



Providing housing, care and support at

# North Rural Link Scheme Ely

**The scheme in Ely provides floating support to ten people living in their own accommodation in East Cambridgeshire, offering a quality-led best value service, aimed at ensuring greater independence and community integration.**



INVESTOR IN PEOPLE

## Granta Housing Society

Granta Housing Society is a Registered Social Landlord founded in 1968, working throughout the Eastern Region, as an independent, charitable organisation. Granta exists to work with other agencies in providing social housing, care and associated services to help meet long-term community needs. A significant number of the Society's housing is for vulnerable people with special housing needs such as frail elderly persons, people with mental health difficulties or residents with a learning disability.

## Accommodation and Facilities

Support is provided to people living in their own homes, with registered social landlords, or relatives.

## What is offered?

A range of support and help in line with the Care Programme approach taking the form of structured contact.

Help is offered with planning weekly and longer-term budgeting, in addition to help with making regular payments for outgoings such as rent and other regular bills, utilities, TV etc.

Advice and active encouragement are given to service users to attend recreational social events. Practical support is provided to enable attendance at community facilities, including cinemas, further education, clubs, sports and leisure opportunities (as deemed appropriate in the care plan).

Active intervention is used, particularly in order to assist users to engage with other mental health service providers.

## Aims & Objectives

The North Rural link scheme aims to:

- Offer a range of support in line with the Care Programme approach.
- Reduce the possibility of readmission to hospital.
- Provide appropriate, high quality and affordable sheltered accommodation.

## Referral Procedure

Referrals need to meet the social services eligibility criteria and be seen as eligible by the north rural CMHT.

A completed application form should be sent to the manager of the service. This is considered by the panel which meet on a regular monthly basis.

## Residents' Responsibilities

It is expected that tenants/residents will adhere to recommendations formally laid out in their care plan, and to abide by the Society's rules and regulations as laid out in their Tenancy Agreement.

## Resident Consultation

The Society has a Resident Consultation Policy which outlines further involvement undertaken by its residents.

## Quartz Quality Assurance Review

Ely undergoes an annual Quality Assurance Review (Quartz). The project manager heads and facilitates the review process, collecting information, encouraging discussion, identifying achievements and key operational areas for development. All residents are encouraged to take an active role in this review of services which is surveyed independently. Where residents are unable to communicate their views verbally, alternative methods will be used to enable their views to form part of the review. From the manager's review of services a Quality Action Report is produced to take issues forward.

## Advocacy

Granta supports and promotes individuals in making informed choices affecting their everyday life by enabling and encouraging access to information via a range of internal and external services. Granta recognises the value of and encourages advocacy by facilitating the needs and rights of individuals to access independent support or representation to express their views.

## **The Staff Team**

The staff team comprises of a project manager at seven hours per week and two project workers working a total of forty eight hours per week.

## **Partnerships**

Granta Housing Society sets itself high standards of good housing management and practice, delivering an enhanced range of opportunities and choice for all its residents. The continuing development of accommodation providing care and support for vulnerable people forms an integral part of Granta's strategy for the future.

## **Charges**

Please contact the project manager or deputy project manager for further details on charges and methods of payment.

## **Further Information**

For further information please contact the project manager or deputy. Visits by appointment only.

## Complaints Procedure

Granta seeks to provide the best possible level of service. However, we are continuously looking at ways to improve upon what we do and suggestions for improvements are always welcome. Complaints (as well as compliments) are also received from time to time and for more details on the Society's formal procedure please refer to our leaflet 'Appeals & Complaints' available upon request from the registered office. In registered care and support schemes the independent Registration Officer will also examine formal complaints.

## Diversity & Equality

1. Being a significant employer and a service provider in the Eastern region Granta take a leading role in promoting equality and diversity.
2. We believe that equality of opportunity and respect for diversity are core values of the organisation.
3. We are committed to identifying and responding to any form of discrimination within our area of operation.
4. Our approach is one of inclusion in decision-making about service provision and we aim to ensure there are no barriers to achieving the objectives set by the Society's Board that are disseminated throughout the whole organisation.
5. We aim to work closely with the Housing Corporation and other advisory bodies by putting appropriate measures in place to monitor our progress and action key points raised in implementing the Society's objectives.



***Project Manager:***

Croylands Day Centre  
30 Cambridge Road  
Ely  
Cams  
CB7 4HZ

Tel: 01353 659569

***Head Office:***

1 Horizon Park  
Barton Road  
Comberton  
Cambridge  
CB3 7AF

Tel: 01223 576756

Fax: 01223 576750

Granta Housing Society Ltd is a  
charitable housing association