

Providing housing, care and support at

# 16/18 Hawthorn Way Burwell, Cambs

**To provide a quality service with care and support tailored to meet individual needs, enabling residents to maximise their independence and live dignified and fulfilled lives.**

এই পরিকল্পনার সংক্ষিপ্ত বিবরণ সম্বলিত পুস্তিকা (স্কীম ব্রোশার) বাংলায় পাওয়া যায়।

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## **Granta Housing Society**

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

The Society became part of the Metropolitan Housing Partnership in April 2005.

### **16/18 Hawthorn Way, Burwell**

16 and 18 Hawthorn Way are two purpose built bungalows situated in the East Cambridgeshire village of Burwell. The Project was opened in 1993, in conjunction with East Cambridgeshire District Council and The Cambridge Learning Disability Partnership.

The scheme is registered with the Cambridge Commission for Social Care Inspection. This means that inspections are undertaken in line with the agreed regulatory framework with additional visits as required. This is in accordance with the Care Standards Act 2000.

The project accommodates eight adults with learning disabilities, who need care and support in developing and promoting their independence.

### **Accommodation and Facilities**

Each bungalow comprises four single bedrooms, all containing wash basins, and are personalised to meet the individual's needs and personal preferences. The residents share the remaining areas, which includes the kitchen, dining area, lounge, laundry room, w/c and large bathroom. These are all designed and adapted to meet each of the resident's needs. There is also an office/sleep in room for staff.

Both bungalows have wheelchair access throughout. They also have a small front garden and an enclosed rear garden, with a gate interlinking the two bungalows.

The scheme has one car and two minibuses, the minibuses are adapted to enable all residents access to community facilities.

### **What is Offered?**

A 24-hour care and support package is offered to all residents. Each is allocated a 'key worker' who can assist and enable the individual to access a variety of care and activity based opportunities.

Day Care activities are provided by the project and external agencies for the residents. These are tailored according to the resident's needs, choices and preferences. A range of activities will be promoted which may include: Exercise classes, horticulture, bowling, art, snoezelen, swimming, music and aromatherapy and staff accompany the residents to these activities. The snoezelen residents are encouraged to use local facilities to promote community presence and integration.

The village of Burwell offers many amenities, including a convenience store, newsagents, public houses, fish 'n' chips and Chinese takeaway, as well as a Church of England and a Baptist Chapel.

A swimming pool and sports centre offers leisure facilities.

## **Aims and Objectives**

At 16/18 Hawthorn Way, we aim to:

- Provide an environment in which skills and knowledge can flourish, working together, recognising and respecting each other's contributions and efforts.
- Provide a high-quality service, which meets individual needs by working closely with the multi-disciplinary team and other external agencies.
- Provide planned care and support in a stimulating and homely environment.
- Accept and facilitate the expression of informed personal choices, respecting individuals' privacy and dignity at all times.
- Be fully committed to investing in staff development, enabling the enhancement of their skills and knowledge.
- Ensure best value in the use of resources.

## **The Scheme's Objectives are:**

- To deliver care and support by using a holistic approach and the principles of Person Centred Planning.
- To ensure each resident has a named key worker.
- Staff meetings are carried out monthly.
- To identify and review staff training needs during supervision and individual performance reviews.
- To create a learning environment.
- To regularly review the use of the resources and the quality of our service.

## **The Staff Team**

The team consists of a project manager, two senior project workers and up to 13 full-time project workers, to provide flexible care and support for the two bungalows. A minimum of three staff are on shift during the day. During the night there is a member of staff on a sleep-in at each bungalow.

In addition an Area Supported Housing Manager, based at Granta's Supported Housing office oversees the work of the scheme, offering support as necessary and visiting on a regular basis.

Granta Housing Society encourages staff to develop their roles within the organisation and offers a comprehensive induction programme and ongoing training opportunities.

This is reflected in the standard of care within the project. Granta is pleased to have received the Investors in People Award in recognition of good employment practices.

## **Residents' Responsibilities**

Residents are encouraged to take an active part in all aspects of their daily life, developing and maintaining their independence at a level suitable to their needs and wishes.

Residents are asked to sign a Licence Agreement when they move into the Project which sets out clear behavioural obligations concerning nuisance, harassment (racial or otherwise), disruption, damage to property and noise. Any breach of this Agreement will result in an investigation and may result in a resident being asked to leave. Residents are encouraged to take prescribed medication where applicable and discuss medical issues with relevant professionals.

## **Resident Consultation**

Residents meetings take place monthly. 'Named key workers' prepare resident's reports, addressing any issues concerning their health and social care needs.

In addition each resident has an annual review, to which all relatives, friends and members of the multi-disciplinary team are invited. This ensures a person centred approach is taken in meeting individual's needs and in setting future goals.

