



Belfast Health and
Social Care Trust

CULLINGTREE MEADOWS SUPPORTED HOUSING

120 Cullingtree Road
Belfast
BT12 4BA
☎ 028 9504 1331

STATEMENT OF PURPOSE

Date of Issue:
Date of review: 10/09/2024
Date of Next Review: 4th August 2025

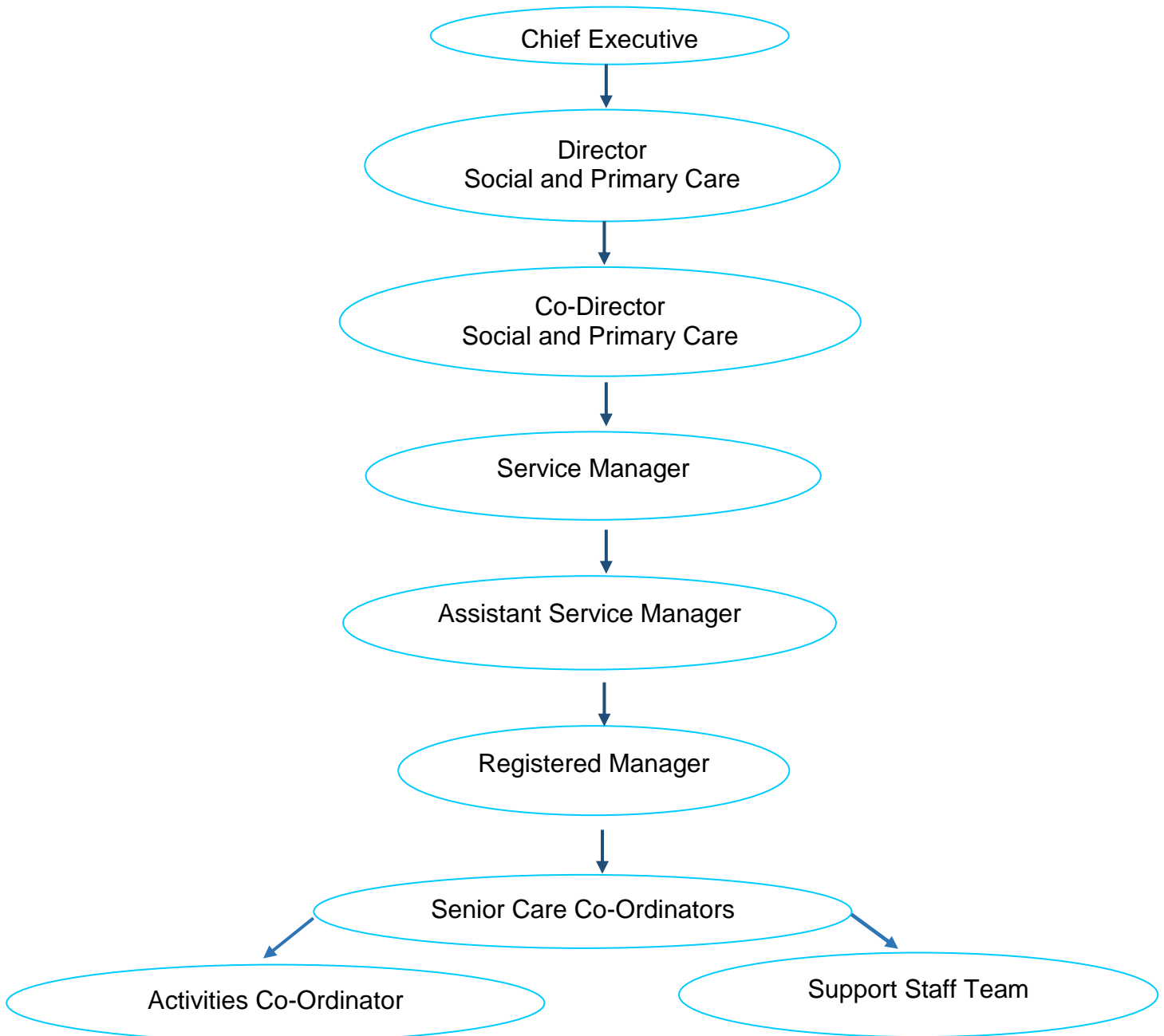
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1. The name and address of the Registered Provider and of any Registered Manager

