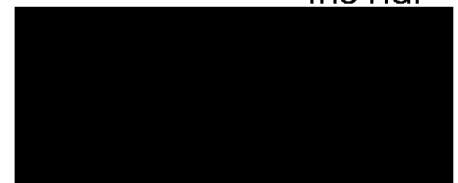


SERVICE USER'S GUIDE



Supported Housing (Dispersed)
The Flat



Updated August 2026

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1.0 Introduction to Supported Housing Learning Disability Service

'Supported Housing' provides housing support to adults with a Learning Disability to enable them to live, as independently as possible, in the community. All staff are trained to ensure each service user receives person centred care and support which is safe and effective and promotes each tenants independence and empowerment within their own home.

1.1 Range of needs

We provide a service to individuals with a range of needs including physical disabilities, physical conditions and mental health issues in addition to their learning disabilities. Service users must be over 18 years of age.

1.2 Status

The service is registered with Regulation, Quality and Improvement Authority under The Domiciliary Care Agencies Regulations (Northern Ireland 2007).

Our service users are tenants of various Housing Associations including:-

- Northern Ireland Housing Executive
- Triangle Housing Association
- Radius Housing
- Clanmil Housing Association
- Choice Housing Association.

The housing associations purchase, maintain and adapt the houses to suit the individual needs of each service user.

Each service user will have a tenancy agreement with either the Housing Executive or a Housing Association.

If eligible, each tenant will pay rent and rates to the relevant housing provider through their benefits. If a tenant is not eligible for benefits they will be required to pay their own rent and rates to the housing provider.

Each tenant has a responsibility to keep their home clean and tidy and free from any damage. If a service user deliberately damages something the housing provider may require the tenant to pay to fix the damage.

In a shared living environment each service user is required to treat their co-tenants with dignity and respect. Any abusive behaviour may be reported to the service user's representative and the landlord.

Service users may be eligible for Supporting People Funding. This is money which is paid to the Care Provider by the Northern Ireland Housing Executive. This funding provides support staff to assist service users with any support tasks they may have in relation to maintaining their tenancy e.g. shopping, cooking, financial transactions, paying bills, reporting faults and maintaining Health & Safety within their home.

Service Users have a right to be consulted about the care and support they receive from the Supported Housing Service. Tenants have the right to make decisions about their care and support, this will be reviewed annually or more frequently should the service user request or there is change in need.

The service is managed by the registered manager who is;

[REDACTED]

Supported Housing Manager.

[REDACTED]

is based at:

[REDACTED]

There are 3 Deputy Managers and a team of 17 Support Workers. We work together to provide the best possible standard of care/support to each Service User.

We provide a 24-hour service (Out of Hours On Call Service)

1.3 Range of Service Provision, Housing Support/Personal Care provided by the Supported Housing Service

On receipt of a service, the service users will receive the assessed level of support which they require in the areas of housing support and care.

Examples of housing support which the service user may expect to receive include;

- Assistance to manage a weekly budget
- Assistance to initially set up a home
- Assistance with maintaining a home
- Support to develop domestic skills
- Support to develop social skills and to avail of local social and recreational activities
- Advice and service user friendly guidance on advocacy
- Support to manage finances and to make any applications for housing benefit or other eligible benefits.
- Support with paying any household bills
- Emotional support
- Support with maintaining personal safety
- Support with maintaining and ensuring safety and security within the home
- Support with cleaning of home
- Support and assistance to report any necessary maintenance/repair issues
- Assistance with shopping
- Assistance and support with planning, preparing and cooking meals.

Examples of care support which the service user may expect to receive include;

- The administration of medication i.e. oral or topical
- The assistance with the completion of personal care tasks including bathing, showering and shaving
- Guidance and assistance in relation to any continence issues

1.4 Confidentiality

Staff will uphold the service user's confidentiality and receive the appropriate training in relation to confidentiality and data protection. Staff are aware that they can only share service user information with the relevant persons.

Staff have received Adult Safeguarding Training and are aware that any information regarding Adult Safeguarding of a service user must be passed to the manager of the service.

1.5 Adult Safeguarding and Professional Boundaries

Staff are registered with NISCC and are duty bound to maintain the NISCC Standards of Conduct and Practice for Social Care Workers.

Staff are required to uphold public trust and confidence in social care services. In doing so staff at all times must maintain professional boundaries with service users. All staff must ensure that service users are protected from any form of abuse or neglect.

All staff receive Adult Safeguarding Training on commencement of service and receive update training two yearly.

Each service user within Supported Housing will be provided with easy read information in relation to abuse and Adult Safeguarding.

