1. Statement of Purpose (Extract from Rosemount’s “Mission Statement”
2. Aims & Objectives of RHL’s HRS and Alcohol-recovery Services;
3. Eligibility Criteria for Admission to Rosemount House;
4. Fair Access, Fair Exit, Diversity & Inclusion;
5. Pre-entry Inspection of Premise;
6. Service Location & Coverage at 424 Antrim Road, Belfast, BT15 5GA;
7. Strategic Relevance to National & Local Strategies;
8. Housing Related Support Services;
9. Description of Service (Extract from Resident’s Licence Agreement);
10. House Rules of Rosemount House;
11. Professional Boundaries;
12. Employees’ Code of Conduct (available upon request);
13. Safety Statement for Residents.

### Statement of Purpose: (Extract from the “Mission Statement” of RHL.

Rosemount House Limited is a company with charitable status with HMRC and was first established under a trust deed in 1988 and incorporated April 200. It now works through its Board of Directors. RHL employs 11 full-time and 6 part-time experienced staff who are updated and trained on an on-going basis throughout the year. AL staff are eligible to work with vulnerable adults or visiting children after successful “AccessNI” checks.

The main purposes of our company are (a) to provide sheltered and professionally supported accommodation for homeless adult males (b) seeking continuing recovery from alcohol addiction, which may also include secondary drug addiction with associated mental health issues. The “housing support element” is to obtain and maintain for our residents suitable independent accommodation and eventual re-integration within the community or re-united with loved-ones.

The “restorative element” is for addiction recovery and together with our housing support services our programme runs for 18 - 24 months. Our organisation works with its Landlord North Belfast Housing Association Limited (NBHA) and with its main funder “Supporting People” (NIHE).

1. **Aims & Objectives of our Housing Related & Alcohol-Recovery Support Services (Extract from “Supporting People’s (SP) documents):**
2. Achieve Economic well-being;
3. Enjoy and achieve;
4. Be healthy;
5. Stay safe;
6. Make a positive contribution to Rosemount House and the local community;
7. Improve your quality of life;
8. “Move-on” and maintain and sustain a tenancy; and,
9. To live independently free from counter-productive addictions\* [emphasis of RHL].
10. **Eligibility Criteria for Admission to Rosemount House:**

Stated in the attached, “Referral/Application Form”

1. **Fair access & Fair Exit, Diversity & Inclusion Policy:**

Resident’s rights and responsibilities are set out in each Resident’s “Welcome Pack”. It is our policy to provide services to all actual or potential residents and treating everyone equally in a good and harmonious environment, irrespective of:

* marital or family status
* religious belief or political opinion
* disability
* race[[1]](#footnote-1) or ethnicity
* sexual orientation
* dress or appearance or class

Planned or unplanned fair exit policy and procedure are contained in our “Termination & Move on Policy & Procedures” and our “Planned Exit Form”. Upon a planned exit we ensure that the resident obtains suitable accommodation and State Benefits to obtain furniture and white goods etc.

Regarding unplanned exits we use all best endeavours to ensure that the resident obtains suitable emergency accommodation before he leaves our hostel. Although eviction is effective immediately, the resident has the rights to appeal to our Manager, the Board of Directors and “Supporting People” or seek further independent advice, e.g. from, a solicitor or C.A.B (refer to page 15 of the “Resident’s Licence Agreement”).

**Fair Exit**

**Termination & Move-on Policy & Procedures**

**Voluntary Termination (“Move-on”):**

Residents are, of course, free to leave at any time, but normally this is planned and in such cases an exit strategy is put in place. **Our standard form exit strategy/summary includes provisions for:**

* Summary of personal development during residency
* Re-housing
* State benefits (e.g. Community Care Grants, Crisis Loans, ESA)
* Floating Support
* Family connections
* Inter-agency matters (e.g. G.P, psychiatrist, CPN, counsellor, domestic services, etc)
* Further education/training

Ideally, the resident would have completed our 18-24 months’ personal development programme and upon leaving the Hostel is ready to enjoy an independent addiction-free lifestyle.