Registered Provider	Maureen Edwards Interim Chief Executive Belfast Health and Social Care Trust Belfast City Hospital A Floor Lisburn Road Belfast BT9 7AB 02895040100
Registered Manager	Karon McStravick Acting Manager Cullingtree Meadows. Telephone (028) 95041331 Email: Karon.mcstravick@belfasttrust.hscni.net

2. Organisational Structure Belfast Health and Social Care Trust/Cullingtree Meadows



In addition, a Higher Clerical Officer provides administrative support

Clanmil Housing Association staff are based in Cullingtree Meadows.
Staffing include:-

X1 Clanmil Housing Support Worker

X2 Domestic Staff



3. **Qualifications and Experience of the Registered Manager**

Registered Manager Band 7	Karon McStravick	Level 5 Diploma In Leadership for Health and Social Care Services. Adults' Management) Wales and Northern Ireland. 35 years' experience of working within the health and social care system.
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The Manager is registered with the Northern Ireland Social Care Council (NISCC) and will carry out his duties in accordance with the Code of Practice.

4. Cullingtree Meadows Staffing Profile and Training

Registered Manager	Band 7	1	Level 5 Diploma In Leadership for Health and Social Care Services. Adults' Management) Wales and Northern Ireland.
Senior Care Co-Ordinator	Band 5	4	NVQ Level 3 in Care
Activities Coordinator	Band 3	1	QCF Level 2 in Care
Permanent Support Staff	Band 3	20	QCF Level 2 in Care
Permanent Support Staff	Band 3	6	QCF Level 2 in Care
Higher Clerical Officer	Band 3	1	GCSE Qualifications

Cullingtree Meadows has a Full Time Equivalent (FTE) staffing profile of 28. 10.28 FTE are funded by Supporting People

Awareness, mandatory and bespoke training is provided in line with the Statement of Purpose. The Registered Manager completes on-going training needs analysis and where identified training is required to ensure safe, effective and compassionate care for each service user, this will be undertaken.

Mandatory Training for BHSCT Staff working in Cullingtree Meadows: -

- Corporate Welcome
- Local Induction
- Display Screen Equipment
- Quality 2020
- Fraud awareness
- Adverse incident reporting
- Complaints awareness
- HIV awareness
- IDSSI
- Diabetes awareness
- Fire and environmental awareness
- Personal Safety & Disengagement
- Understanding Behaviours
- Moving and handling - practical
- Manual handling - theory
- Infection Prevention and control
- Medication
- Adult safeguarding Level 2
- Adult safeguarding Level 3 (Registered Manager)
- Mental Capacity Act Level 2
- Mental Capacity Act Level 3
- Consent and Capacity
- My data Your Business
- Medical Devices Awareness
- COSHH awareness
- Emergency First aid at Work
- Food hygiene
- Health and safety
- Human Rights
- Dementia Awareness Training
- Falls Training
- Equality

- Data Protection
- Basic Life Support
- Mini Restore 2: Recognising deterioration in a patient
- Buccal Midazolam Training
- Epilepsy Awareness

5. Ethos and Philosophy of Care in Cullingtree Meadows

Cullingtree Meadows' mission is to provide safe, effective, compassionate and high quality care and support to Service Users with identified needs living within a Supported Housing Living environment.

The service provides assessed care and support to adults living with:-

- a diagnosis of dementia
- A probable diagnosis of dementia definition:

There is a strong clinical suspicion/reasonable belief that the person has dementia, In the preceding 8 weeks there has been a history of cognitive and functional decline from usual baseline with evidence of disorientation present (supported by NICE approved questionnaires, or equivalent tool).

