# Railway Court

## Statement of Purpose

**O'Kane Park**

**Dromore Road**

**Omagh**

**BT78 5AA**

**T: 028 8225 2629**

**Manager** – Alison Rafferty & Mairead Brogan |
**Housing Officer** – Ciara McKenna

**Last reviewed** – April 2026

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## About Railway Court

Situated on the Dromore Road in Omagh, Railway Court provides accommodation for 23 adults with mild to moderate learning disabilities. Situated within its own landscaped private grounds, within a short distance of the town centre and local amenities; Railway Court provides you with a safe, secure, and comfortable home. 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**

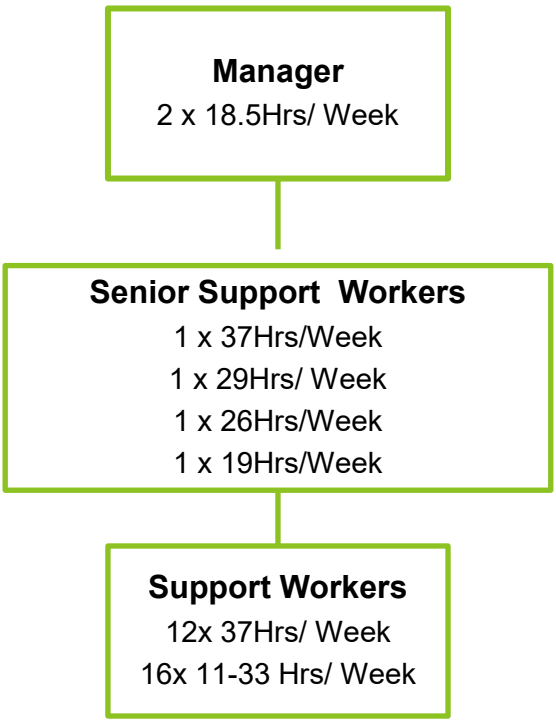
We are more than happy to arrange transport to help you get out and about; there may be an additional charge for this.

**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 4.12 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 a registered learning disability
- Be registered with the Community Learning Disability Team.

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 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

[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 managers

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

Alison Rafferty

RNLD, QCF Level 5 Diploma in Leadership for Health & Social Care

Mairead Brogan

RNLD, QCF Level 5 Diploma in Leadership for Health & Social Care

Both managers bring with them a wealth of experience as Registered Mental Health Nurses having worked across a number of settings for 15+ years.

O'Kane Park
Dromore Road
Omagh
BT78 5AA

T: 02882 252 629 | E: a.rafferty@apex.org.uk | E : m.brogan@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 |
|---|---|---|
| August 2022 | Yvonne Cassidy<br>Housing & Care Services Manager | 31st August 2022 |

## 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 | Front Cover – Housing Officer details | Housing Officer information updated to Lorraine Roddy | Cynthia Hamilton | January 2024 |
| 3 | Entire Document | Annual Review- No changes. | Julie-Anne Campbell | March 2024 |
| 4 | Front Cover – Housing Officer details | Housing Officer information updated to Ciara McKenna | Cynthia Hamilton | March 2025 |
| 5 | Entire Document | Annual Review- No changes | Julie-Anne Campbell | April 2026 |
| 6 | Restrictive Practice | Restrictive Practices paragraph added | Julie-Anne Campbell | September 2026 |