**“Involuntary” Termination (“Eviction” or “Personal Choice”):**

Eviction or unplanned exit of a resident may occur in the following circumstances:

* Interference with Health & Safety equipment
* Breach of our Protection from Abuse Policy
* Breach of our Anti-discrimination Policy
* Repeated breaches of our House Rules or Licence Agreement
* Unwillingness to conform to our Personal
* Development Programme
* Use of alcohol, illicit drugs or legal highs
* Challenging/unacceptable behaviour
* Failure to pay dues for in-house services (e.g. food, heating & lighting)
* Resident’ Choice for unplanned exit

1. **Pre-entry Inspection of premises & Hosing Related Policies & Procedures:**

Before accepting an “Offer of Admission” to our hostel the applicant and any companion may inspect the premises and allocated room to confirm our commitment to keeping a clean, relaxed and harmonious environment. He may want to chat with our friendly and approachable staff and residents. Along with his “Referral Application Form” he will already have a copy of this SOP/DOS document.

Upon admission, the Resident shall have one week’s occupancy before being required to sign or not sign the “Resident’s Licence Agreement”.

1. **Service Location & Geographical Coverage:**

Rosemount House is located at 424 Antrim Road, Belfast BT15 5GA. Rosemount House Limited (“RHL”) accepts Applicants/Referrals from all places regardless of geographical matters. RHL also accepts direct self-referrals as well as from agencies. “Referral/Application Forms” and this “Statement of Purpose/Description” (“SOP & DOS shall be emailed to all upon request.

**7. Strategic Relevance to National & Local Strategies:**

RHL ensures that it remains in line with such strategies including Supporting People/NIHE, HAC, and DHSSPS regarding homelessness, rough sleepers, and addiction services.

**8. Housing Related Support Services:**

The following HRS delivered by RHL derives from “The Housing Support Services (NI) Regulations 2003” and are reflected in RHL’s quarterly “Support & Risks Management Plans. The Applicant/Resident must require some or all of the HRS here below:

1. Provision of general counselling and support including befriending , encouraging social intercourse, advising on food preparation and reminding e.g. to take medication and attending appointments;
2. Assistance and supervision on the use of domestic equipment and appliances;
3. Provision of skills training in maintain the building and cartilage in appropriate condition;
4. Assistance on how to engage with individuals, professionals and other bodies with an interest in the welfare of the service user;
5. Assistance on accessing the provision of equipment (such as special beds, wheel chairs) and adaptations (e.g. shower facilities) to cope with disability;
6. Advice or assistance in personal budgeting and debt counselling;
7. Advice or assistance in dealing with claims to social security benefits and other official correspondence relevant to sustaining occupancy in the dwelling (e.g. work permits etc for foreign nationals;
8. Advice or assistance with resettlement of the service user;
9. Advice or assistance to enable a service user to move-on to accommodation where less or more intense support is required;
10. Advice or assistance with shopping and errands
11. where this does not conflict with similar services provided as personal care;
12. Controlling access to individual resident’s rooms;
13. Cleaning of resident’s own rooms and windows (e.g. after termination of “Resident’s Licence Agreement”);
14. Encouraging social interaction during the night by our waking two night support staff;
15. Arranging social events such as bus day trips, fishing, walking, etc.

It is noteworthy that **RHL employs eleven full-time and six part-time staff** to provide best practice and value for money housing and alcohol- recovery support services

**9, Description of Service (Extract from RHL’s “Residents’ Licence Agreement”):**

* 1. Rosemount House provides a safe and secure, clean, comfortable and relaxed home and general environment, twenty-four hours each and every day of the year. Our friendly and trained support-staff are always willing to provide for each Resident all available support-services day or night, including providing easily understood information and consultation with the resident at any time without or upon request.
  2. Weekly One-to-One and four Group general Counselling/Discussion/Group Dynamics/Feelings/Needs & Risks meetings each week, In addition, the resident will take part with his key-worker at a 4-weeks’ “Needs & Risks Review followed by a Quarterly and then a Six-months Review. These meetings are on such matters as re-building of self-esteem, assertiveness, anger-management, relapse prevention, family and relationship matters, debt-counselling, permitted work issues, and general practical and emotional support all leading to greater independence.
  3. External Specialist Counselling when required, e.g. “Relate”, “Nexus” “AddictionNI”, “DAS”, etc.
  4. Complaints & Grievance Procedures to facilitate the continuing efficacy of support services and the involvement of the Residents to further the aim of **“building trust and respect through involvement and mutual recognition of esteem-needs”.**
  5. Weekly Activities Programme for all Residents which would provide for such matters as: AA, NA, GA. Reflexology, Anger management, Games, including pool, darts, board games, football, bingo and computers, Interaction with other hostels, in matters of mutual interest, Allocation of therapeutic work within the House, for example helping the cook/chef with preparation of the main meal, decorating, gardening, cleaning duties and the like. Please note that although such work is obligatory only if a Residents general health would permit it, for insurance purpose it will neither be strenuous or dangerous, Outings to cinema, parks, shopping, local hill walking, fishing, Visits to local places of worship, Attending local external AA/GA/NA meetings, Making provision within Support & Risk Management Plans for education, training, employment, social networking, cultural and faith matters, leisure activities, and other matters such as those within the ambit of the HSSSR 2003, etc.
  6. Residents may have use of the “the quiet room” in Rosemount House for receiving visitors.