1.5a Health & Safety

The Health and Safety of staff and service users is paramount. The Belfast Health & Social Care Trust has a General Health & Safety Policy and a Lone Working Policy.

Staff receive yearly Safety Intervention Training and 3 yearly Health & Safety Awareness Training, Lone Working Training is included in both of these course contents.

1.6 Deprivation of Liberty and Restrictive Practices

The term 'restrictive intervention' is used generically to describe any strategy of intervention which restricts or limits another person's liberty. The definition of 'restrictive intervention' adopted by the BHSCT is:

'Any form of restrictive intervention, be it physical, mechanical, pharmacological, environmental or social/psychological intervention, which is designed and used (intentionally or unintentionally) to limit or restrict another person's liberty'. (BILD 2006)

The Supported Housing Service operates within the legislation of the Mental Capacity Act (NI 2016). Any Deprivation of Liberty is considered under the Deprivation of Liberty Safeguards of the Mental Capacity Act (NI 2016).

A Deprivation of Liberty is when all of the following occur:

- A person is in a place where care or treatment is being provided
- A person is not free to leave
- A person is under continuous supervision and control

We currently do not support the use of restrictive practices which may be a Deprivation of Liberty, for the control of challenging behaviour within the

service users own home. However, in response to health & safety risk management concerns, if there is the completion of an appropriate risk assessment by the relevant professionals involved, and a full Multi-Disciplinary discussion, the use of a restrictive practice/deprivation of liberty for health & safety reasons may be considered by the appropriate professionals.

It will be taken into consideration any potential impact or adverse effect that the use of a restrictive practice may have on the other service users who also have a tenancy for the property. Consideration will be given to upholding the service user's human rights in relation to the use of any restrictive practice. The review of the restrictive practice and deprivation of liberty will form part of the annual review.

2.0 Terms and Conditions for Receipt of the Agency's Services: -

Referral to the Supported Housing team is open to all adults with a Learning Disability living within the Trust area, or who wish to receive the services of the Belfast Trust. The referring agent must complete a full referral form together with a Risk Assessment.

2.1 Receipt of Support and Tenancy Agreement

The Care/Support provided is independent of your tenancy agreement. Should you choose to no longer accept the care/support provided to you by the Belfast Health & Social Care Trust this will not affect the tenancy which you have with the Housing Association/NIHE.

You have the right to choose an alternative Care Provider. This will not affect your tenancy.

3.0 ARRANGEMENTS FOR INSPECTION

The Supported Housing Service is registered under "The Domiciliary Care Agencies Regulations (Northern Ireland) 2007". It will be subjected to inspection by The Regulation and Quality Improvement Authority, known as RQIA. Copies of the inspection reports are available from the manager of the service.

RQIA can be contacted at:-

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

T/N: 02895361111
Web: www.rqia.org.uk
Twitter: @RQIANews

The Supported Housing Service is also subject to validation visits/inspections by the Northern Ireland Housing Executive Supported Housing Team.

They can be contacted at:-
Northern Ireland Housing Executive
2 Adelaide Street
Belfast
BT2 8PB
Telephone: 02890240588
Fax: 0289031800

4.0

ORGANISATIONAL STRUCTURE OF SUPPORTED HOUSING

Chief Executive – Belfast Health & Social Care Trust

Mrs Jennifer Welsh

Mrs Welsh has full accountability for Governance of the Belfast Trust including Clinical & Social Care & Financial governance.



Director of Mental Health & Learning Disability

Mr Peter Sloan

Mr Sloan has accountability for the services provided with Mental Health and Learning Disability.



Co-Director of Learning Disability Services

Mrs Billie Hughes

Mrs Hughes has the overall responsibility for the provision of services within the Hospital and Learning Disability Service Group



Service Manager - Learning Disability Service

Mrs Catherine Podris (temp)

Mrs Podris has the responsibility to ensure the provision of services in Residential, Respite and Supported Living services



Operations Manager – Learning Disability Service

Mr Peter Magowan, Mrs Josephine Grant & Mrs Lisa Cathcart

Mr Magowan, Mrs Grant & Mrs Cathcart have delegated Operational Management of the Residential and Supported Living & Respite Services.



Supported Housing Manager

██████████ has overall managerial responsibility of the Supported Housing Scheme.



Deputy Managers

██
To provide support and supervision to the support workers, ensuring a high standard of service delivery, and in the absence of the manager, to assume responsibility for the management of the scheme.



Support Workers

To contribute to the independence of the service-users by offering appropriate support in all aspects of the daily living, and to report any issues or concerns to the relevant manager.

5.0 Financial Transactions

Where you are in agreement to staff supporting you with your finances, this will be done in strict accordance with the Belfast Health & Social Care Trust Community Learning Disability Financial Support Policy.

