

Providing housing, care and support at

## Freshfields, Waterbeach, Cambs

**The project aims to provide a home for four people with learning and physical disabilities within a supportive environment. We aim to enable people to make informed choices and to facilitate integration into the local community.**

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

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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 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 health needs or residents with a learning disability.

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

## **Freshfields**

The Society's scheme in Waterbeach opened in 1992 and is a residential care home for adults with learning disabilities. The accommodation is viewed as long term. However, should residents' needs change to the extent that they can no longer be met by the scheme, their placement will need to be reviewed. The team aim to enable residents to make informed choices and to integrate into the local community.

The scheme works closely with the local primary health care team and the learning disability community team to enable residents to achieve optimum levels of health and independence by accessing appropriate services.

## **Accommodation & Facilities**

The scheme comprises of a purpose built bungalow situated near the centre of the village and is wheelchair accessible throughout.

Each resident has their own room, which they are encouraged to personalise.

The bungalow has a specially adapted bathroom suitable for all levels of mobility.

The scheme has a vehicle which has a lift for people who use wheelchairs.

## **What is offered?**

The scheme aims to provide a supportive environment in which residents can maximise their independence and have the opportunity to live a varied life through participating in activities within the house, the local community and ordinary leisure pursuits.

The Scheme offers 24-hour care and support with sleep-in staff at night. The care and support that is offered is systematically reviewed and evaluated at resident interviews and through regular meetings with members of the multi-disciplinary team.

## **Aims & Objectives**

- To ensure that each individual participates in the life of the local community by supporting relationships with neighbours and other local people and where necessary widening each individual's network of personal relationships.
- To ensure that individuals are physically supported to use the same shops, recreational facilities, health facilities and churches as their local community.
- To ensure individuals are supported in making informed choices about their lives by encouraging them to understand situations, options and consequences both in everyday matters and in wider issues.
- To develop the competence of each individual by developing skills and attributes that are functional, meaningful and aim to decrease an individual's dependency on others.
- Promoting rights for individuals and enhancing the respect accorded to them by supporting them to develop a positive reputation in the community.

## **The Staff Team**

The staff team currently comprises a project manager, one senior project worker and 5.5 project workers. In addition an Area Supported Housing Manager, based at Granta's head office oversees the work of the scheme, offering support as necessary and visiting on a regular basis.

There are fortnightly meetings during which resident reviews take place and staff have the opportunity to discuss ideas, exchange information and plan for the future.

Granta Housing Society encourages staff to fully develop their role through the use of a comprehensive induction and ongoing training programme. The appraisal system encourages the development of individuals through planning objectives and producing a personal development plan.

Granta is pleased to have received the Investors in People Award in recognition of good employment practices.

## **Residents' Responsibilities**

Residents will be living as part of a community and are encouraged where possible to take an active part in the running of the house. This may include helping to prepare and cook an evening meal, washing up, keeping their own room, as well as communal areas, clean. Residents are encouraged to be involved in structured daytime activities for at least three sessions a week, or according to their care package and support.

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

Residents or their representatives acting on their behalf 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 would lead to a case review to consider how best to deal with the resident's particular needs.

## **Resident Consultation**

Residents are encouraged to make choices in their everyday lives. This is done by staff using their communication skills to utilise methods of communication that do not rely only on speech.

Residents are offered the opportunity to be part of meetings that concern their welfare, as are their relatives and friends as appropriate.

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

The Society also 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.

## **Quartz Quality Assurance Review**

Freshfields 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.

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 residents 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 scheme relies on positive relationships and links with the local primary health care team and the community learning disability team 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. 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 scheme or head 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 Care Contracts Monitoring Unit. All addresses are available from the scheme.

## **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**

The staff team reach a decision on the suitability of a referral based on a meeting with the referring agent and client and relevant professionals, followed by visits to the scheme by the client involving at least two overnight stays.

Once the client has moved in, there is a six-month period of assessment with ongoing meetings with the funding agency to review the client's progress.

## **Further Information**

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

***Project Manager:***

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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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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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