

Providing housing, care and support at

316 Cambridge Road, Fulbourn, Cambs

316 Cambridge Road is a project which strives to fulfil the role of enabling its tenants, as far as they are able, to meet their personal potential within safe boundaries; to give them support and companionship and to encourage them to overcome their difficulties.

Our staff team is committed to the vision on which Granta was founded, that of ‘helping achieve a future where everyone could have access to affordable accommodation suitable for needs’.

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 tenants with a learning disability, or vulnerable homeless adults. The Society became part of the Metropolitan Housing Partnership in April 2005.

316 Cambridge Road

316 Cambridge Road is owned and run by Granta Housing Society. Revenue funding is provided from Cambridgeshire and Peterborough Mental Health Partnership and Cambridgeshire PCT. Capital funding for the scheme was provided by the Housing Corporation. The building is situated near to Fulbourn Hospital and is approximately two miles from Fulbourn village and one mile from Cherry Hinton village. Cherry Hinton is a lively thriving village with a post office, chemist, pubs, doctors surgery, library, dentist, opticians, chinese and fish 'n' chip takeaways, and a wide variety of shops. There is also the village community centre, which has various activities on offer, eg sports, tea dances, car boot sales, craft fairs, etc. There is a regular bus service into Cambridge city centre every day except Sunday.

Accommodation and Facilities

The building consists of two semi-detached houses made into one providing a home for six people. Each tenant has their own lockable bedroom and the use of the communal areas in the house: kitchen, lounge, dining room, conservatory, utility room, toilets and bathrooms. Each tenant has a Tenancy Agreement which lists the responsibilities of the landlord (Granta) eg. maintenance, and the responsibilities of the tenant, eg. paying the rent. The rent paid covers electricity, gas, water rates, use of washing machine and tumble drier and community tax. There is a complaints procedure and an explanation of how it works if any tenant is unhappy about any aspect of the home or the support provided.

What is Offered?

316 Cambridge Road offers a quiet home in a semi-rural area for six people with long-term mental health needs. With staff being available during the day and on call at night, the tenants are given the comfort and reassurance needed to promote independent and relaxed living. There is also the benefit of a large garden and pond.

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

316 Cambridge Road aims to provide its tenants with a safe and secure homely environment in which they can develop their independent living skills. Staff aim to work alongside tenants to achieve personal and social objectives as well as empowering them by encouraging independence and the freedom to make their own choices and decisions.

The Staff Team

The house is staffed with either one or two staff on duty at any one time during the day-time hours. At night one member of staff is on call and is available to help if there are any emergencies. The staff offer support to individual tenants and/or the tenant group to maintain a safe, friendly and comfortable home. This involves taking into consideration the tenants' individual preferences and needs, whilst also meeting the legal requirements. The areas of staff support include cooking, cleaning, shopping, budgeting and maximising benefits. The staff and tenants also look after the day-to-day running of the house, eg basic maintenance, gardening, attendance at day centres etc.

Each tenant has a named keyworker who they can talk to and get help from with specific issues, though all staff members have the skills and knowledge to help all tenants. The home has input from a community psychiatric nurse who visits regularly and maintains contact with the tenants at the local day centre.

The scheme also encourages the tenants to have fun together with social trips, events, outings and house parties being jointly arranged.

Granta Housing Society encourages staff to fully develop their role whilst with the organisation and offers a comprehensive induction programme and ongoing training opportunities to ensure 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 are encouraged to become as independent as possible. This is achieved by holding weekly house meetings where tenants make decisions about their day-to-day living and house rules. All tenants are expected to take part fully in the running of the house, this includes cooking and general cleaning responsibilities as well as the upkeep of their own private rooms. They also have a responsibility to each other to behave sympathetically and considerately within the boundaries of shared housing.

Tenants are asked to sign a Tenancy 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 this Agreement will result in an investigation and may result in a tenant being asked to leave. Tenants are encouraged to take prescribed medication where applicable and discuss medical issues with relevant professionals.

Tenant Consultation

During the weekly house meetings tenants are invited to make any comments or suggestions as to any area of their housing or general needs. They are also active in making decisions about house rules and the decoration of their home. They are involved in the recruitment procedure of new staff by meeting and giving feedback on potential new employees. Some tenants have undertaken training to enable them to be part of the selection panel when recruiting new staff.

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

Apart from the formal house meetings tenants may approach staff at any time to discuss any ideas or concerns they may have. All tenants are aware of the complaints procedure and POVA policies.

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 Tenant Consultation Policy which outlines further involvement undertaken by its tenants.

Moving On

Tenants who express a wish to move on, are supported to move on to more independent accommodation if they have the necessary skills and in consultation with the staff at the scheme and their care co-ordinators.

Quartz Quality Assurance Review

316 Cambridge Road undergoes an annual Quartz Quality Assurance Review. The project manager leads 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 clearly their view 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.

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 tenants. The continuing development of accommodation providing care and support for vulnerable people forms an integral part of Granta's strategy for the future.

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) also 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 Scheme.

The Society's 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

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.

Further Information

Please contact the project manager at 316 Cambridge Road 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:
316 Cambridge Road
Fulbourn
Cams
CB21 5ED

Tel/Fax: 01223 211274



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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