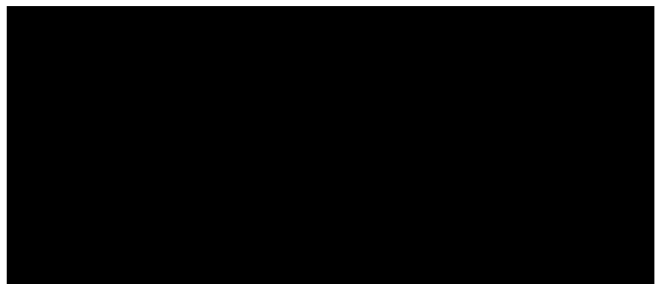


SERVICE USER'S AGREEMENT

(updated August 2026)



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1.0

SERVICE USER'S AGREEMENT

Service User Name: - _____

Address Service is to be Provided: - _____

Date of Commencement of Service: - _____

Times of Service Provision: -

	am	pm
Monday:		
Tuesday:		
Wednesday:		
Thursday:		
Friday:		
Saturday:		
Sunday:		

At commencement of support, the names of the support workers working with me are:

1.1 Housing Support/Personal Care provided by the Supported Housing Service and range of Service Provision

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. This care and support will be person centred. 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, promoting independence and empowerment
- 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

1.2 Deprivation of Liberty/Restrictive Practices – Definition

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.

1.3 Gaining Access:

If, in agreement, each member of staff will hold a key to your address: this will be recorded centrally on the 'key register' held by the Supported Housing Team. This key will only be used in emergency situations, in the event of staff reporting for duty at the agreed time and you not responding to their call, the emergency key may be used to gain access to your home to ensure your safety. This will only be in consultation with senior staff. For the 'Out of Hours Service' an emergency access key will be held in 611 Ormeau Road and 17 Mertoun Park. Each Service User will be asked to sign an agreement to their keys being held by Supported Housing staff and in 611 Ormeau Road and 17 Mertoun Park.

2.0 SUPPORT AND SERVICES TO BE PROVIDED

This is known as the Service User's Support Plan. This forms part of the Service User's Agreement. This will be drawn up prior to the commencement of Service between yourself, the Supported Housing Team, Referring Agent and any other significant person(s).

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 Supporting People Team.

They can be contacted at:-

**Northern Ireland Housing Executive
2 Adelaide Street
Belfast
BT2 8PB
Telephone: 02890240588**

4.0 Terms and Conditions for Receipt of the Agency Service

Referral to the Supported Housing Team is open to all adults with a learning disability. The referring agent must complete a full referral form together with a risk assessment.

4.1 Vacancies

If a vacancy arises within a house of multiple occupancy, the existing tenants will be involved in the selection of the new tenant. Importantly, the existing tenants are given the opportunity to have their say on who comes to share their home. Their views will be respected.

4.2 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.

5.0 Staffing

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 and support to each Service User.

We provide a care/support service, which includes a 24hr on call emergency service.

5.1

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



Operations Managers – 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

[REDACTED]

[REDACTED] has overall managerial responsibility of the Supported Housing Scheme.



Deputy Managers

[REDACTED]

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.

6.0 FINANCIAL TRANSACTIONS

Where you are in agreement to staff supporting you with your finances, this will be done in strict accordance with the Trust's Financial Policy and Procedure.

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.

6.1 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.

7.0 HEALTH & SAFETY ARRANGEMENTS

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.

Prior to the commencement of Service, a risk assessment will be carried out, involving the Service User, Referring Agent, Supported Housing Team and any other significant person(s).

It is the responsibility of the care/support provider to raise any Health & Safety concerns which they may encounter during the course of their work with Line Management, who will liaise with the health and safety concern in relation to the accommodation, they will liaise with the relevant Housing Association.

It is the responsibility of the Belfast Trust to ensure that their staff are working in an environment which is safe.

In the event of staff working in an environment which is deemed to be unsafe and hazardous to their health, the Service provision may be withdrawn.

Staff may be required to wear personal protection equipment when delivering a service to the service users. This personal care equipment will be supplied by the Trust.

8.0 COMPLAINTS PROCEDURE

The Supported Housing team is committed to providing the best possible level of service. It is important that if you are not happy with the service being provided that you bring this to someone's attention.

This can be done in a number of ways:

1. Prior to commencement of service, you will receive a copy of the Trust's leaflet entitled 'How to make a Complaint'. This is available in an easy read format if you require.

Any details you may need will be printed on this.

or

2. You can speak to the manager of the service by telephoning



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:

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

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.

8.1 COMPLIMENTS:

Any compliments on the Service being provided would be welcomed by the Supported Housing Manager:

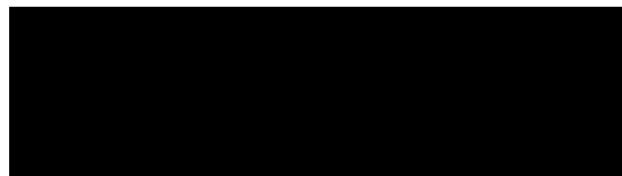


9.0 CONTACT TELEPHONE NUMBERS

Monday to Friday, between the hours of 08.30am to 4.30pm:



Outside of these hours or in the event of being unable to contact the office, you should contact any of the numbers detailed below, and they will be able to contact the relevant personnel:



THIS IS A 24-HOUR EMERGENCY SERVICE.

10.0 REVIEWING THE AGREEMENT

Your service user's agreement will be reviewed approximately 6-weeks after implementation and then reviewed on a yearly basis.

This review will involve: the Service User, Referring Agent, Supported Housing Team and any other relevant person.

If you wish to have this Service Agreement reviewed within the 12-month period, you can contact the Referring Agent, (this could be your Social Worker or Community Nurse), or the Supported Housing Team on



11.0 MAINTENANCE OF DEVICES OR MEDICAL EQUIPMENT

If any medical device or equipment which is provided or on loan from the Belfast Trust breaks or is faulty, the staff will contact the appropriate person in order to arrange repair.

If the equipment is unsafe, it will be removed.

12.0 CHARGES PAYABLE

If you are entitled to Housing Benefit through the N.I.H.E. Your rent will be paid directly to your landlord.

If you are not entitled to Housing Benefit, the rent charged should be paid (with your agreement) via direct debit from your bank account to the relevant landlord on a *monthly / weekly basis (denote where applicable).

In the case where there is a shared living arrangement, each tenant is financially responsible for the decoration/redecoration and furnishing of their bedroom.

Each Service User will pay an agreed weekly amount of £_____

into the grocery account to pay for food, and an agreed sum of £_____

per week to pay for household bills, i.e., electric, oil, water, re-decoration and the upkeep of communal areas.

(If it preferred by the Service Users, each bill can be divided equally between each Service User when the bill is received.) This agreement will be reviewed in conjunction with the Support Plan at the Service User's yearly review, or more frequently should the need arise.

Should you wish to opt out of contributing an equal amount for the groceries, an alternative arrangement may be explored with you and were possible an alternative arrangement may be facilitated.

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.

If you are not eligible for Housing Benefit which entitles you to Supporting People funding, you may be required to pay your Housing Support charge to your provider.

13.0 Termination of Agreement

If you no longer wish to receive a support service from the Supported Housing Team, you can terminate this agreement in consultation with the Referring Agent. Any termination of tenancy with the relevant Housing Association must be done in writing giving them a minimum of 4-weeks notice.

14.0

SERVICE USER'S AGREEMENT 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:



Date: _____

Signature :

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

Signature:

Date: _____

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

Signature:

Date: _____