

Providing housing, care and support at

Baldock Core and Cluster Baldock, Herts

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

以下計劃小冊子 資料亦可以 廣東話 取得

Ši aprūpinimo programos lankstinuką yra išleista šiomis kalbomis lietuviškai

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Granta also offers its tenants / residents and staff the opportunity to access information in different media (e.g. Larger print, minicom etc..) – see back cover.

Granta Housing Society

Granta Housing Society is a Registered Social Landlord founded in 1968 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. A significant number of the Society's housing is for vulnerable people with special housing needs such as frail elderly persons, people with mental ill health and people with a learning disability.

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

Baldock Core & Cluster, Herts

The Baldock Core and Cluster consists of six individual residential homes for people who have learning disabilities, all offering a caring, supporting, homely environment where residents are encouraged to live as independently as possible.

The "Core" office is at 17 & 18 Coach House Cloisters, 10 Hitchin Street, Baldock where the scheme management team is based.

Accommodation & Facilities

New Farm - New Farm consists of a lounge/dining room/kitchen, a lounge/office, a downstairs toilet, utility room and an upstairs bathroom/toilet and separate toilet. The house has seven bedrooms, six upstairs, one of which has an en-suite shower room and one downstairs which has an en-suite shower room.

2b Icknield Way - Icknield Way consists of a lounge, kitchen, dining room, a downstairs toilet and an upstairs bathroom and toilet. The house has three bedrooms, two upstairs and one downstairs with an en-suite shower room. There is also an office/sleep in room upstairs.

7 Clothall Road - 7 Clothall Road consists of a lounge, dining room, kitchen, a downstairs toilet, utility room and an upstairs bathroom and toilet. The house has six bedrooms, five upstairs, two of which are en-suite and one downstairs.

15 Clothall Road - 15 Clothall Road consists of a lounge/dining room, a kitchen/utility room, a downstairs toilet and an upstairs bathroom and toilet. The house has four bedrooms, two upstairs and two downstairs, one with an en-suite shower room. There is also an office/sleep in room upstairs.

12 North Road - North Road consists of a lounge, kitchen/dining room, a downstairs toilet/shower, utility room and an upstairs bathroom and toilet. The house has five bedrooms, three upstairs and two downstairs. There is also an office/sleep in room upstairs.

2 The Rowans - The Rowans consists of a lounge, dining room, kitchen, a downstairs toilet, utility room and an upstairs bathroom and toilet. The house has five bedrooms, four upstairs, one of which has an en-suite shower room and one downstairs which has an en-suite shower room.

All residents are welcomed and encouraged to use all facilities in the local community such as the local library, leisure centre, community centre, colleges and the church. This is arranged and supported by the staff and 'key worker' at the request of the resident.

What is Offered?

The scheme provides a stimulating, caring environment where personal, physical and emotional standards of care are high.

We encourage and promote each individual's confidence, independence and self-esteem, thus enabling them to treat the house as their own and lead to further independence where appropriate.

The scheme provides a support network for each resident, which is developed around individual needs. Each resident is allocated a 'key worker' who can enable the individual to develop skills and experience opportunities.

The scheme provides a variety of opportunities and services that will enable each resident to exercise choice and lead a fulfilling life.

The scheme offers each resident Day Centre facilities and/or Home Day Care facilities. Throughout the scheme each resident has their own room and shared living areas. All the individual houses are based within Baldock, enabling residents to use the local community facilities and services.

Aims and Objectives

At the Baldock Core and Cluster Granta aims to:

- Provide six homes in the community for people with learning disabilities (a total of 30 bedspaces.)
- Encourage and assist residents to explore facilities and integrate into the local community to the mutual benefit and growth of both.
- Provide an environment whereby residents can learn, maintain and enhance their capability to the limits of their potential, in accordance with their wishes and in order to improve their quality of life.
- Set up a network of support and structure for the residents according to their individual needs and encourage them to make use of the facility.
- Provide flexible staff cover according to the needs of the residents and in accordance with the Society's arrangement for the Core and Cluster.

