

Providing housing, care and support at **Garden Walk, Cambridge**

Garden Walk believes that individuals with enduring mental health needs or those who are socially vulnerable have the right to a safe, supportive, homely environment where their needs may be met. We aim to make a positive difference to the quality of people's lives supporting tenants to live as individually as possible.

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

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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 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 amount of the Society's housing is for vulnerable people with special housing needs such as frail elderly persons, people with mental ill health, and people with a learning disability.

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

Garden Walk, Cambridge

Garden Walk is a supported housing scheme consisting of two properties. The houses are within easy walking distance of each other.

- 15 Garden Walk is for ten adults with mental health needs, providing individualised support packages.
- 38-44 Garden Walk provides self-contained bed-sit accommodation for 25 vulnerable adults and provides housing management with minimal support.

Accommodation & Facilities

15 Garden Walk is a detached house providing individual lockable bedrooms for 10 tenants. All rooms have a wash hand-basin and are fully furnished; tenants are encouraged to personalise their bedrooms. Bathing facilities include a shower, two bathrooms and four toilets. The house benefits from spacious dining and living areas. There is a laundry room and compact kitchen. To the rear of the building there is a small garden patio and car parking space.

38-44 Garden Walk is a detached house containing 25 individual bed-sits. These are part furnished and include a living/sleeping area and a bathroom or shower room with toilet.* There are gardens and a patio area to the rear of the building. Tenants also have their own lockable bike shed. Laundry facilities for 38-44 are located towards the rear of the building.

*A small number of the bed-sits' bathrooms are located on the landings rather than in the bed-sit itself.

What is Offered?

15 Garden Walk provides a homely environment offering communal living and a private room. A key-worker will be appointed to co-ordinate support; the Project Manager oversees this process to ensure tenants receive services according to their needs. Tenants are supported with daily living skills to enable them to reach their full potential. Visitors are welcome and provision will be made for tenant's guests wherever possible.

38-44 Garden Walk provides housing services for tenants with minimal support needs. Tenants are appointed two named workers to co-ordinate services and liaise with other agencies involved in tenant care or additional support as needed. Staff work on a rota basis at 42 Garden Walk.

Tenants at 38-44 Garden Walk can contact staff at 15 Garden Walk in an emergency by phone.

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 and Objectives

Garden Walk aims to provide:

- Accommodation and support for individuals with mental health needs and socially vulnerable adults
- A safe environment
- Support appropriate to need through individualised support plans
- Liaison with external services, families and advocates
- Meaningful tenant consultation

In addition 15 Garden Walk aims to provide:

- 24 hour staff cover

The Staff Team

The staff team comprises a Project Manager, Deputy Manager and five Project Workers. Staff work at both parts of the scheme. All staff receive training and induction programmes according to their position. Staff are supported via regular supervision and appraisals to enable them to meet the service's needs.

The scheme is line managed by an Area Supported Housing Manager.

Tenants' Responsibilities

Tenants are expected to attend weekly house meetings to discuss issues affecting the day-to-day running of the home. Whilst there is a cleaner for the communal areas, tenants are expected to perform a regular household cleaning task and are responsible for keeping their own room in a clean and tenable condition.

At 38-44 Garden Walk tenants are expected to care for their environment, cook for themselves and be self-medicating.

All tenants will sign an Assured Shorthold Tenancy Agreement and Support Agreement. Any breaches of these agreements will result in an investigation and may result in losing their tenancy with us.

Tenant Consultation

Tenants will be consulted on areas regarding the standard of housing and support they receive. This may be done through house meetings or individually; tenants are encouraged to make suggestions or air concerns.

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

The Society also 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.

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

Moving on

Staff provide support when tenants wish to move on; care and support reviews will be used to monitor tenant's progress and plan any appropriate move on. We currently have nomination rights for two placements each year with Cambridge City Council. Any tenants who are on the council's waiting list at 38-44 and have reached a suitable level of independence, as determined by the support plan and reviews may be put forward.

Quartz Quality Assurance Review

Garden Walk 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 Adult Social Care helps fund supported housing schemes such as Garden Walk. To ensure that the scheme is one of quality and one which meets the needs of its' tenants, 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 15 Garden Walk achieved three A's and three B's. 38-44 Garden Walk achieved four B's and two C'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 especially 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 referred to Supporting People. Addresses can be obtained from the scheme.

Charges

Charges are set in April of each year. Please call the scheme for details.

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.

Referrals Procedure

At 15 Garden Walk referrals will be sought/accepted when there is a void arising. Prospective applicants may visit the home in the first instance with their Care Co-ordinator, CPN, Social Worker or advocate before deciding whether they wish to make a formal application. The referring agent and applicant complete an application form and the applicant is invited to the scheme where the staff complete an Assessment of Need, Views and Aspirations. If the scheme can meet the individuals needs their suitability will be discussed at a panel meeting (comprising Garden Walk staff and Social Care). We operate an active waiting list at the scheme. At 38-44 the referral process is the same as at 15, with the exception of:

- Referrals are also taken from the Probation Service and Homeless Hostels
- The scheme operates a waiting list (maximum of five)

For the referral criteria at each scheme please refer to the Statement of Purpose (call the scheme to request a copy).

Further Information

Please contact the project manager at Garden Walk for further details about the project, current charges and methods of payments. For information about other Granta projects, contact the Area Office (see back page for details).

Project Manager:

15 Garden Walk
Cambridge
CB4 3EW

Tel/Fax: 01223 361979



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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