

Providing housing, care and support at

Southwell Court, Hinkins Close, Melbourn

Southwell Court aims to provide a safe, homely environment where residents can live as independently as possible with all their needs, physical, social and emotional, being met in a manner that ensures their dignity, privacy and individuality.

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, 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 ill health, or persons with a learning disability.

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

Southwell Court, Melbourn, Herts

Southwell Court is a modern two-storey property in the South Cambridgeshire village of Melbourn providing residential care and support for 35 frail older people. Developed in 1994 in partnership with South Cambridgeshire District Council and registered with Cambridgeshire Social Care, Southwell Court provides a home for older people who, through increasing frailty, are no longer able to live independently.

What is Offered?

The design of Southwell Court is such that it promotes a domestic environment where dignity and privacy are maintained at all times. All bedrooms and general areas are linked to a call system and assistance can be summoned at all times when necessary, with staff on call 24 hours a day. There are no shared bedrooms but adjoining rooms can be adapted for couples.

Southwell Court offers a permanent home with support but it is hoped that all residents will continue with their individual lifestyles. Residents are appointed a 'key worker' at the beginning of their stay. This person co-ordinates care in partnership with the resident, other professionals, and family representatives. The 'key worker' has a central role in offering support, guidance and encouragement enabling the residents to make the best use of the service and resources available at Southwell Court.

Southwell Court has its own laundry facility which deals with the washing, drying and ironing of clothing and bedding including personal items (although some relatives prefer to deal with this themselves). Before arriving at the home we would ask that all personal items are clearly marked with woven labels to avoid problems of loss or misplacement and that an inventory of all possessions is handed to the unit keyworker on arrival.

A range of activities to both stimulate and entertain residents is offered, including outings in the scheme's own minibus, crafts, movement to music, reminiscence therapy and a variety of games.

Southwell Court has an 'open door' policy and visitors are encouraged to visit as and when they wish. In the interest of security however it is necessary for visitors to summon staff at the front door in order to gain entry and *it would be much appreciated if meal times could be avoided.*

Aims & Objectives

Southwell Court aims to provide:

- A high standard of accommodation.
- Single en-suite rooms ensuring dignity and a right to privacy.
- Trained caring staff, each working towards creating a safe, homely environment.
- A client-centred approach based on individual need with individual plans of care ensuring a holistic approach.
- An environment that encourages residents to make informed choices.
- A 'keyworking' system providing support to individual residents.
- Positive working relationships with outside agencies, families and advocates.
- Quality 24-hour care.

The Staff Team

The staff team currently comprises a project manager, deputy and three assistant managers. In addition there are support workers, kitchen/domestic staff and a handyman. There is always a member of the management team in the building throughout a 24-hour period and waking night staff assist residents during the night.

The management team has a wide and varied background with substantial experience of working with and caring for older people. An Area Supported Housing Manager, based at Granta's Care & Supported Housing office, oversees the work of the scheme, offering support as necessary and visiting on a regular basis.

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 Investors in People award in recognition of good employment practices.

Residents' Responsibilities

Residents are encouraged to eat their meals in the dining areas with other residents unless they are unwell. There is no set time for breakfast but lunch is served at 1:00pm and tea between 5:00pm and 6:30pm (alternative arrangements being made whenever necessary). Drinks and snacks are available at all times.

Southwell Court operates a non-smoking policy within communal areas. Residents are permitted to smoke outside the building and may be permitted to smoke in their own bedroom.

In order to comply with fire regulations, residents must inform a member of staff should they wish to leave the building.

Medication for all residents is ordered and dispensed using the Boots Monitored Dosage system. Staff are fully trained in the dispensing of medication but any residents wishing to 'self-medicate' will be asked to sign a risk assessment form. The local community nurse team visits regularly.

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

Meetings between residents and their key workers take place on a monthly basis. Residents are encouraged to have a say in the day-to-day running of Southwell Court and suggestions for changes and improvements are welcome.

In addition residents have an annual review where they are encouraged to voice any suggestions or concerns that they may have.

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

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

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

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

Moving on

Residents would not be expected to move on from Southwell Court unless their needs could no longer be met within the resources available at the scheme.

Funded residents' move on would involve an assessment of need to be carried out by Social Care in conjunction with the staff and the scheme.

Self-funded residents' move on would involve a meeting with the resident's next of kin, the staff at the scheme and any Health Professionals involved with the resident concerned.

Quartz Quality Assurance Review

Southwell Court 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.

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 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

Southwell Court has developed positive relationships and links with Social Care, other local voluntary and statutory organisations in the region. Community nurses, physiotherapists and occupational therapists visit as required.

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 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) 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. Complaints may also be made to the Commission for Social Care Inspection, or the Social Care Contracts Monitoring Unit. Both addresses are available from the registered office.

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

Should a person currently living in the community find that they are no longer able to maintain their personal safety, it is usual for the Social Care Department to appoint a social worker to assist and assess the level of care required.

Where a residential care placement is required, funding via Social Care and the Department of Social Security is made available to assist that person in covering the cost of residential care. The funding available is dependent on the amount of personal assets the person has. Some residents are admitted as self-funding until such time as their capital is reduced to below an agreed maximum. Once funding is agreed and a suitable home found, a contract between the Social Care Department, the home and the resident is drawn up and signed by all parties.

The offer of a place at Southwell Court is dependent on a person being admitted for a period of assessment. This allows not only the home to assess that person's suitability but allows that person time to decide whether they would like to live at Southwell Court permanently. The length of time can vary but it is usual for a decision to be made within two weeks. Thereafter, the contract offering a permanent home is completed.

Further Information

Please contact the project manager at Southwell Court 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:

Southwell Court
34 Hinkins Close
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Royston
Herts
SG8 6JL

Tel: 01763 262121

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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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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

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This document can be translated into your language. For a copy please contact Granta Housing Society, Tel 01223 576756

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