

Providing housing, care and support at

Bramley Avenue Melbourn

Bramley Avenue aims to provide a secure homely environment where the residents can lead an independent lifestyle.

By offering a fully integrated service within the home and community, we aim to support each individual to achieve their emotional, physical and social needs.

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

To Broszura informacyjna jest dostępna w języku polskim

Esta Brochura do Plano está disponível em Português

Брошюра программы можно получить на русском языке

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.

Bramley Avenue, Melbourn

73 Bramley Avenue is one of Granta's Supported Housing schemes located in Melbourn on the Cambridgeshire/Herts border. The scheme is registered with Cambridgeshire Social Services and provides 24-hour support for five adults with severe learning and physical disabilities. Our aim is to provide long-term accommodation for as long as the needs of the resident can be met.

Accommodation & Facilities

The bungalow was designed for people with physical disabilities, i.e. wider doorways, low light switches and wheelchair high worktops. Each resident has their own bedroom with washing facilities which they are encouraged to take an active role in keeping clean and tidy with the support of the staff.

The bungalow also consists of a kitchen/dining room, lounge, laundry room, toilet, bathroom and sleep-in room for staff. In the lounge there are also two sensory areas consisting of waterbed, bubble tubes, projector, mirror ball, spotlight and fibre optics.

The residents' garden has two ponds, raised beds, a decked area and a brick barbeque. Also within the garden there is a "porta-cabin" containing sensory equipment such as bubble tubes and a floating chair.

The bungalow operates under the guidelines set out by the Society and the Commission for Social Care Inspection. Within the project there are also some 'in-house' policies.

What is Offered?

Residents living at Bramley Avenue have their day activities based from the home. Residents access facilities within the home and the community. This involves looking at the individual interests and needs of each resident. Daily activities might include such interests as music, both individual and group sessions, hydrotherapy, physio and social interactions such as shopping, cinema, social clubs and pubs. Activities within the bungalow include getting involved with the running of the home, such as preparing meals, cooking, laundry, housework and gardening.

The residents have 'named workers' who are there as a point of reference and contact to ensure that each resident's care plan is person centered, up to date and that their needs, both emotional and physical, are met. Each resident has an annual shared review where the last year is reviewed and plans and goals made for the coming year.

Each resident has contact when necessary with the community team for adults with severe learning disabilities. This team includes a physiotherapist, occupational therapist, speech and language therapist, psychologist and dietician. Each is available for consultation or review for the relevant aspects of the resident's care.

Aims & Objectives

- Residents' needs and wishes should be identified, respected and met where possible with regard to ethnic, religious and cultural differences.
- To use community resources where practicable to meet the needs of the residents in providing an integrated service with a holistic approach to daily living.
- To maintain a constructive view towards the needs of the residents with dignity and respect.
- Residents should be assisted to gain the maximum level of independence.
- To organise shared reviews with residents and involve them as individuals.
- To offer support to residents, carers and relatives.
- To encourage them to discuss, comment on or, if necessary, raise concerns about the care received.
- To continually evaluate our work and plan for development and change, setting standards of care to meet the changing needs of the residents.
- To offer a safe and secure environment for the residents whilst realising their need to take risks.
- To provide an integrated service based on an awareness of everyday living principles.
- To provide each resident with 'named workers' who will ensure that their needs are identified, and that a multi-disciplinary team approach is adapted to meet them.
- To offer regular staff training, supervision, appraisals and support to all staff.
- To provide a non-institutional and homely environment.

The Staff Team

The staff team currently comprises a project manager, two senior project workers and eleven project workers. There are three or four members of staff on duty each day; a sleep-in person and a waking night member of staff are present every night. Each member of staff attends mandatory training sessions as part of their induction, and also receives annual appraisals.

In addition an Area Supported Housing Manager, based at Granta's head office, has an overview of 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 through the use of a comprehensive induction and ongoing training and support programme ensuring 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 are involved in all aspects of running their home. The laundry room has separate laundry boxes for each resident so that they may wash their own clothes individually. Each resident is involved in the cleaning of his or her bedroom and all participate in the cleaning of communal areas such as the lounge and kitchen. Food shopping is done weekly at a large supermarket and each of the residents takes it in turn to go and purchase food. Gardening is carried out by all, involving the residents as much as possible.

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.

Residents are encouraged to take prescribed medication where applicable and discuss medical issues with relevant professionals.

Resident Consultation / Quartz Quality Assurance Review

Each year the Project undergoes a Quartz Quality Assurance Review. The manager leads and facilitates a review which produces a Quality Action Report which:

- Summarises the way the service works
- Identifies strengths and weaknesses
- Prioritises any problem areas
- Suggests ways of tackling difficulties
- Sets goals for the coming year

As part of the overall report residents are consulted along with their relatives and 'named workers' to gauge their satisfaction with the service.

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.

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.

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

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.

Visitors

We warmly welcome any family, friends or visitors of the residents. All residents are able to use the communal areas with their relatives and friends or in privacy of own room. The staff are always available to assist residents with the making of refreshments. All staff try and encourage contact with the resident's family and friends and wherever possible try to offer support and assistance with travel arrangements.

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.

Compliments, Complaints and Appeals Procedures

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. In registered care and support schemes the complaints may also be made to the Commission for Social Care Inspection, or the Social Care 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

Applications to move into the scheme in the first instance should be made to the project manager. The needs of the potential resident will be measured against services and staffing levels available within each of the schemes.

Applications for housing, care and support need to be made with a comprehensive needs-led assessment carried out by Social Care. Support by purchasers for placements that require financial assistance needs to be secured.

Potential residents may be invited to the project to meet professionals, carers and other residents. Further assessments may be carried out and where appropriate an offer made.

A guide to the scheme is available for residents in symbol format.

Further Information

Please contact the project manager at Bramley Avenue for further details about the project, current charges and methods of payment. For information about other Granta projects, contact the Area Office (see back page for details).

Project Manager:
73 Bramley Avenue
Melbourn
Nr Royston
Herts
SG8 6HG

Tel: 01763 261682
Fax: 01763 228116



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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