



Morning Star Hostel - Statement of Purpose

Morning Star provides safe and comfortable accommodation and support for 20 single men for who are deemed to be the responsibility (for Housing) of Manchester City Council.

In 2018 Morning Star transferred to the management of Caritas Diocese of Salford having previously been managed by another faith based Charity - Brothers of Jericho.

The building is situated on Denmark Road adjoining Cornerstone Day Centre which provides an extensive range of services to men and women who are homeless and /or vulnerable.

The building consists of 20 single rooms supplemented by communal areas - lounge, self-catering kitchen, dining room and laundry facilities.

There are 4 bathrooms and 2 extra toilets which are shared among the residents.

The building is licensed as a House of Multiple Occupation (HMO) and is registered and subject to inspections by Manchester City Council.

The service is funded by Housing benefit coupled with a top up contribution from each resident from their personal benefits.

Morning Star will sit within the line management structure of Community Services within Caritas Diocese of Salford (Steering Group role?)

Aim of the Service

The aim of the service is to create a safe place for a temporary (but not time limited) period and to work with each resident to

- Address any problems identified by themselves or by others which are limiting their potential - this may include accessing other services e.g. to address drug, alcohol or gambling addictions.
- Build self-esteem, confidence and the skills to move to more independent living - via support sessions and skill based activities e.g. cooking sessions.
- Seek to re-establish relationships with family members where possible
- Create opportunities for accessing community facilities and available activities e.g. swimming

Support plans will be established with each resident and a balance of encouragement, supporting, challenging and focussing on skills will aim to achieve the desired outcome for each individual.



Referral Routes/Admission Criteria

Morning Star's service is focused on providing support to men who are experiencing homelessness and who need a period of stability to help them reach a better future in a permanent home. Referrals are not limited by a minimum or maximum age restriction but acceptance into the services following an assessment of the suitability and on the profile of residents in occupation at the time.

Referrals to the service are welcomed from:

- Internal Caritas services such as Cornerstones, Doorsteps or other services
- Manchester Housing
- Adult Social Care
- Other charitable organisations e.g. Shelter, The Booth Centre, Mustard Tree

Referrals will be received by the manager who will carry out an assessment of the potential resident's needs. If these are compatible with the availability, the potential resident will be invited for a more detailed personal assessment.

The personal assessment is intended to give the potential resident a chance to learn about Morning Star and decide if it suits their needs but an offer of accommodation can only be made by the management based on balanced needs of the resident group, the needs and histories of the potential resident.

During the assessment, the candidate will be asked to share some personal information which may include any history of convictions or substance addiction. An individual risk assessment for each resident will always be conducted.

The decision to accept a resident is not based on a prescribed list. There is no list of reasons relating to a person's history why they would be refused for accommodation. Any decision to accept or reject an applicant for accommodation is based purely on our ability to meet the resident's particular needs and the current situation within Morning Star Hostel at the point of referral.

Rules and requirements

For reasons of health, safety and security residents are expected to adhere to certain house to protect themselves and other residents.

- Possession or use of illegal drugs is forbidden
- We operate a zero tolerance policy on aggression and violence towards staff, volunteers and other residents. It is likely to result in eviction if this is not adhered to.
- Residents are required to sign in and out and advise staff if they intend to be absent overnight.
- Health and Safety checks on rooms will be conducted on a monthly basis, residents are encouraged to be present.
- Residents must be mindful of the safety of themselves, others and the building at all times



- Residents will be invited to take part in quarterly fire drills
- Residents will pay their contribution to their rent at agreed times.

While alcohol is allowed on the unit any anti-social behaviour arising from excessive drinking may become subject of warnings or ultimately eviction.

Residents will be expected to contribute to their support plans - meeting regularly with key workers and addressing problematic behaviour.

Staffing

Morning Star is staffed by a dedicated manager, supported by sufficient staff to ensure that residents have access to staff throughout the day (8.30am - 9pm). Throughout the night Security staff are available to provide health, safety and emergency support in the event of an evacuation or other emergency.

Staff are recruited using the safe recruitment practices of Caritas Diocese of Salford.

Staff receive both induction and ongoing training. All members of staff take part in routine supervision meetings and annual appraisals which will address their specific developmental needs.

Training is provided and accessed externally to ensure staff are equipped to fulfil their roles.

All staff are made aware of the procedures of Morning Star and the overall policies of Caritas Diocese of Salford.

Volunteers

Volunteers may be recruited where there is a clearly defined role with a written role description. Volunteers are subject to recruitment processes including an application form, references and a DBS as necessary. Volunteers will complement but not replace staff.

Health and Safety

Procedures to ensure health and safety are based on the principles included in the overarching Caritas Health and Safety Policy.

These include

- routine checks on fire exits
- routine examination of fire equipment
- weekly checks of all communal areas to identify risks and initiate remedial action
- routine PAT testing of all equipment
- Individual room checks
- Robust risk assessment to address any new risks identified.

Staff will familiarise themselves with Caritas Health and Safety Policy and take responsibility for noting and raising awareness of any risks they observe.



Support Planning and Recording

Support sessions will be held on a regular basis with a dedicated support worker. They will support you to gain greater control over your own life, and assist you to have access to benefits, GP, medical, referrals to addiction services or any other services that you require.

Support will be reviewed quarterly to make sure that the plan is working for the resident, also to see what progress is being made in support sessions and how the moving on plan is developing. In these reviews we can also see where the needs are and how we are best to enable residents to achieve their goals.

In accordance with Data Protection Regulations, records are made and retained about residents both during their stay in the hostel and for defined periods after.

Electronic database and paper records are used to record day to day activities, issues and long term progress. These are updated regularly and reviewed by managers and senior managers.

As with all services working with adults who may be vulnerable, there are occasions when historic records are requested by external agencies. Archived records must be maintained to facilitate these requests where it is appropriate to provide these.

Caritas policies are based on openness and transparency. It is therefore imperative that records are factual and non-judgemental and that they can be shared with residents on request.

Support plans should be a collaborative process and key working sessions recorded.

Safeguarding

By definition adults living at Morning Star do not meet the criteria for 'Vulnerable Adults' as identified by the Disclosure and Barring Service (DBS).

However, they are likely to have vulnerabilities due to their histories and experiences and the principles and practices of the Caritas Safeguarding Children and Adults policy will apply.

Staff complete training and be aware of the abuse/ exploitation which may occur with residents either within Morning Star or externally.

Room checks and welfare checks on residents and regular informal contact between staff and residents will provide opportunities to note any concerns and address these.

Staff have access to the Safeguarding Designated Person at Caritas to discuss any concerns and will be familiar with the systems for making a referral to Adult services should this be necessary.

Monthly data on safeguarding concerns is provided to Caritas to ensure an agency wide overview of concerns, action taken and outcomes.



Representations and Complaints

Caritas wish to recognise and encourage residents to feel that for however temporary their stay is this is their home. It is important that residents have the opportunity to engage with and have their say in how the hostel is run, and ideas and suggestions they would wish to offer.

Monthly house meetings are held, to which all residents are invited to attend to discuss current issues, and ways in which they would like the service to develop.

Group living can be fraught and these meetings will also aim to address areas of conflict or 'grumbles' at an early level.

Where an issue is more serious residents should be made aware of the Representations and Complaints Policy, where and how to make a complaint.

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