Medical (physical) review indicates no current acute medical needs requiring intervention or other treatment. This should be supported by recent blood tests, urinalysis or other relevant diagnostic tests.

Assessment of needs indicates that the person requires an environment in which staff have the training, experience and skills required to support individuals who present with cognitive impairment.

Appropriate cognitive screening measures and tests evidence current cognitive decline. All aspects of the probable dementia definition must be evidenced, prior to commencement of tenancy.

Cullingtree Meadows staff will have had the opportunity to conduct pre-admission assessment preferably in consultation with the person's family/representatives.

- Plan of care includes memory service input
- People aged 65+ living with frailty. who require care and support and their needs can be met within a supported living environment. Where there are changing needs, the changing needs criteria will be implemented.
- 'Frailty' is most often defined as an aging-related syndrome of physiological decline, characterised by marked vulnerability to adverse health outcomes. Frail older patients often present with an increased burden of symptoms including weakness and fatigue, medical complexity, and reduced tolerance to medical and surgical interventions.

6. Aim and Objectives

AIM

The aim of Cullingtree Meadows is to enhance service users physical, psycho-social and mental health, to promote overall wellbeing by providing opportunities to improve and enhance their quality of life, living environment and personal relationships.

Service users are provided with the opportunity to live in a supportive environment, where they will receive tailored support to maintain and enhance their skills and confidence to continue to live independently within their own community.

Belfast Health and Social Care Trust (BHSCT) aim is to provide high quality person centred care and support to service users living within the scheme, with a focus on care being delivered at the right time, to the right person in the right place.

OBJECTIVES

1. To provide appropriate activities taking into consideration each Service User's life history
2. To feel safe and secure in a safe environment which promotes orientation and security by providing stimulation
3. To identify potential risks and co design strategies to minimise risk whilst promoting independence
4. To be treated as an individual, promoting equality, empowerment and diversity at all times
5. To facilitate Service Users to exercise their rights and to make choices in relation to the daily activities of daily living. Where service Users are assessed as lacking capacity an advocate can be arranged to act on their behalf
6. Service Users to be encouraged and supported to attend and participate in the review process
7. Service Users will be allocated a keyworker on admission to Cullingtree Meadows
8. To be treated with respect and dignity at all times whilst maintaining confidentiality and privacy
9. To have an agreed person centred care plan and risk assessment, which has been co-produced and is regularly updated to reflect individuals changing needs.
10. To receive care and support from competent staff who have received training and have the necessary knowledge and skills in understanding medical conditions including dementia and frailty
11. Consent will be obtained from Service Users prior to any interventions. Where individuals lack capacity a clearly documented legal framework will be completed to ensure Service User's human rights and mental capacity act are safeguarded.
12. Service Users will be encouraged to reach their potential by involving members of the staff team
13. To receive care and support reflective of Best Practice in Dementia Care and Frailty to work, collaboratively with the multi-disciplinary team to ensure Service Users, holistic needs are met and governance arrangements are in place to safeguard them.

14. To recognise Service Users choice/decisions prior to commencement of tenancy and continued support in relation to the legal framework regarding welfare, financial security and tenancy agreement.

7. The Status and Constitution of Cullingtree Meadows

Cullingtree Meadows has been developed in partnership with Clanmil Housing, Supporting People and the Belfast health and Social Care Trust.

Cullingtree Meadows combines the very best of housing design and assisted technology it has been specifically designed to offer housing with care and support for people living with dementia/probable dementia, and frailty.

Cullingtree Meadows offers 27 one bedroom apartments and 3 two bedroom apartments. These apartments are based over two floors, inclusive of ground floor and first floor apartments, communal areas, outside space and gardens. Within Cullingtree Meadows, there is access to upper level via a lift. The lift can be used to access first floor apartments and communal areas.

