

A restriction should only be used when it is necessary to manage an identified risk and other, less restrictive options have been considered.

Restrictions should never be used as a punishment or simply because it is easier for staff. A restriction put in place to support one person should not unnecessarily restrict the choices, freedom or access of other tenants.

Staff should always consider your rights, wishes, choices, dignity, independence and safety.

Your voice and your choices?

Where a restriction is being considered, you should be involved in the decision as much as possible. Staff should explain what the restriction is, why it is needed and how it may affect you. Your views and wishes should be listened to and taken into account.
Where appropriate, you can ask questions, express your views or ask someone you trust to support you.

Reviewing Restrictions

Any restrictive practice should be recorded and regularly reviewed to make sure it is still necessary.
The aim is always to reduce or remove restrictions where possible and support you to have greater choice, control and independence.

What if I am unhappy about a restriction?

If you feel that something is restricting your choice or freedom, or you do not understand why a restriction is in place, you can speak to:

- a member of staff;
- your key worker;
- the scheme/service manager;
- someone you trust; or
- an advocate.

You have the right to have your views listened to and to raise concerns about your care and support.
If you have concerns about how a restriction is being used, you can also use the service's complaints procedure.

About Apex Housing Association [Standard 2(2.2)]

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.

Our Chief Executive is Sheena McCallion.

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.

You can contact her on:

Apex Housing Association
10 Butcher Street
Derry~Londonderry
BT48 6HL
T: 028 7130 4800 | F: 028 7130 4801 | E: info@apex.org.uk

Tenant, family & friends' participation [Standard 2(2.2)]

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.

Regulation & inspection [Standard 2(2.2)]

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

Telling us when something has gone wrong [Standard 2(2.2)

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

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 change	Housing Officer changed to Ciara McKenna	Michaela Duffy	February 2024
5	Entire Document	Annual Review- No changes.	Julie-Anne Campbell	March 2024
6	Manager and Housing Officer Change	Manager changed to Hugh Doherty and Housing Officer changed 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