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

The Society carries out a survey each year asking for residents' views. This information helps shape local and organisation objectives for the forthcoming year. Results are published locally and through the organisation.

A resident representative is voted annually by residents who will attend the Resident Involvement Group meetings to have input at organisational level.

Some residents have undertaken training to enable them to be part of the selection panel when recruiting new staff.

## **Move On**

In the event of a resident no longer wishing to live at the Burwell project, or whose needs can no longer be met, a decision will be made regarding alternative suitable accommodation which meets the individual's needs following consultation with the resident, family and other professional services.

The resident will be supported in choosing and visiting any new accommodation and during the transitional period of change.

The Commission for Social Care Inspection will be notified of the discharge.

## **Quality Assurance Review**

Burwell 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. 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.

The report feeds in to the scheme's annual local plan which in itself reflects the Society's corporate plan. This report is available for service users and other interested parties.

## **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.

## **Partnerships**

The Society works very closely with the Joint Purchasing Consortium in Cambridge. The scheme works closely with community- based, voluntary and professional services in Cambridge and East Fens areas.

## **Compliments, Complaints and Appeals Procedure**

The Society 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 received from time to time and for more details on the Society's formal procedure please refer to our leaflet 'Compliments, Complaints and Appeals' available upon request from the registered office. The Society's Compliments, Complaints and Appeals Procedure incorporates an internal appeal system and referral to an external Ombudsman. Complaints may also be made to the Commission for Social Care Inspection, or the Social Services Contracts Monitoring Unit. Both addresses are available from the registered office.

## **Protection of Vulnerable Adults**

The Society as a responsible RSL is dedicated to the Protection of Vulnerable Adults. In conjunction with local authorities, PCT's and social care, the Society's policies and procedures reflect the codes and practices adopted by its partner agencies, according to the "No Secrets" document issued in March 2000. (Copies of this can be obtained from the scheme.)

The Society adopts a pro-active and transparent approach and to this end an annual report is published and made available to all stakeholders.

## **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.

## **Referral Procedure**

In the event of a vacancy occurring, referrals will be sought through consultation with Cambridge Learning Disability Partnership and the relevant Social Care Department.

Prospective residents will have the opportunity to visit the home and meet with other residents and staff. The staff should be familiar with the prospective residents and have access to all relevant information.

Staff will liaise with prospective resident, other professionals, advocates and family members supporting that person, to ensure their needs can be met within the project.

A detailed assessment of the resident's strengths and needs will be carried out prior to the resident moving, in conjunction with a social worker/team.

Regular visits will be arranged prior to moving in. Arrangements will also be made for staff to visit prospective residents to ensure that there will be a consistency and continuity of care.

There will be a six-month trial period with regular review and assessments to ensure the resident is happy and their needs and wishes are being met.

## **Further Information**

Please contact the Project Manager at Hawthorn Way for further details about the scheme, current charges and methods of payment. For information about other Granta projects, contact the Area Office, (see back cover).

**Project Manager:**  
16/18 Hawthorn Way  
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CB25 0DQ

Tel: 01638 743764  
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Granta also offers its tenants / residents and staff the opportunity to access information in different media to suit their needs e.g. Braille, **Larger print**, other languages, pictorial, audio tape/CD, minicom (01223 702 237). For access to these services, please contact us on 01223 576 756. Where applicable this will be achieved using a variety of service providers.

Other contacts : translation@cintra.org.uk www.multikulti.org.uk,  
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এই তথ্যপত্রটি বাংলায় অনুবাদ করা যাবে। একটি কপির জন্য দয়া করে 'গ্রান্টা হাউজিং সোসাইটি'র সঙ্গে 01223 576756 নম্বরে ফোনে যোগাযোগ করুন।

本資料可被翻譯成廣東話。如有需要請聯絡 Granta 房屋組織 (Granta Housing Society) , 電話 01223 576756

Šis dokumentas gali būti išverstas į lietuvių kalbą. Norėdami gauti kopiją, prašome susisiekti su Granta Asociacija dėl Gyvenamųjų Patalpų telefonu 01223 576756

.Niniejszy dokument może zostać przetłumaczony na język polski. Aby zamówić tłumaczenie, proszę się skontaktować z Granta Housing Society – tel. 01223 576756.

Este documento pode ser traduzido para Português. Para receber uma cópia contacte a Granta Housing Society pelo telefone 01223 576756

Этот документ может быть переведен на русский язык. Чтобы получить копию перевода, пожалуйста, обращайтесь в жилищную организацию Granta по телефону 01223 576756

This document can be translated into your language. For a copy please contact Granta Housing Society, Tel 01223 576756

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