

Providing housing, care and support at

128 Suez Road

128 Suez Road aims to provide a comfortable, welcoming and friendly home, where residents can live together, support one another and be supported by staff to grow and develop individually.

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

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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 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. A significant amount of the Society's housing is for vulnerable people with special housing needs such as frail elderly persons, people with mental ill health, people with a learning disability or vulnerable homeless adults. The Society became part of the Metropolitan Housing Partnership in April 2005.

128 Suez Road

128 Suez Road is a detached home in a residential area in the centre of Cambridge. Built in the 1950s the home has benefited from extensions over the years and now comprises of an entrance hall leading to a communal lounge and dining room, stairs which lead to six, single bedrooms, bathroom and toilet. Two further bedrooms, bathroom and toilet facilities are located on the ground floor. A large kitchen leads to a utility area, communal games room, staff offices and sleep-in room.

The scheme is registered under the 2000 Care Standards Act and is subject to inspections from the Commission for Social Care Inspection (CSCI) twice a year, according to legal requirements and standards as laid out in the CSCI Standards.

Accommodation and Facilities

- Each resident has their own lockable room. They are expected to keep their own rooms clean and tidy, with support from staff if needed.
- A lounge, dining room, kitchen, games room and garden are available for all to share.
- All residents are expected to contribute to the day-to-day running of the home, by sharing household tasks. Support is available from staff to help with this.
- Meals are provided with residents encouraged to plan the menus, help with the shopping, prepare, cook and clear away the meal.
- The evening meal is the focal point of the day. These are mostly taken together, where residents enjoy sharing in each other's company
- Staff are available to support and help with all areas of need.
- Fees include accommodation costs, household bills and food, care and support costs (see copy of licence agreement).
- To promote independence residents are encouraged to use public transport facilities where possible. Residents can be reimbursed for these costs.
- A house vehicle.

What is Offered?

Care Home Provision

128 Suez Road provides long-term accommodation for eight adults with learning difficulties who need support and guidance in leading their lives. The home provides support for men and women.

This long-term accommodation is available for as long as their needs can be met within the physical constraints of the building, the collective needs of other residents with whom staff need

to provide support, and the funding resources for staffing that can be accessed to provide any extra support as people age or health needs change.

The present resident group have lived here for over 20 years and are now in the age range of 40-70 years.

Range of resident needs

Staffing is provided 24 hours a day for residents with learning disabilities.

Some residents have part-time employment and can access well-known facilities in the community with minimum support from staff. Others need staff support for much of the day, and in all areas of their lives.

Adaptations to the house have been kept to a minimum. Two bedrooms and a bathroom are on the ground floor, for residents who are unable to climb stairs.

Aims & Objectives

- To provide a happy home.
- Encourage independence and support for one another.
- Value individuality and respect choices.
- To give opportunities for new experiences.
- To accept there are risks in enabling people to develop. These will be assessed and monitored.
- To give residents as much freedom as possible in making decisions about the home.
- To respect people's privacy.
- Provide each resident with a key worker.
- To recruit motivated and dedicated staff who will work to the best of their abilities to provide support for residents.
- To provide training and support for the staff which will enable them to develop the skills to work together and provide a consistent approach in meeting the needs of the residents.
- To ensure the building and grounds are well kept and maintained.
- To ensure the environment is safe to live and work in.
- To manage the household budget effectively.

The Staff Team

Staffing comprises of a Scheme Manager, a Senior Project Worker and Project Workers, a cleaner/ironing person.

Staff training is ongoing throughout their career. It is our intention that all staff are trained to NVQ Level II standards. All staff regularly receive training in current Moving and Handling techniques, Health and Safety and Food Hygiene.

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 encouraged to work together, support one another and share in general household duties and decisions.

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

Residents have the opportunity for monthly resident meetings. Times and dates for these are arranged with residents.

All residents are encouraged and supported to attend and to contribute to these meetings. Residents elect a chairperson for their meetings. This person is supported by the manager until such time as the person is confident to chair on their own.

An agenda sheet for the meeting is available the week prior to meeting for residents to raise any topics for discussion.

To date, residents have chosen by voting for the colour of the flooring in the upstairs bathroom, the style and seating material of the new dining room chairs, what they would like to do on holiday and drawn up menus for their evening meals.

A folder for these meeting minutes is in the lounge. Residents are encouraged to help write these minutes and where possible is printed in a format for all to read.

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

The Society has a Resident Consultant Policy, which outlines further involvement undertaken by the residents.

A resident representative is voted annually by residents who will attend the Resident Involvement Group meetings to have input at organisational level.

Residents (after Recruitment & Selection training) will form part of the interview panel for selecting staff to work at 128 Suez Road.

Moving On

If a resident no longer wishes to live at 128, or their needs can no longer be met, the resident will be supported to find alternative more suitable accommodation.

- The Learning Disability Partnership care manager will be contacted to support with assessments of need and in finding new accommodation.
- Speaking Up advocacy group can be contacted if extra support is needed with residents having their views heard.
- Copies of relevant information on the resident will be available for the new home with approval from the resident.

- Frequent reviews will be arranged during the transition to ensure needs will be met (the number of these will be on an individual need basis).
- The home key worker will support the resident during the move by liaising with the prospective home to help them settle in.

Quality Assurance Review (Quartz)

128 Suez Road 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. 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

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/or management support for vulnerable people forms an integral part of Granta's strategy for the future and is achieved through good working partnerships.

Compliments, Complaints and Appeals Procedure

Granta 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. In registered care and support schemes the Commission for Social Care Inspection (CSCI) will also examine formal complaints. Addresses for the Ombudsman and the local CSCI 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 the 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 home provides care and support on a long-term basis to adults who have learning disabilities.

There are no facilities available for emergency admissions.

When a vacancy becomes available the home will liaise with the care manager from the Learning Disability Partnership (LDP), who helps to provide funding.

If a suitable resident cannot be found within the LDP area, then Social Care departments in neighbouring counties will be contacted.

- The home, with the LDP, will carry out an assessment of the prospective residents' needs and the compatibility with the existing residents and their needs.
- There will be discussions with the prospective resident, their relatives and carers on how the home might meet their needs.
- Visits to the home will be arranged for the person, their relatives and carers. Existing residents will have the opportunity to meet them.
- Existing residents will be given the opportunity to discuss with the manager the views/any concerns they may have with a new resident moving in.
- Feedback will be given on resolving any issues raised.
- Once the home is found to be suitable, trial visits, with the opportunity to stay for a meal, will be organised prior to move in date. The number of these trial visits will be arranged with each new resident according to their needs and wishes.
- A key worker will be assigned to the resident prior to move-in date. They will visit them in their home, help plan their move to ensure they are comfortable and happy.
- A contract will be drawn up prior to move-in date and financial arrangements agreed for funding.
- There will be a three-month trial period.
- A review will be organised for six weeks after move-in date with all relevant people invited, to ensure the new resident is settling into their new home and the home is managing to meet their needs.
- Another review will be held at three months.
- For the first year during this settling-in period, reviews will be held three monthly instead of six monthly.

Further Information

Please contact the project manager at 128 Suez Road for further details about the project, current charges and methods of payment. For information about other Granta projects, contact the Head 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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