

Providing housing, care and support at

## Lammas Court

Lammas Court provides supported, self-contained sheltered accommodation in Cambridge for older people

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

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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. 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, people with a learning disability or vulnerable homeless adults.

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

## **Lammas Court**

Lammas Court comprises seven one-bed, two-person flats and 17 single-person bedsits, arranged over two floors, linked by staircases and a stair lift. The scheme is set in secluded, landscaped grounds, within the boundary of Cambridge City.

## **Accommodation and Facilities**

All accommodation is self-contained. Flats comprise a hallway, with walk-in store, lounge, bedroom, kitchen and bathroom. Bedsits comprise a hallway, with walk-in store, bedsitting room, kitchen and bathroom.

The scheme also offers communal lounge, with kitchen and dining area, shower room and guest accommodation.

Local facilities comprise general stores, bakery, post office and GP surgeries. There are excellent bus links to the City Centre.

## **What is Offered?**

The warden is on-site between 8.30am-1.30pm daily. The relief warden covers the warden's absence. When the wardens are away from the scheme, the call system is linked to the mobile warden scheme which will respond to emergency calls.

## **Aims & Objectives**

- To encourage tenants' independence
- Offer support and advice
- Access external support agencies
- Provide 24-hour emergency assistance
- Provide quality, well-maintained accommodation

## **The Staff Team**

The staff team comprises a warden, relief warden, cleaning (of common areas)/caretaking and gardening services.

Staff training is ongoing throughout their career. It is our intention that all staff are trained to NVQ Level II standards. All staff regularly receive training in current Moving and Handling techniques, Health and Safety and Food Hygiene.

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' Responsibilities**

All tenants are asked to consider not only their own personal safety, but also that of others living at the scheme.

Tenants are asked to sign a Tenancy 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 may result in a tenant being asked to leave.

Tenants are reminded not to let anyone into the scheme without checking identification and verifying appointments as arranged with the warden.

## **Tenant Consultation**

Tenants are supported and encouraged to form a tenants' involvement group. Tenant meetings are held as a minimum six times a year. Tenants are encouraged to discuss items on the agenda and to bring issues to the meeting.

The staff team also ask tenants to complete an annual questionnaire that is intended to gauge tenants' opinions on all aspects of living at the scheme. This information helps shape local and organisation objectives for the forthcoming year. Results are published locally and through the organisation. A further questionnaire is sent out just prior to the recruitment of any new staff members to enable tenants to have some involvement in this process.

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

The Society has a Tenant Involvement Policy, which outlines further involvement undertaken by the tenants.

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

## **Moving On**

It is not usually expected that tenants will move on from the scheme. However, there may be occasions when the tenants' needs can no longer be met by the scheme. Assessments of need will be undertaken and a case review will be called, involving all parties, to consider the tenants' future needs.

## **Quality Assurance Review (Quartz)**

All Granta schemes undergo an annual Quality Assurance Review (QUARTZ). 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 review of services a Quality Action Report is produced to take issues forward. The first review was undertaken in the Spring of 2007.

## **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.

## **Supporting People**

Supporting People is a government programme that helps fund supported housing schemes such as Lammas Court. 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 Lammas Court achieved level C's.

## **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/or management support for vulnerable people forms an integral part of Granta's strategy for the future and is achieved through good working partnerships.

To ensure that the scheme remains strategically relevant in line with the Supporting People programme and other frameworks such as the Older Persons National Service Framework, 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**

Granta 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. In non-registered care and support schemes 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 the 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**

Applications can be made direct to the scheme warden. An assessment visit will be arranged pending the outcome, the applicant may then be placed on the waiting list.

## **Further Information**

Please contact the warden at Lammas Court 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).

**Warden:**  
Lammas Court Office  
14 Grantchester Street  
Newnham  
Cambridge CB3 9HY

Tel: 01223 360960



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

**Our Details:** Granta Housing Society Limited  
1 Horizon Park, Barton Road, Comberton, Cambridge CB23 7AF  
**Telephone:** 01223 576 756 **Fax:** 01223 576 750  
**Website:** www.grantahousing.org.uk **E-mail:** info@grantahousing.org.uk  
**Care and Supported Housing Department** **Fax No:** 01223 265 146

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