

Providing housing, care and support at

# Group Homes Cambridge

**The Group Homes provide accommodation for 27 people in South Cambridgeshire in a number of shared and single properties. The staff team enables the tenants to live as independently as possible as part of the local community.**

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

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## **Granta Housing Society**

Granta Housing Society is a Registered Social Landlord founded in 1968, working throughout the Eastern Region as an independent, charitable organisation. Granta exists to work with other agencies in providing social housing, care and associated services to help meet long-term community needs. A significant number of the Society's housing is for vulnerable people with special housing needs such as frail elderly persons, people with mental health difficulties or people with a learning disability.

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

## **Group Homes, Cambridge**

The Group Homes are a supported housing scheme providing accommodation and support to 27 tenants in 11 units of accommodation in Fulbourn, Sawston and Great Shelford. The office is based at 322 Cambridge Road.

## **Accommodation & Facilities**

Tenants who live in the shared accommodation have their own lockable bedroom furnished by the Society and share the communal kitchen, utility room, lounge, toilets and bathrooms in each house. Those in self contained accommodation are also furnished by the Society.

## **What is Offered?**

The scheme offers accommodation in 11 properties; one property is a single occupancy bedsit and two properties are single occupancy flats. The remaining eight properties provide tenants with a lockable bedroom, with shared kitchen, living room, and other communal areas.

## **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**

The scheme provides long term supported housing for 27 tenants with mental ill health in 11 group homes. Our aim is to provide an atmosphere and living environment as homelike as possible.

The scheme's objectives are to support tenants in establishing themselves in the community by assisting them to develop their life skills and independence. Help might include cooking, budgeting, cleaning, shopping and developing their interests. Staff offer practical, emotional, spiritual and social support.

## **The Staff Team**

The staff team currently comprises of a part-time Project Manager, a full-time Deputy Project Manager and 4.5 WTE Project Workers.

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**

With the limited support provided, tenants are expected to have some level of independence. There is an expectation that tenants have at least some day or regular, planned routine activities. When staff are not present tenants are encouraged to use their own skills and initiative, and to respect each other.

Tenants are asked to sign an Assured Tenancy Agreement and Support Agreement when they move into the Project which set out clear 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. Tenants are encouraged to take prescribed medication where applicable and discuss medical issues with relevant professionals.

## **Tenant Consultation**

Each house has tenant meetings, when staff are present and where tenants can discuss any issue from everyday life or running of the project and their particular house.

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

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.

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.

## **Quartz Quality Assurance Review**

The Group Homes 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. 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 the Adult Social Care helps fund supported housing schemes such as Group Homes. To ensure that the scheme is one of quality and one which meets the needs of its' tenants, Supporting People carry out service reviews. This covers 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 Group Homes achieved six 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**

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 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. 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 Complaints Procedure incorporates an internal appeal system and referral to an external Ombudsman. Complaints may also be referred to 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 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 322 Cambridge 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:***  
322 Cambridge Road  
Fulbourn  
Cams  
CBI 5ED

Tel: 01223 410196  
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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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