The purpose of the service is to provide high quality person centred care and support to 30 people living within Cullingtree Meadows. The accommodation offers 30 apartments and in addition offers communal living and recreational areas, kitchen/dining rooms, hairdressing room, potting shed, activity rooms and garden areas.

Belfast Health and Social Care Trust staff will assist you in everyday living activities over a 24-hour period and ensure that the support provided focuses on supporting you with daily living, which can include personal care, medications and monitoring of physical and mental health.

Enhanced Housing Support is provided in partnership with Clanmil Housing Association. The emphasis of support offered is focused on supporting you with activities to maintain your tenancy, such as support with managing their finances and ensuring security within your home.

Clanmill Housing Association provides furnishings to all communal areas and ensure maintenance of the apartments and the building in line with their tenancy agreement and joint management agreement with Belfast Health and Social Care Trust (BHSCT).

A Joint Management agreement is in place to outline the roles and responsibilities of the Belfast Health and Social Care Trust and Clanmil Housing Association.

Cullingtree Meadows contributes to the Dementia Strategy (2011), through providing care to people with dementia in the right place and at the right time of their dementia journey. Moreover, the holistic wrap around support provision contributes to the Age Friendly Belfast plan (2023-2027) and the Housing Executive Older People's Housing Strategy 2021/22 0 2026/27

8. Service Provision

Cullingtree Meadows provide care and support to 30 Service Users living with dementia/probable dementia and service Users over the age of 65yrs with frailty.

Services which can be provided include:

- Service User care and support plan will be developed in consultation with the person, their family and or representative and any other professionals
- A programme of activities will be available both within Cullingtree Meadows scheme and within the local community
- Access to Primary Care Health Teams, i.e. GP, District Nurse
- Access to Community Mental Health Team Older People Team (CMHOPT)
- Access to Dementia Outreach Team (DOT)
- Access to Psychiatry of Old Age Consultant

9. Criteria used for allocation

- Declared an interest in moving to Cullingtree Meadows
- Recognise the need for care and support which can be delivered within a Supported Housing Model
- Medical diagnosis of dementia and a working diagnosis of probable dementia
- Service Users over the age of 65yrs with frailty and have identified care and support needs.
- Service User can mobilise with or without a walking aid.
- Service User is independent or requires the assistance of one with personal care
- Multi-Disciplinary Assessments indicate Cullingtree Meadows Supported Housing model would meet Service User assessed needs
- Have a desire to remain independent and motivated to retain activity of daily living skills
- Compatible in living with a wide range of service users with varying levels of needs. Service users availing of care and support within Cullingtree Meadows recognise the importance of harmonious living and demonstrate a commitment to promoting positive relationships for both themselves and others living in Cullingtree Meadows

An allocation of tenancy is based on the outcome of multi-disciplinary assessments including BHSCT supported housing assessment process and compatibility consideration.

Cullingtree Meadows may not be able to meet the needs of Service Users where behaviours and risks cannot be safely managed within a supported housing environment.

Examples of such behaviours and risks include:

- Behaviours which challenge and places the Service User or others at risk
- Risks associated with sexualised behaviours
- Risks associated with alcohol and substance misuse
- Risks associated with misadventurous behaviours

10. Arrangements to facilitate a smooth transition into Cullingtree Meadows Supported Housing

The staff will work in partnership with service users and their families to ensure and promote a smooth transition into the Supported Housing environment.

We will ensure:-

- Each new service user will be allocated a named keyworker, staff will work collaboratively with service users and their family and friends to provide assistance and support to ensure a successful transition to their new home
- Family and friends are encouraged to be actively involved both practically and emotionally with their loved one whilst living in Cullingtree Meadows. Service users consent will be confirmed prior to sharing of personal information and arranging and attendance of review meetings.
- Visitors and friends are welcome to call as agreed with the service users.

