

Providing housing, care and support at **340 Mill Road, Cambridge**

340 Mill Road aims to provide long-term accommodation for eight people with mental health difficulties, working pro-actively with relevant professionals, agencies, families and advocates to ensure that each tenant reaches their optimum level of independence in the 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 people with a learning disability.

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

340 Mill Road, Cambridge

340 Mill Road is one of the Society's supported housing schemes located in central Cambridge, providing long stay accommodation for eight people experiencing mental health difficulties. The accommodation provided is 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 staff at 340 Mill Road is systematically monitored, developed and evaluated. The scheme is an integral part of the psychiatric network of services in Cambridge and works proactively with all relevant professionals and agencies.

Accommodation & Facilities

The property is situated in Mill Road close to Cambridge city centre. Local shops and services are only a short walk away. The property comprises eight single rooms with washing facilities, domestic kitchens, lounge/dining room and one further lounge. Recreational facilities include TV, video and hi-fi. There is a garden and a barbecue to the rear of the property.

What is Offered?

The scheme is a sharing community that looks positively towards the future with its tenants. A safe but challenging environment is offered, where individuals are given the opportunity to reach a greater level of independence in accordance with their needs and abilities.

Each tenant is appointed a keyworker at the beginning of his or her stay. This person co-ordinates support in partnership with the tenant, relevant professionals and, where appropriate, families and advocates. The keyworker 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. Tenants of both sexes are accepted. People who have a recent history of addiction, violence or arson may not be accepted.

Although 340 Mill Road is 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

At 340 Mill Road Granta aims to offer:

- A supported housing scheme for eight people with mental health needs.
- Long stay accommodation for a period as determined by individual need.
- An environment, which 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 on a 24 hour basis and involving other professionals where necessary.
- An environment where vulnerable 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 for tenants moving on from the scheme.

The Staff Team

The staff team comprises a project manager, deputy manager and four project workers. Staff have a wide and varied background with substantial experience of working with people who experience mental health needs. 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.

Staff cover is provided 24 hours a day and support is offered to tenants in the form of practical help and advice and assistance with daily living skills.

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 appraisal and 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.

Tenants' Responsibilities

Tenants will be living as part of a community and, after a period of settling in, will be expected to take an active part in the activities of the house. Tenants are encouraged to have structured activities eg. day centres, sheltered workshops, voluntary work, education etc. as appropriate.

Tenants are asked to sign a Tenancy Agreement which sets out clear obligations regarding nuisance, harassment (racial or otherwise) disruption, damage to property and noise. Any breach of this Agreement may result in an investigation and a tenant being asked to leave.

Tenant Consultation

Issues relating to 340 Mill Road are discussed at the house meeting, which is facilitated by a member of staff. All tenants are encouraged to attend.

The staff team also ask tenants to complete an annual questionnaire that 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.

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

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. A further questionnaire is sent out just prior to the recruitment of any new staff members to enable tenants to have some involvement in this process.

Quartz Quality Assurance Review

Mill Road 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 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.

This report is available for tenants and other interested parties.

Supporting People

Supporting People is a government programme that together with Social Care, helps fund supported housing schemes such as Mill Road. To ensure that the scheme is one of quality and one which meets the needs of its' tenants, Supporting People carry out service reviews. These cover 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 Mill Road achieved one A and five Bs. 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.

We have contact with Cam Advocates, a local advocacy service, and we positively encourage tenants to use their services when required.

Partnerships

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 head office.

The Compliments, Complaints and Appeals procedure incorporates an internal appeal system and referral to an external Ombudsman. The address for the Ombudsman 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. 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.

It should be noted that any offer is subject to Social Care funding, where appropriate.

Further Information

Please contact the Scheme Manager at 340 Mill Road for further details about the scheme, current charges and methods of payment. For information about other Granta schemes, contact the Area Office (see back page for details).

Project Manager:

340 Mill Road
Cambridge
CB1 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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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

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This document can be translated into your language. For a copy please contact Granta Housing Society, Tel 01223 576756

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