**10. House Rules of Rosemount House Ltd:**

Each Resident must comply with all the terms and provisions of his Licence Agreement, including all of the House Rules, which are posted on the Notice Board. The most important thing is to treat yourself, the House and all staff and residents with respect by not taking any mood-altering substances, such as alcohol, glue, illicit or other non-prescribed drugs or so abuse/such drugs by self medication or passing on to others whether inside or outside the House and, Residents must not create a nuisance or engage in threatening or violent behaviour or engage in harassment whether inside the House or in the locality of the House: breach may result in immediate eviction.

Please note that the House Rules are there for the common good, safety and welfare of all residents, staff and visitors alike, and that warnings and evictions are meant to avoid situations from escalating and aids the safety of residents, staff and visitors from being compromised.

**11. Professional Boundaries** (full copy policy is available upon request);

**Extracts:**

**Abuse of Power/Creating a Dependence**

Staff has a responsibility to discourage over-reliance of the resident on one employee and to encourage and enable the resident towards empowerment and independence. Some examples of abuse of power and the potential for creating dependence are as follows: inviting residents to the employee’s home, socialising outside the therapeutic relationship, encouraging the resident to rely on one employee, using the resident for the employee’s emotional needs

**Key Responsibilities of Staff and the Manager**

Staff must actively seek regular supervision from the Manager which is to be used constructively in the area of disclosing any feeling that they may be developing for the resident. These disclosures will be kept confidential unless the situation remains unresolved and the relationship develops into a personal one. All staff has the responsibility to ensure that they have knowledge of and understanding of the importance of keeping boundaries and the theories and concepts of transference and counter-transference. Employees are expected to explain the relationship between them and the resident in a sensitive manner.

11.4. Training and Updating: The Manager must ensure that the residents have access to up to date information above services and service philosophies.

1. **Employees’ Code of Conduct** (full copy is available upon request).
2. **Safety Statement for Residents:**

**Safety Statement for Residents**

(1) Do not do or fail to do anything which may endanger the health and safety of yourself or others.

(2) Horseplay, practical joking or any other acts which might jeopardize the health and safety of any person are forbidden.

(3) Abide by the House Rules within the Residents’ Welcome Pack and herein, and, displayed on the Notice Board.

(4) Do not undertake any job or task without prior permission or request of support staff.

(5) Use warning signs when floor is wet or slippery and clear up any spillages as they occur. Use non-slip wax only on floors.

(6) Report all accidents (however small) to support staff. In the event of a person falling do not attempt to lift him/her up without help.

(7) Report all electrical/mechanical faults to the support staff. Do not attempt to repair the fault.

(8) Do not use a ladder without the prior permission of the support staff, and then ensure that the ladder is properly secured on the ground and is held by at least one other person.

(9) Under no circumstances should a resident climb a ladder more than 10 feet.

(10) Use protective clothing/gloves where appropriate.

(11) Observe the food hygiene rules displayed in the kitchen & dining area.

(12) Ensure Fire Doors on the corridor are closed and do not block Fire Exits.

(13) Respond quickly but safely upon all fire drills and emergency evacuations.

(14) Abide by the Child Protection, Complaints, Abuse and Safety Statements displayed on Notice Board.

(15) No smoking except in the designated external yard area.

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1. Throughout this document the word “race” is to be understood, in line with the Race Relations (Northern Ireland) Order 1977, to include colour, race, nationality or ethnic or national origins. Irish Travellers are recognised by the Order as being members of a racial group). [↑](#footnote-ref-1)