The Staff Team

Baldock Core and Cluster staff team comprises a project manager, two assistant managers, five senior project workers (one in each house as house manager except for 2b Icknield Way) and 34.5 workers in total.

Each house is staffed according to the needs of the residents and as set out by Social Services and The Commission for Social Care Inspection.

The staff team at **New Farm** consists of a senior project worker and 9 project workers. There is a waking night staff on duty so the house is staffed 24 hours a day.

The staff team at **Icknield Way** consists of 3 project workers, overseen by an assistant manager. There is a sleep in staff at night, who is available for emergencies, so the house is covered 24 hours a day.

The staff team at **7 Clothall Road** consists of a senior project worker and 9 project workers. There is a waking night staff on duty so the house is staffed 24 hours a day.

The staff team at **15 Clothall Road** consists of a senior project worker and 3.5 project workers. There is a sleep in staff at night, who is available for emergencies, so the house is covered 24 hours a day.

The staff team at **12 North Road** consists of a senior project worker and 4.5 project workers. There is a sleep in staff at night, who is available for emergencies, so the house is covered 24 hours a day.

The staff team at **The Rowans** consists of a senior project worker and 9 project workers. There is a waking night staff on duty so the house is staffed 24 hours a day.

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 fully develop their role whilst with the organisation and offers a comprehensive induction programme and ongoing training opportunities to ensure the further development of individual and team skills. Granta is pleased to have received the Investors in People Award in recognition of good employment practices.

Residents' Responsibilities

Residents live as part of the community and are encouraged to take an active part in the life of their home and the community.

Residents are encouraged to attend the relevant Day Centres available to them, although arrangements can be made to have day care at home. Active encouragement to take part in community activities enables greater interaction within the local environment and an active role in their mental and physical wellbeing.

Residents are supported to take prescribed medication and to discuss medical issues with other professionals. Some residents, with help from the staff, are enabled and encouraged to self-medicate. Residents are supported in keeping their rooms and communal areas clean and tidy.

Residents are asked to sign a Licence Agreement when they move into the project which sets out clear 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.

Resident Consultation

In order for us to understand the needs and wishes of the residents, we implement the following: Resident Meetings – all residents are encouraged to discuss issues at resident meetings which are, at present, held monthly.

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 throughout the organisation.

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

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

Move On

Residents who live within the Baldock Core and Cluster Scheme remain within their homes until they indicate otherwise or their needs can no longer be met by our care and support. The 'key worker' (or Advocate where applicable) will follow up support in conjunction with other support agencies, and family representatives involved in the resident's life.

Quartz Quality Assurance Review

Baldock undergoes an annual Quality Assurance Review (Quartz). The Scheme 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.

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

Individual Review Meetings – Residents have the opportunity to discuss any issues with their Social Worker, family and 'key worker' at regular review meetings held at six- monthly intervals.

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 Baldock Core and Cluster relies on, and promotes positive relationships and links with Social Services, as well as other local voluntary and statutory organisations in the region.

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.

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. Compliments, complaints and appeals 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.

Compliments, complaints and appeals may also be made to the Commission for Social Care Inspection, or the Social Services Contracts Monitoring Unit. 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

Referrals will be made via the North Hertfordshire Resettlement Team/Social Services. Where a vacancy exists in the house, prospective applicants should be referred to the resettlement team for discussion about needs, alternatives and degree of priority for placement.

The case will be discussed with the staff team and the scheme manager. If appropriate an informal visit is arranged to the home.

Further Information

Please contact the Scheme Manager for further details about the project, current charges and methods of payment. For information about other Granta schemes, contact the Area Office.

Project Manager:
17 & 18 Coach House Cloisters
10 Hitchin Street
Baldock
Herts
SG7 6AE

Tel: 01462 491141
Fax: 01462 894356



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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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

Our Details: Granta Housing Society Limited
1 Horizon Park, Barton Road, Comberton, Cambridge CB23 7AF
Telephone: 01223 576 756 **Fax:** 01223 576 750
Website: www.grantahousing.org.uk **E-mail:** info@grantahousing.org.uk
Care and Supported Housing Department **Fax No:** 01223 265 146

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