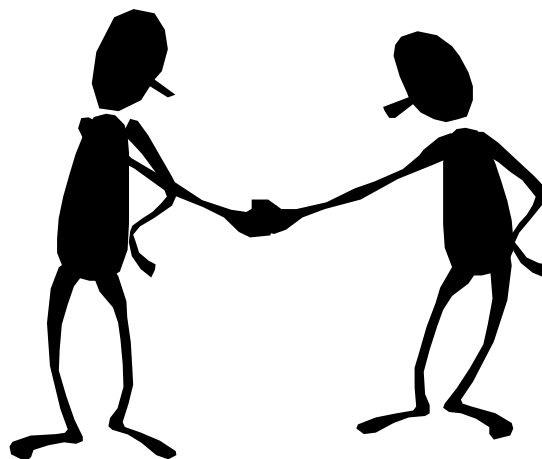


SERVICE USER'S AGREEMENT

(Updated June 2024 _V14)



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CONTENTS	PAGE
1.0 Service Users Agreement	3
1.1 Housing Support/Care provided by Supported Living service	3/4
1.2 Restrictive Practice	4
1.3 Gaining Access	4
2.0 Support and Services to be provided	5
3.0 Arrangements for Inspection	5
4.0 Terms and Conditions for receipt of the Agency Service	5
4.1 Receipt of Support and Tenancy Agreement	5/6
5.0 Staffing	6
5.1 Organisational Structure of Supported Living	7
6.0 Financial Transactions	8
6.1 Staff Meals	8
7.0 Health & Safety Arrangements	8
8.0 Complaints Procedure	9/10
8.1 Compliments	10
9.0 Contact Telephone Numbers	11
10.0 Reviewing the Agreement	11
11.0 Maintenance of Devices or Medical Equipment	11
12.0 Charges Payable	11
13.0 Termination of Agreement	11
14.0 Service Users Agreement Signature	12

1.0

SERVICE USER'S AGREEMENT

Service User Name:

Address Service is to be provided: [REDACTED]

Date of Commencement of Service: - Times of Service Provision: - As Required

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

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

All [REDACTED] Staff

1.1 Housing Support/Personal Care provided by the Supported Living 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
- 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
- Support to attend and understand medical appointments & procedures

1.2 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)

We currently do not support the use of restrictive practices 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 for health & safety reasons may be considered.

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 will form part of the annual review.

1.3 Gaining Access:

If, in agreement, a key to your address will be held in the office at [REDACTED] this will be recorded centrally on the ‘key register’ held by the manager. This key will only be used in emergency situations, in the event of staff reporting for support 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. Each Service User will be asked to sign an agreement to their keys being held by Supported Living staff and permission to enter your apartment in an emergency.

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 Living Team, Referring Agent and any other significant person(s).

3.0 ARRANGEMENTS FOR INSPECTION

The Supported Living 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:-

RQIA
First floor James house,
2-4 Cromac Avenue
Belfast,
BT7 2JA
Telephone: (028) 95361111
Web: www.rqia.org.uk
Twitter: @RQIAnews

The Supported Living 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: 02890318008

4.0 Terms and Conditions for Receipt of the Agency Service

Referral to the Supported Living 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 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.

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 Living Manager.

[REDACTED]

is based at:

[REDACTED]

There is 1 Deputy Manager and a team of 33 Senior Care & Community 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 [REDACTED]

Chief Executive – Belfast Health & Social Care Trust

Ms Maureen Edwards

Ms Edwards has full accountability for Governance of the Belfast Trust
Including Clinical & Social Care & Financial governance.



Interim Director of mental health, intellectual disability & psychological services

Mr Peter Sloan

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



Co-Director of Intellectual Disability Services

Mrs Billie Hughes

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



Service Manager - Learning Disability Service

Mrs Catherine Podris

Ms Podris has the responsibility to ensure the provision of service in
Residential and Respite, Supported Living and Day-care.



Operations Manager – Learning Disability Service

Mrs Josephine Grant

Mrs Grant has delegated Operational Management of the Residential and
Supported Living



Supported Living Manager

[REDACTED]

Mrs Stewart has overall managerial responsibility of the Supported Living Service.



Deputy Manager

[REDACTED]

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



Senior Care & Support Workers



To operate as Keyworkers ensuring a person centred approach is maintained. To
provide support/supervision to the Support Workers, and in the absence of the
manager/deputy manager, assume responsibility for the day to day management,
reporting any issues or concerns to the manager.



Community 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
manager.

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 'household' money is to buy food etc. for service users. The food is not for the consumption of staff working at the service user's home. It is expected that support staff will bring in their own meals if the service user has no objections or staff will return to the main office for their meal break.

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 a staff meal when accompanying more than one service user will be shared equally amongst all service users present.

Service users will be asked to sign to demonstrate their agreement to cover the cost of the supporting staff member's meal. This will be reviewed annually. A service user may withdraw their agreement at any time.

7.0 HEALTH & SAFETY ARRANGEMENTS

Prior to the commencement of Service, a risk assessment will be carried out, involving the Service User, Referring Agent, Supported Living 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.

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 living 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 02895043760

3. Alternatively, you can ring or write or call in person to the Trust's Complaints Department at: -

Complaints Department
6th Floor
McKinney House
Musgrave Park Hospital
Belfast BT9 7JB
Telephone 028 95048000
Email :
complaints@belfasttrust.hscni.net

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: 02890 325835

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 H&SC Trust BT1 6HN

Telephone: 028 90233821
Text Phone: 028 90897789
Freephone: 0800 343424
Email: nipso@nipso.org.uk

By calling between the hours 9.30am - 4.30pm at the above address

If there is a potential breach of regulations or standards, RQIA (Regulation and Quality Improvement Authority) will ensure the breach is investigated appropriately, you may contact:

RQIA
First floor James house,
2-4 Cromac Avenue
Belfast,
BT7 2JA
Telephone: (028) 95361111
Web: www.rqia.org.uk
Twitter: @RQIANews

8.1 COMPLIMENTS:

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

We at [REDACTED] 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 provided are welcomed by the Manager

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

9.0 CONTACT TELEPHONE NUMBERS

Office [REDACTED]
[REDACTED]

THIS IS A 24-HOUR TELEPHONE SERVICE.

10.0 REVIEWING THE AGREEMENT

Your service user's agreement will be reviewed on a yearly basis.

This review will involve: The Service User, Referring Agent, [REDACTED] 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 [REDACTED] on [REDACTED]

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 NIHE 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/redcoration and furnishing of their apartment.

13.0 TERMINATION OF AGREEMENT

If you no longer wish to receive a support service from the Supported Living Team, you can terminate this agreement in consultation with the Referring Agent. Any termination of tenancy with the relevant Housing provider 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 Living 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: _____