

Providing housing, care and support at

Denham Place Cambridge

Denham Place is a supported housing scheme, providing accommodation with person-centred support to enable tenants with mental ill health to maximise their independence.

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.

Denham Place, Cambridge

Denham Place is one of the Society's supported housing schemes located in central Cambridge, providing accommodation (for 16 people in self-contained flats, one disabled) who are experiencing mental health difficulties and requiring a minimal level of support. The accommodation is provided for a period as determined by individual need, and tenants are positively enabled to achieve their optimum level of independence in the community.

The service provided by the team is systematically monitored, developed and evaluated. The scheme is an integral part of the psychiatric network of services in Cambridge and works pro-actively with all relevant professionals and agencies.

Tenants of both sexes are accepted between the ages of 20 and 65. People who have a recent history of addiction, violence or arson may not be accepted.

Each tenant is issued with an Assured Non-Shorthold Tenancy Agreement, a copy of which can be obtained from the project manager.

Accommodation and Facilities

Tenants occupy an individual flat comprising of hallway, bathroom with shower and wc, living room, kitchen and bedroom. Flats are partly-furnished and can be tailored to tenants' individual tastes. The scheme has a private rear garden with patio, lawn and greenhouse.

Tenants share a communal meeting room and utility room at the site.

What is Offered?

The scheme offers a flexible and positive service that supports the tenants in living as independently as possible. Individual choice is encouraged and living skills enhanced in order to promote full community involvement.

Each tenant is appointed a 'named-worker' at the beginning of his or her stay. This person co-ordinates support in partnership with the tenant, concerned professionals and, where appropriate, families and advocates. The 'named-worker' has a central role in offering support, guidance and encouragement to enable the tenant to make the best use of the service and resources available.

The scheme offers help with resettlement in a community environment where tenants have opportunities to further develop social and life skills and re-establish links with the community.

Although Denham Place provides long term accommodation, staff recognise that some tenants will be able to move to alternative accommodation, depending on their needs and the availability of move on accommodation.

Strengths Approach

'Strengths based practice' moves away from a traditional problems-orientated way of working to develop a collaborative, trusting working relationship between tenants and staff. It prioritises the achievement of the tenant's own aspirations and building upon their own strengths and resources. The strengths approach emerges within a set of positively framed principles, which clearly guide staff values and attitudes.

Aims & Objectives

Denham Place, aims to provide:

- A supported housing scheme for 16 people experiencing mental ill health.
- Accommodation for a period as determined by individual need.
- An environment that encourages tenants to make informed choices.
- An approach which offers tenants privacy, dignity, independence, choices, rights and fulfilment.
- A means of monitoring tenants' mental health and involving other professionals where necessary.
- An environment where tenants are protected from exploitation from the wider community.
- A positive working relationship with other professionals, families and advocates.
- The necessary social and life skills in order to enable the tenants to achieve their optimum level of independence.
- The skills for tenants to re-establish links with the community.
- An appropriate support package to tenants leaving the scheme.

The Staff Team

The staff team is based at 340 Mill Road, and comprises of a project manager, deputy and five project workers. Staff have a wide and varied background with substantial experience of working with people who have suffered mental health difficulties. In addition an Area Supported Housing Manager, based at the Society's head office, oversees the work of the scheme, offering support as necessary and visiting on a regular basis.

A seven-day service is provided comprising of a keywork session, one hour per week, for each tenant. Staff also visit Denham Place several times per day, in the mornings, afternoons and evenings. An emergency out-of-hours service is provided by staff on duty at 340 Mill Road. Support is offered to tenants in the form of practical help and advice. There are weekly staff meetings to review all tenants, consider new referrals, discuss business and plan further developments.

The 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.

Tenant Responsibilities

Tenants will be expected to maintain their flat in a good condition, be willing to work positively with all concerned professionals, have an acceptance of communal living and have the ability to live alongside other people without undue friction.

Tenants are encouraged to take prescribed medication and must be willing to discuss medical issues with relevant professionals. However, should a tenant's behaviour become disruptive due to their decision not to take medication, they may be asked to leave.

Tenants are asked to sign an Assured Tenancy Agreement and Support Agreement when they move into the Project which set out clear obligations concerning nuisance, harassment (racial or otherwise), disruption, damage to property and noise. Any breach of these Agreements will result in an investigation and may result in a tenant being asked to leave. Tenants are encouraged to take prescribed medication where applicable and discuss medical issues with relevant professionals.

Tenant Consultation

All tenants are made aware of any issues by their 'named-worker' on a regular basis.

The staff team ask tenants to complete an annual questionnaire, which is intended to gauge tenants' opinions on all aspects of living at the scheme. This information helps shape local and organisation objectives for the forthcoming year. Results are published locally and through the organisation.

A tenant representative is voted annually by tenants who will attend the Tenant Involvement Group meetings to have input at organisational level.

A further questionnaire is sent out prior to the recruitment of any new staff members to enable tenants to have some involvement in this process. Some tenants have undertaken training to enable them to be part of the selection panel when recruiting new staff.

The Society has a Tenant Consultation Policy which outlines further involvement undertaken by its tenants.

Quartz Quality Assurance Review

Denham Place 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 tenants are encouraged to take an active role in this review of services which is surveyed independently. Where tenants 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 tenants and other interested parties.

Supporting People

Supporting People is a government programme that together with Cambridgeshire Social Care helps fund supported housing schemes such as Denham Place. To ensure that the scheme is one of quality and one which meets the needs of its' tenants, Supporting People carry out service reviews. This covers areas such as assessments and risk, support planning, complaints, health & safety, abuse, fair access and diversity. The Quality Assessment Framework element of the review is graded from A-D, with A demonstrating a service of excellence. In 2004/2005 Denham Place achieved one A and five Bs. Copies of the Service Review reports are available from the scheme.

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

Denham Place relies on positive relationships and links with Social Care, community and hospital mental health teams as well as other local, voluntary and statutory organisations in the region.

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

To ensure that the scheme remains strategically relevant in line with the Supporting People programme and other frameworks such as the National Service Framework (Mental Health) Granta ensures that there are both organisational and local links with strategic partners such as mental health teams, social care, local councils, housing forums and voluntary organisations.

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 and Social Services. Addresses can be obtained 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

Initially the referrer and a member of staff have an informal discussion, at the end of which arrangements will be made for a visit to the scheme. The referrer is asked to complete a referral form and a member of staff then carries out an assessment. Once complete the staff team considers the referral and, if appropriate, the person is encouraged to make further visits to the scheme. Throughout this process existing tenants are consulted and kept informed. Please be aware, due to the considerable interest in the scheme, the waiting list may be closed from time to time. Any offer is subject to funding.

Further Information

Please contact the Project Manager for Denham Place at our 340 Mill Road address (details shown on inside of back cover) 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:
Denham Place
4 Coleridge Road
Cambridge
CBI 3GB

Contact Details
Project Manager
340 Mill Road
Cambridge
CBI 3NN

Tel: 01223 410271
Fax: 01223 577447



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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