

Providing housing, care and support at

29 Magrath Avenue Cambridge

29 Magrath Avenue is a 24 hour supported housing scheme for people experiencing long-term mental health needs.

The project provides a safe, homely environment where fulfilment of aspirations can be achieved.

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 is a registered Social Landlord founded in 1968 and now working throughout the Eastern Region. As an independent, charitable organisation, Granta 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 difficulties or tenants with a learning disability. The Society became part of the Metropolitan Housing Partnership in April 2005.

Magrath Avenue, Cambridge

29 Magrath Avenue is a 24-hour supported housing project situated near the city centre and close to local amenities. The project was opened in the summer of 1992 and provides supported housing for eight tenants with long-term mental health needs. The home has strong links with the Cambridgeshire Psychiatric Rehabilitation Services.

Accommodation & Facilities

Originally two terraced houses but now converted to one dwelling, the home has eight individual bedrooms all with washbasins. Upstairs there is a shower room, bathroom and separate toilet. The shared communal areas downstairs consist of a TV lounge, a downstairs toilet, a lounge/dining area, kitchen, laundry room and an attractive conservatory overlooking a well-maintained garden. There is also an office and small bedroom for the staff. The scheme has recently complied with government legislation and introduced NO SMOKING regulations throughout the scheme.

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

- Quality 24-hour supported housing for up to eight people with long term mental health needs.
- Promotion of the values of good care practice: equal opportunities, choice, independence, dignity, fulfilment, rights and privacy.
- Assistance/support for individuals to engage in the decision making and running of the house.
- Assistance/support for individuals to maintain and develop independence in daily living skills.
- Help and support with personal issues using a key-worker system of care.
- Encouragement for individuals to pursue personal hobbies and interests.
- Assistance/support for individuals to maintain a clean, safe, comfortable environment.

- A varying and nutritious diet or support for self catering if required.
- A plan of support tailored to individuals needs.
- Liaison with other concerned agencies and professionals if required.
- Assistance and support for individuals should they choose to move on to different accommodation.

How do we achieve this?

1. A homely environment where dignity and privacy are respected at all times. Each person has a key to their own room and the front door.
2. A maintenance programme where we encourage the tenants to choose and sometimes assist with decoration.
3. The home is staffed 24 hours a day. Between the hours 10.30pm and 7.30am staff are available for emergencies only.
4. Tenants are assigned a key-worker at the beginning of their stay. This person is responsible for co-ordinating support/assistance in partnership with the tenant, other staff, relevant professionals and families.
5. Tenants are encouraged to engage in the daily life of the house and to attend other appropriate community activities throughout the week.
6. Tenants are encouraged to attend the House Meeting each week.
7. Tenants are encouraged to organise their own holidays and excursions. The staff will assist/support, as required, all tenants who want to access leisure activities.

Expectation of tenants

Each person is subject to the terms and conditions of their tenancy agreement.

There are also some house rules which should be adhered to namely:

- To take any medication as prescribed by their doctor.
- To smoke in the designated areas only.
- To keep noise down after 11pm and before 7am.
- To inform staff if they intend to be away overnight.
- To treat others with consideration and respect.
- To be responsible for the behaviour of their guests.
- To maintain the cleanliness of their own room.
- To maintain the cleanliness of the communal areas (with support if necessary).
- To prepare meals (with support if necessary).

- To drink alcohol in moderation only, providing this does not cause a nuisance to other tenants.
- Tenants may choose what time to get up and go to bed.
- An evening meal is prepared each day, for those who are not self catering. Tenants will take turns to prepare this (with support if necessary) and are encouraged to get other meals themselves.

The Staff Team

The staff team comprises a Project Manager 22.5 WTE, Senior Project Worker 37.5 WTE, 1 Project Worker 37.5 WTE, 2 part time Project Workers 34.5 WTE, 1 part time Project Worker 21 WTE.

Between the hours of 10.30pm and 7.30am there is a member of staff sleeping in available for emergencies only. During the day and evenings there are more staff on duty and the Project Manager or Senior Project Worker work a mixture of shifts across the week, including weekends.

In addition to this there is a monthly visit by an Area Supported Housing Manager, who is based at Granta's Head Office. They oversee the team's work and offer support as necessary.

All staff have a comprehensive induction programme on joining the team and on-going training to ensure further development of individuals and the team. Granta is pleased to have achieved the Investors in People award in recognition of good employment practices.

Tenant Consultation

Each person can expect to have regular weekly meetings with their key-worker.

An annual meeting is held with the Tenant, the Manager and the Keyworker. Any family members and representatives from relevant outside agencies that the tenant wishes, are invited in to plan support for the year to come.

The Support plan will be reviewed every six months or sooner if the tenants' needs change.

The home also has a house meeting weekly and tenants are encouraged to attend so as to engage fully in the decision making of the home and to air their views.

In addition to this Granta operates a Quality Review System which incorporates a 'User Consultation'.

The Society also carries out a survey each year asking for tenants' views. 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.

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

Moving on

Tenants are not expected to move on unless they choose to do so, or their needs can no longer be met by at the Project. They would then be assessed by Social Care in conjunction with the staff at Magrath.

If an individual breaks the terms of their tenancy agreement they might be asked to leave.

Quartz Quality Assurance Review

Magrath Avenue 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 Magrath Avenue. 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. At the last review Magrath Avenue achieved three As and three 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

As mentioned earlier Magrath Avenue does have strong links with the Cambridgeshire Psychiatric Rehabilitation Services. The home is visited regularly by a Psychiatrist and Psychiatric Nurse who work for this service.

Granta Housing 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 is an integral part of Granta's strategy for the future.

Compliments, Complaints and Appeals Procedure

Granta seeks to provide the best level of service. However, we continuously look at ways to improve our service and suggestions for improvements are always welcomed. Granta do have a formal procedure for dealing with complaints, please refer to the leaflet 'Compliments, Complaints and Appeals' available at the Project and Granta's Head 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

Once an individual is identified as potentially appropriate, the referral procedure has two main stages:

1. The initial visit by the client and referring agent when the aims and objective of the scheme and the needs of the client are discussed.
2. The receipt and processing of the application form (the referring agent will have attached to this the current CPA and confirmation of eligibility for Social Services funding). Staff from the scheme will visit the prospective referral and complete a needs-led assessment.

The staff team reach a decision on the suitability of a referral based on the contents of the application form, the success of on-going visits to the scheme by the referred client and consultation with the current tenant group. The referral is then taken to the next panel meeting. Further details regarding the referral process can be obtained from the staff team.

Charges

Please contact the Project Manager or Senior Project Worker for further details on charges and methods of payment.

Project Manager:

29 Magrath Avenue
Cambridge
CB4 3AH

Tel: 01223 361718



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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