

Providing move-on housing, support and resettlement

Letchworth, Core & Cluster Herts

To enable tenants/residents to live as independent and fulfilling lives as possible, developing their skills, abilities, experience and confidence to participate and live in a community setting.

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 mental ill health or tenants/residents with a learning disability.

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

Letchworth Core & Cluster, Herts

The Letchworth project opened in March 1993 to provide support for 11 people with ongoing mental health difficulties who were being settled in the community from a local psychiatric hospital, some of whom have moved on. The project comprises three houses of which one is registered with the Hertfordshire Commission for Social Care Inspection, the other two are Supported Housing. All are based within one mile of the town centre and each other. Each of the houses are different in character catering for a defined range of age and ability. The project works pro-actively within a multi-disciplinary team of services and is systematically monitored, developed and evaluated to ensure that the service provided is needs-led, innovative and consistent in approach to all.

Accommodation & Facilities

The properties that make up the Letchworth Core and Cluster Mental Health Project comprise: Springshott, a five-bedded dwelling close to the station and shopping centre which is registered with the Commission for Social Care Inspection; Willian Way, a three-bedded detached two-storey house next to a pitch and putt and close to local shops and a post office; Blackmore, a three-bedded two-storey detached house on the same estate with access to a shopping centre and nearby petrol station. Both Willian Way and Blackmore are now de-registered.

All the houses have similar recreational facilities including a TV room with video and large gardens. Socialising between the houses is part of the culture of the project and throughout the year barbecues and parties are regular events as are pub outings and games evenings.

What is Offered?

Tenants/Residents are positively encouraged to plan the day-to-day management of their lives and home to ensure that they achieve their optimum level of independence within the community. At the beginning of his or her stay each tenant/resident is appointed a 'named worker'. This person co-ordinates care, in partnership with the tenant/resident, other concerned professionals and where appropriate families and advocates. The named worker and advocate (where applicable) have a central role in offering support, guidance and encouragement to enable the tenant/resident to make the best possible use of the services and resources available. The scheme offers help with rehabilitation and resettlement in a community environment where tenants/residents have opportunities to further develop social and life skills and establish social networks. Tenants/residents of both sexes are accepted and the age range of tenants/residents differs between houses.

It is expected that tenants/residents will be generally mobile. People with a recent history of violence or arson may not be accepted.

The Letchworth project does offer long-term accommodation to some of its tenants/residents, but in general aims to provide an independent model of living which undertakes active rehabilitation of residents with a plan to move on to less dependent accommodation. The houses are all currently supported by a 24-hour staff team.

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

- To monitor tenants/residents day-to-day needs and mental health on a 24-hour basis and involve other professionals where necessary.
- To provide active rehabilitation, support and resettlement in a community environment for tenants/residents who require a secure placement in which to continue to develop their social and life skills.
- To provide assistance and support to tenants/residents. Project staff will give support to tenants/residents who wish to move on as appropriate.
- Offering choice to tenants/residents as to where and with whom they live.
- Involving tenants/residents in the day-to-day planning and management of their homes and its facilities.
- Positive working relationships with other professionals, families and advocates.
- Maintaining tenants/residents independence to enable them to reach their full potential by continuing to build social networks, ensuring privacy and dignity but avoiding isolation.

The Staff Team

The staff team currently comprises a project manager, two senior project workers and 9.6 whole time equivalent project workers.

Staff have varied backgrounds but all have substantial experience of working with people who experience mental distress. An Area Supported Housing Manager visits the project once a month and attends at least two staff meetings a year, offering support and guidance and ensuring that the project is fulfilling its obligations to both tenants/residents and the staff team.

Staff cover is provided 24 hours a day and generally between one and three people are on duty at any given time. Staff support is offered to tenants/residents in the form of practical help and advice. Weekly in-house meetings take place to review tenants/residents and discuss the running of the house, and a monthly staff meeting is held where staff pool their ideas, consider new referrals and discuss future plans for the project.

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.

Tenants/Residents' Responsibilities

After settling in, tenants/residents are expected to actively participate in the life of the house. This will include cooking their meals, washing up and keeping their own room and communal areas clean. A full programme of activities is offered by the community support team working alongside the house team. It is expected that tenants/residents voice their preferences honestly and commit themselves to the programme arranged for an agreed period of time.

Tenants/residents are asked to sign an Assured Tenancy Agreement and Support Agreement when they move into the project which sets 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/resident being asked to leave. Tenants/residents are encouraged to take prescribed medication where applicable and discuss medical issues with relevant professionals.

Tenant/Resident Consultation

Tenants/residents are encouraged to voice their opinions in the weekly house meetings that take place in each house. These are facilitated by a member of staff and all tenants/residents are expected to attend.

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

The Society carries out a survey each year asking for tenants/residents' views. This information helps shape local and organisation objectives for the forthcoming year. Results are published locally and through the organisation.

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

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

Moving On

Tenants/residents are supported by their care co-ordinator (Social Care) and their named worker (scheme staff) when seeking appropriate accommodation. Follow-up support is offered by the staff at the project and from other relevant agencies.

Quality Assurance Review

Letchworth 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/residents are encouraged to take an active role in this review of services which is surveyed independently. Where tenants/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.

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/residents and other interested parties.

Supporting People

Supporting People is a government programme that together with Hertfordshire Social Services helps fund supported housing schemes such as Letchworth Core and Cluster. To ensure that the scheme is one of quality and one which meets the needs of its' tenants/residents, 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. In 2004/2005 Letchworth achieved four B's. 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

The project fosters 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.

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/residents. 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 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 head office. The Society's Compliments, Complaints and Appeals Procedure incorporates an internal appeal system and referral to an external Ombudsman.

In registered care and support schemes, complaints may also be made to the Commission for Social Care Inspection, or the Social Care Contracts Monitoring Unit. In non-registered schemes, complaints can also be referred to 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

Being a significant employer and a service provider in the Eastern region Granta take a leading role in promoting equality and diversity.

We believe that equality of opportunity and respect for diversity are core values of the organisation.

We are committed to identifying and responding to any form of discrimination within our area of operation.

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.

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

Prospective tenants/residents are referred to by hospital, community psychiatric nurses, doctors, social workers or other agencies. All referrals are made directly to the Project Manager via the Bed Management Team and will be discussed with the Area Supported Housing Manager.

Prospective tenants/residents are interviewed by the manager at the hospital or his/her place of residence. This will enable the manager to make initial assessment of the suitability of the tenant/resident.

Prospective tenants/residents are expected to visit the project (especially the house that has the vacancy to be filled) for about a month and complete an overnight stay before being offered a place.

The existing tenants/residents will be given the opportunity to meet prospective tenants/residents and their opinions will be taken into account before any firm offer of a place is made.

The offer of a place at the project is dependent on a tenant/resident undergoing a period of assessment. This allows not only the project to assess the tenant's/resident's suitability, but it also allows the tenant/resident time to decide whether they would like to live at the Letchworth Mental Health Project.

Further Information

Please contact the project manager at 65 William Way 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:

65 Willian Way

Letchworth

Herts

Tel: 01462 678122

Fax: 01462 681274



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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