- Prospective service users are invited to attend planned activities/social events prior to commencement of tenancy

11. Arrangements to review service users care and support plan

A strength-based approach is fundamental in developing a Service Users Care and Support plan. Care and Support plans are co- developed, designed and implemented in consultation with the service user , family or representative and Staff.

Support plans identify the strengths and capabilities of each service users. Where risks are Identified, the safety and human rights of the service user and others are considered. Individualised Support and Risk Reduction Plans are co-designed, shared and agreed.

Care and Support plans and/or Risk Reduction plans are shared with the service user and family, and both are encouraged to sign and date the plan.

Ongoing monitoring and assessment will be undertaken to identify changes in needs. Support Plans and Risk Reduction Plans are updated as required to reflect the service users changing needs.

A formal review is undertaken by the Multi – Disciplinary Teams in line with Care Management Standards and Regulations 2019. The review process enables opportunity for full consultation and discussion regarding the care and support provided within the scheme and to ensure it continues to meet the Service Users assessed needs.

Every effort will be made by the staff to support service user s to maintain their tenancy at Cullingtree Meadows and to enjoy living in the facility. Should circumstances arise where the service can no longer meet the needs of service user s or where there are increased risks to the tenancy, information will be provided and can be viewed in Clanmil Housing Association handbook. Funding for the care and support delivered through Supporting People may be withdrawn. Staff will provide support and assist with referrals to appropriate agencies to ensure the service user receives independent advice and support.

Supporting changing needs

Every effort will be made to support each service user to continue to live in supported housing for as long as their assessed needs can be safely managed. Where service users needs cannot be safely managed a multi-disciplinary review will be undertaken in collaboration with the service user and their family/carer/advocate. Outcome of the review will enable informed decision making to identify a suitable care placement.

12. Arrangements for service user s to engage in social activities and links with the wider community

An Activities Coordinator provides a range of activities within Cullingtree Meadows.

Roles and Responsibilities include:-

- Develop community links with Voluntary Agencies, Government bodies, Local Charities, Schools and Church groups
- Developing Service User Activities determined by the service user 's choice, interests, past history and hobbies
- Facilitating monthly Service User activity meetings

Service user s are encouraged and promoted to remain independent and are encouraged and supported to be an active participant in a range of activities which may include: -

- Shopping trips
- Theatre trips
- Dining out
- Bus trips
- Walking groups.
- Museums
- Art Gallery
- Local Attractions
- Social Clubs
- Bingo
- Tea Dances
- Art project

13. Feedback and Consultation

Staff in Cullingtree Meadows proactively seek the views of Service Users and their families through formal and informal consultation. Feedback will be used to inform areas for quality improvement and identify recommendations to promote high quality care and support provision and identify areas of risk or concerns.

Consultation is undertaken using the HSC Values and Behaviours this includes:

- Working Together
- Excellence
- Openness and Honesty
- Compassion

All prospective Service Users are encouraged and promoted to view Cullingtree Meadows prior to commencement of tenancy. A prospective service users guide will be provided and the opportunity to view potential apartment.

Monthly engagement meetings are held in Cullingtree Meadows and are chaired by a representative from Belfast health and Social Care Trust (BHSCT). The engagement meetings provide an opportunity to capture and record formal feedback. Feedback is then used to review the quality of care and support being delivered, areas identify areas for development or quality improvement and seek to address and resolve where concerns are raised. Minutes of these meetings are maintained and are available to Service user /their representative

A Suggestion Box is situated in Cullingtree Meadows where feedback is captured and reviewed by the Registered Manager.

Service user, carer and professional feedback is captured through the monthly Regulation 23 visits (RQIA Regulation and Standards) this includes engagement with staff, service users, family/carers and member of the multi-disciplinary team.

Annual anonymous feedback questionnaires are provided to service users, their families and Multi-Disciplinary team members. Information is used to agree quality improvements.

During Regulatory Inspections by RQIA yearly, feedback is captured from service users and their families to identify if the service is safe, effective, compassionate and well laid.