A written agreement of your financial support needs will form part of your support plan.

This agreement is known as your Financial Support Agreement or your Financial Support Plan, depending on the level of support you require and your capacity to consent to our help. You will receive more information upon commencement of service.

A record and receipts will be maintained of all financial transactions. The 'cash flow' sheets will be held securely within the service users own home.

5.1 Staff Meals

The 'grocery' account is in place to buy food etc for tenants. The food is not for the consumption of staff working at the service users home. It is expected that support staff will bring in their own meals if the service user has no objections.

If a member of staff accompanies a service user for a meal while on duty the cost of this meal is met by the service user.

The Belfast Health & Social Care Trust Community Learning Disability Financial Support Policy in relation to the amount of money which is allowed to be spent on staff meals when accompanying service users on social outings must be adhered to.

The cost of staff meals when accompanying one service user should be met by the service user.

The cost of a staff meal when accompanying all of the service users living in the house for a meal should be met by the grocery account.

6.0 How to Access the Service

Referrals to the Supported Housing Team can be made via the Social Work or Care Management Team for Learning Disability. An application must be made to the Northern Ireland Housing Executive Common Selection Scheme and your name placed on the Complex Needs register

7.0 The arrangements for dealing with complaints

Supported Housing adheres to the Belfast Health and Social Care Trust complaints policies and procedures in relation to services provided. Complaints can be written or an oral expression of dissatisfaction or disquiet in relation to the care of an individual service user. All complaints, either informal or formal, are important and treated as such. Each complaint is recorded and documented and investigated. Complaint leaflets have been produced with the help of the speech and language team for those who have communication difficulties and are provided to each Service User and their family. Should a service user/ family member wish to make a complaint in Supported Housing they should speak to the Manager or Deputy Manager in charge at the time.

The Trust's Complaints Department is located at:

Complaints Department

7th Floor, McKinney House

Musgrave Park Hospital

Stockman's Lane

Belfast, BT9 7JB

Telephone (028) 95048000

Fax 02890903018

Email: complaints@belfasttrust.hscni.net

If you are not happy with the outcome you can refer your complaint to:

Northern Ireland Public Services Ombudsman

Progressive House

33 Wellington Place

Belfast

BT1 6HN

Telephone: 028 90233821

Text Phone: 028 90897789

Freephone: 0800343424

Email: nipso@nipso.org.uk

Service users can also use the independent advocacy service, offered by Bryson House, to raise any concerns or complaints. A Referral to the Advocacy Service can be made via the Referring Agent:

Pal

Bryson House

28 Bedford Street

Belfast, BT2 7FE

Telephone (028) 90325835

In addition, service users can raise any issues with their social worker, manager, deputy manager or during the review process.

If there is a potential breach of regulations or standards, RQIA will ensure it will be investigated appropriately, you may contact:

RQIA

James House

2-4 Cromac Avenue

Gasworks

Belfast

BT7 2JA

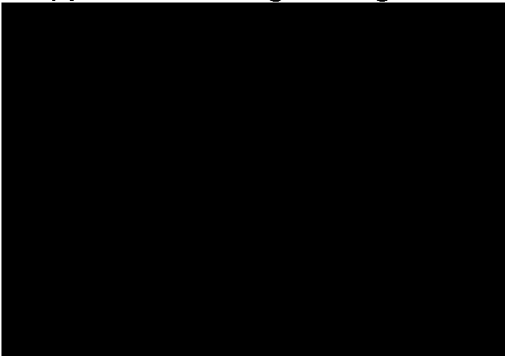
Telephone (028) 95361111

We at Supported Housing are committed to providing the best service for service users as we possibly can. We like to hear when things are going well and we are happy to receive compliments or suggestions for improvements in our service.

In addition, service users can raise any issues with their social worker, manager, deputy manager or during the review process.

We at Supported Housing are committed to providing the best service for service users as we possibly can. We like to hear when things are going well and we are happy to receive compliments or suggestions for improvements in our service.

Any compliments on the service being provided would be welcomed by the Supported Housing Manager;



Should there be any changes to any information recorded within this Service User Guide you will be notified by the manager or the referring agent and will receive the new information.

8.0

SERVICE USER'S SIGNATURE

The Service User Guide, Agreement and Support Plan combined, form the overall agreement between the Service User and The Supported Housing Service.

This agreement has been explained and discussed with me and I agree with the content.

Name of Service User:



Signature:

Date:_____

**Name of Service
User's Representative:**

Signature:

Date:_____

**Name & Designation
of person completing
plan.**

Signature:

Date: _____

