

Providing housing and support at

Vicarage Terrace, Cambridge (Incorporating 11 Vicarage Terrace)

Vicarage Terrace provides accommodation for a two year period for 15 people and long-term for three people all experiencing mental health difficulties whilst enabling achievements of optimum levels of independence and proactive multi-disciplinary intervention to shape and develop the service.

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

To Broszura informacyjna jest dostępna w języku polskim

Esta Brochura do Plano está disponível em Português

Брошюра программы можно получить на русском языке

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 ill health or with a learning disability.

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

Vicarage Terrace, Cambridge

Vicarage Terrace is one of Granta's supported housing schemes located in central Cambridge.

The scheme is non-registered and offers active rehabilitation for 15 people experiencing mental health needs. The accommodation is provided for a two-year period. Tenants are positively encouraged and enabled to achieve their optimum level of independence in the community.

The service provided by staff at Vicarage Terrace 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.

11 Vicarage Terrace, Cambridge

In addition, we also have a three-bedded cluster unit situated at Vicarage Terrace. This provides accommodation for people who require longer term support. The house offers a homely environment where individuals have a high degree of independence with ongoing daily support from the staff at Vicarage Terrace.

Accommodation & Facilities

The Project comprises six three-bedded units constructed on two floors. Two flats are located on the first floor and there are also three terraces. Each unit has an entrance hall, separate lounge/diner, three bedrooms, kitchen and bathroom. All of the units at Vicarage Terrace have baths and showers.

Granta Housing Society provides the following household items within each flat: bed, sofas, table and dining chairs, dressing table, bedside cabinet, TV/video combi, cooker, fridge, carpets and curtains. We also provide crockery, cutlery and kitchen utensils.

The communal area has the following facilities: lounge with easy chairs/sofa and stereo, tea and coffee making facilities.

Smoking is allowed in individual rooms. There is no smoking in the communal areas. The project is equipped with a Smoke Alarm System.

In addition there is a staff office and a resettlement office. Vicarage Terrace has a pleasant walled garden area with two sheds and garden furniture and a patio area.

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.

Tenants are appointed a 'keyworker' at the beginning of their stay. This person co-ordinates care in partnership with the tenant, concerned 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.

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 Vicarage Terrace Granta aims to offer:

- A supported housing scheme for 18 people experiencing mental health needs.
- Accommodation for a two-year period (longer at No. 11).
- To provide an appropriate support package to tenants living at the scheme that is both flexible and positive.
- To provide the necessary social life and activity of daily living skills in order for tenants to achieve their optimum level of independence.
- To monitor tenants' mental health whilst involving other professionals.
- To create opportunities for tenants in the community, establish links and ensure individuals are aware of the services to which they are entitled.
- To maintain and develop positive links between tenants and their families and friends.
- To create and promote an environment where tenants' personal needs, choices and values can be expressed and respected.
- To adopt a multi-cultural approach that will encourage sensitivity to different needs and practices among differing ethnic and cultural groups.
- To promote awareness and respect for religious beliefs held by tenants.
- To adopt an approach which offers privacy, dignity, independence, choice, rights and fulfilment.
- Working to a strengths approach, building upon an individuals strengths, interests, abilities and capabilities.

The Staff Team

The staff team comprises a project manager, deputy and four full-time project workers. Staff have wide and varied backgrounds with substantial experience of working with people who have suffered mental health difficulties. In addition an Area Supported Housing Manager, based at Granta's office, oversees the work of the scheme, offering support as necessary and visiting on a regular basis.

Between one and three staff are on duty at any given time but may not be on the premises. Should staff be assisting tenants elsewhere there is an emergency on-call policy in place for these periods.

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 Investor in People Award in recognition of good employment practices.

Tenants' Responsibilities

Tenants will be living as part of a community and will be expected to take an active part in the life of the scheme. This includes washing up and keeping their own room, as well as communal areas clean. Tenants are encouraged to be involved in community activities.

Tenants are encouraged to take prescribed medication and discuss medical issues with relevant professionals. Should tenants' behaviour become disruptive due to their decision not to take medication, they may be asked to leave.

Tenants at Vicarage Terrace are asked to sign an Assured Tenancy Shorthold Agreement and Support Agreement when they move into the Project which set out clear behavioural 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.

Tenant Consultation

The Society's tenants, as consumers of its services, have a significant interest in our work and can help set and monitor standards of housing and care services provided. Granta aims to promote accountability and best value by giving tenants reasonable and effective opportunities to influence or amend policies and decisions that may affect them. This is achieved by a monthly tenant meeting held to discuss any concerns or issues that relate to living at Vicarage Terrace.

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

The Society 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.

The Society has a policy for involving residents which outlines further involvement undertaken by its tenants.

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

Move On & Resettlement

Vicarage Terrace is committed to enhancing tenants' daily living skills with the aim of moving people on into suitable independent accommodation. When the tenant and those involved in their support agree that they have maximised their skills, the move-on process will be initiated.

When suitable accommodation is found, Granta's Resettlement Officer offers support in conjunction with other support for up to six months. This is to ensure continuation of support and tenancy sustainment, helping tenants to establish and maintain their wellbeing in their new place of residence.

Quartz Quality Assurance Review

Vicarage Terrace 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 Services helps fund supported housing schemes such as Vicarage Terrace. To ensure that the scheme is one of quality and one which meets the needs of its' tenants, Supporting People carry out reviews as part of the Quality Assurance Framework (QAF). This covers areas such as assessments and risk, support planning, complaints, health & safety, abuse, fair access and diversity. The review is graded from A-D, with A demonstrating a service of excellence. In 2004/2005 Vicarage Terrace 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

Vicarage Terrace relies on positive relationships and links with Social Services, community and hospital mental health teams 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 tenants. The continuing development of accommodation providing care and support for vulnerable people forms an integral part of Granta'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 services, 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. Compliments, complaints and appeals 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, Social Care and Supporting People. 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 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 which 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 Needs Led Assessment Care Plan and confirmation of eligibility for Social Services funding).

The staff team reach a decision on the suitability of a referral based on the contents of the application form, the success of ongoing 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. The move in date is followed by a four-week trial period, during which time dual funding is necessary to ensure that the client has a place to return to in the event of a breakdown in this time. Further detail regarding the referral process can be obtained from the staff team.

Further Information

Please contact the project manager at Vicarage Terrace 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:
7 Vicarage Terrace
Cambridge
CB2 2LU

Tel: 01223 329121
Fax: 01223 470188



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,
Widgit Literacy Symbols © Widgit Software 2007, www.widgit.com

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

Our Details: Granta Housing Society Limited
1 Horizon Park, Barton Road, Comberton, Cambridge CB23 7AF
Telephone: 01223 576 756 **Fax:** 01223 576 750
Website: www.grantahousing.org.uk **E-mail:** info@grantahousing.org.uk
Care and Supported Housing Department **Fax No:** 01223 265 146

Registered under the Industrial and Provident Societies Act 1965. Registered No: 21287R. Housing Corporation Registration No. LH1831. Granta is an exempt charity: Inland Revenue Registration No. XK58585. VAT Registration No. 697 4579 59