Carer's forums are held twice yearly to promote feedback and to improve collaborative working and planning for improvements across the scheme.

14. Consultation with Service users and their Representatives

Prospective service users and their families are encouraged and supported to visit the scheme to promote informed decision making about the suitability of Cullingtree Meadows to meeting their holistic needs.

A Service User guide is provided to the prospective service user and their family member. (Service user guide has been developed as an easy read brochure).

Formal review processes are undertaken in line with the Care Management Standards and Regulations (2019). Service users and families are encouraged and offered the opportunity to provide formal and informal feedback during assessment and review process.

Reviews provide a forum for consultation, discussion and feedback on care and support delivered. The review process ensures care and support is co designed in partnership with service users and people involved in their care. Feedback will also be used to inform quality improvements within the service.

Carer's forum are held twice yearly to promote feedback and to improve collaborative working and planning for improvements across the scheme.

15. Respecting the privacy and dignity of Service user s

Belfast Health and Social Care Trust are committed to ensuring high quality, safe compassionate care delivery inclusive of respecting the privacy and dignity of people using our services. Belfast Health and Social Care trust provide a range of supports to Service user s and staff and are outlined below:-

This includes and is not limited to:-

HSV Values and Behaviours, Human Rights, Mental Capacity Act, Capacity and Consent, Adult Safeguarding, Equality, Data protection and complaints.

Staff promote the service users right to inclusion and choice on all aspects of daily living.

Strength based assessments and support planning are implemented.

Staff Development Review (SDR) is undertaken yearly for staff working in Cullingtree Meadows. The SDR enables Registered Manager and staff to meet to reflect on the past year, reset goals for coming year and recognise Service User contribution to the team.

Regular Staff Supervision in line with Belfast Health and Social Care policy and monthly Team Meetings are undertaken. Privacy and Dignity is a standing item on agendas.

Staff are required to be registered with Northern Ireland Social Care Council (NISCC), governance arrangements are in place for the Registered Manager and the Divisional Social Worker.

Cullingtree Meadows staff will address service users by their preferred name and gender.

A service users right to independence and choice will be upheld and respected. Where there are concerns best interest decision making will be undertaken in collaboration with service user /family/carer/multi-disciplinary team.

Individualised risk reduction plans are continually reviewed and updated using the least restrictive model.

Personal Care Tasks will be completed only when identified within the service users care and support plan. Care and Support will be carried out with compassion and sensitivity.

16. Fire precautions and associated Emergency Procedures in Cullingtree Meadows

- Cullingtree Meadows is fitted with fire alarms, fire doors, extinguishers and smoke alarms in accordance with Northern Ireland Fire Authority Standards
- Staff working in Cullingtree Meadows receives Fire Prevention training twice yearly. The Belfast Health and Social Care Trust Fire Safety Officer provide this training
- Nominated fire officers are identified within the Staff Team in Cullingtree Meadows
- Weekly fire alarm checks are carried out and recorded for audit purposes.
- Evacuations are carried out twice yearly (once per year by Belfast Health and Social Care Trust (BHSCT) and once per year by Clanmill Housing Association).
- Clanmil Housing Association are responsible for the Fire Risk Assessment and maintaining environment which includes fire doors, fire extinguishers, fire and smoke alarms.

Fire safety Regulations are in place to ensure the safety and wellbeing of service users, staff and visitors.

It is recommended that Furniture and soft furnishings meet **Fire Safety Regulations 1988**.

Where possible, bedding and sleep wear should be Flame retardant and conform to the **BS5722** standard. All items should be certified and labelled to demonstrate compliance.

17. The accounting and financial control of the agency

Cullingtree Meadows supported housing service is funded by two funding streams;

- The Belfast Trust for the provision of domiciliary care
- The Northern Ireland Housing Executive Supporting People Team for enhanced support to assist with independent living.

Domiciliary care is free at the point of need, however, enhanced support is means tested. Only people on housing benefit are eligible for a payment of enhanced support. Service users who are not eligible must pay their own enhanced support costs.

From April 2010, the “enhanced support” funding is paid directly to the Trust by supporting People. For those service users who are self-funding, the Trust have arrangements in place to support payments made to the trust on a monthly basis. To manage the collection of this money, a system is in place to communicate with the BHSCT Finance department. At the point of allocation if the direct debit has not been set up, payment for the first month will be accepted by cheque.

18. Insurance arrangements

The Belfast Health and Social Care Trust do not carry Public Liability insurance nor Employer’s Liability Insurance for potential compensation claims arising from alleged negligence or breach of statutory duty. The Trust is ‘self-insured’ in this regard, with compensation paid directly from Trust funds.

19. Record Keeping / Confidentiality

The Belfast Health and Social Care Trust must ensure that it meets the requirements of the Data Protection Act 1998 and subsequent General Data Protection Regulation 2018 (GDPR). The Trust understands its legal and moral duty to ensure how personal information is recorded, stored and shared.

Confidentiality of service users information is paramount. Staff working in Cullingtree Meadows are registered with NISCC and adhere to the code of practice alongside adherence to the Belfast health and social Care Trust policy and procedures in relation to confidentiality.

Information held by Cullingtree Meadows will:

- Only disclose information relating to a service user according to the terms of the Data Protection Act 1998 and GDPR
- Only disclose information with service user's permission or in the event of a disclosure being required by law
- Treat all personal information with respect
- Provide appropriate training to all staff in relation to the responsibilities in respecting confidentiality and ensure staff adhere to BHSCT policies and procedures and NISCC code of practice.
- Take appropriate steps to ensure (so far as is reasonably practicable) that personal data is accurately maintained and safeguarded

20. Arrangement for the notification of reportable events

Regulation and Quality Improvement Authority (RQIA)

Regulation and Quality Improvement Authority (RQIA) is the independent body responsible for registering, monitoring and inspecting the availability and quality of health and social care services in Northern Ireland and encouraging improvements in the quality of these services.

Regulation and Quality Improvement Authority (RQIA) are responsible for the annual inspection of Cullingtree Meadows. The services provided are inspected under the Department of Health and Social Services and Public Safety (DHSSPS) for Northern Ireland under The Domiciliary Care Agencies Regulations (Northern Ireland) 2007. A copy of the most recent RQIA inspection report is available on request or by going to RQIA website www.rqia.org.net.

The scheme complies with the Regulation and Quality Improvement Authority in reporting notifiable events, which includes incidents of adult safeguarding

Cullingtree Meadows is also inspected by the Northern Ireland Housing Executive Supporting People Team. The purpose is to ensure that the facility is providing high quality housing and support and achieving key housing goals. Service users will be notified of any inspections/audits undertaken.

It is a requirement to inform Supporting People of any notifiable events as per their Reporting Framework for Major Adverse Incidents (2019).

21. Management of Medicines

Staff in Cullingtree Meadows adhere to the BHSCT Community Medicines Code (July 2016) and Controlled Drug Guidance for Supported Housing Staff. Staff training in Medication Management and Administrative is a mandatory training requirement that is completed as part of induction and updated twice yearly.

Staff in Cullingtree Meadows adhere to the Domiciliary Care Agencies Minimum Standards 2011.

Staff in Cullingtree Meadows are guided by the BHSCT policies and procedures and are required to adhere to Local Guidance for staff in Supported Housing.

22. Adult and Children Safeguarding Arrangements

Staff working in Cullingtree Meadows complete Adult Safeguarding Awareness training which includes keeping children safe and adhere to the Belfast Health and Social Care Trust Adult Safeguarding Policy and Procedure (October 2019) and the Belfast Trust Co-operating to Safeguard Children and Young People in Northern Ireland Policy and Procedures.

Service users living in Cullingtree Meadows are entitled and will be treated with:

- Privacy
- Be treated with respect and dignity
- Be able to choose how to lead their lives and empowered to do so.
- The protection of the law
- Have their rights upheld regardless of ethnic origin, gender, sexuality, impairment or disability, age and religious or cultural background
- Have the opportunity to fulfil personal aspirations.

All staff are responsible and have a duty of care to report and escalate to the Registered Manager/Assistant Service Manager and Service Manager. Where there are concerns in respect of physical, psychological,

financial and institutional abuse or neglect referral, protection planning, review and engagement with outside agencies will be completed in line with Belfast Health and Social Care Trust policy and procedures.

23. Complaints Procedures

Cullingtree Meadows is committed to providing a high quality service. Every effort should be made to address concerns and issues in an open and timely manner.

The person and their family are encouraged to inform Cullingtree Staff of concerns as they occur, to enable and promote a timely resolution.

Clanmil Housing and the Belfast Health and Social Care Trust welcome complaints as an opportunity to receive feedback from all those who use our service and will endeavour to take action to improve the quality of services that we provide.

All complaints will be handled in a sensitive and confidential manner and will be carried out by either Clanmil Housing and/or Belfast health and Social Care Trust, depending on the nature of the complaint.

Should you wish to make a complaint please speak to any of the following:

Manager of Cullingtree Meadows	Karon McStravick	Tel: 028 95045140
Senior Care Coordinator on duty		Tel: 028 95041331
Clanmil Housing Support Officer based at Mullan Mews	Gillian Dawson	Tel: 028 90466154
Clanmil Housing Head Office		Tel: 028 90876000

A record will be taken of your personal details (name, address, telephone number) and a brief description of your complaint.

You will also be provided with a copy of the relevant organisation's Complaints Policy which highlights how a complaint is dealt with and action that you can take if you feel dissatisfied with the manner in which your complaint was dealt with.

You can also discuss your complaint with:

**Belfast Trust Complaints Team
6th Floor McKinney House
Musgrave Park Hospital
Belfast BT9 7JB
Tel No: (028) 9504 8000**

If you have a concern about the professional practice of any staff or the quality of care and feel this is not being addressed you can at any time contact the Regulation and Quality Improvement Authority at the address below.

**Regulation, Quality and Improvement Authority
James House
2-4 Cromac Avenue
Gasworks
Belfast
BT7 2JA**

The Belfast Health and social Care Trust encourages the use of advocacy services and ensures complaints are supported from the outset and service users are made aware of the role of advocacy in complaints, including those services provided by Patient and Client Council (PCC). Other advocacy services are provided in respect of complaints by organisations e.g. Alzheimers Association, Citizens Advice Bureau and local political and community representatives.

The Patient Client Council (PCC) is an independent non-departmental public body. If a person feels unable to deal with a complaint alone, PCC can offer a wide range of assistance and support in respect of information on the complaints procedure and advice on how to take a complaint further:

www.patientclientcouncil@hscni.net

or Free Phone 0800 917 0222

Service users who have a sensory impairment or where English is not their first language the Registered Manager will ensure alternative forms of information are provided.

If you are unhappy with the way a complaint has been managed by the Belfast Health and Social Care Trust, you may seek further assistance from the office of the Northern Ireland Ombudsman (also referred to as the Northern Ireland Commissioner for Complaints).

The Ombudsman
Freepost BEL 1478
Belfast
BT1 8BR

Ombudsman^{Northern Ireland}



For further information, please consult www.ni-ombudsman.org.uk

The Northern Ireland Public Services Ombudsman
Progressive House
33 Wellington Place
Belfast
BT1 6HN

Tel: 0800 343424

If you have a concern about the professional practice of any staff or the quality of care and feel this is not being addressed you can at any time contact the Regulation and Quality Improvement Authority at the address below.

Regulation and Quality Improvement Authority
2-4 Cormac Avenue, Belfast, BT7 2JA
Tel: 028 95361111