

Providing housing, care and support at

# Ferndell Meadows Way Hadleigh, Suffolk

**Ferndell aims to provide a safe, caring, supportive and homely atmosphere, in which to enable and encourage everyone to reach their full personal potential as individuals.**

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 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 with a learning disability.

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

### **Ferndell, Meadows Way, Hadleigh**

Ferndell is a modern, non-registered Granta property providing a home with support for six people with learning and physical disabilities. The first tenants moved in during the early part of 1996.

Hadleigh itself is a small market town offering many facilities and resources and nearby Ipswich offers a great range of shops and leisure facilities. Ferndell is conveniently located just off the High Street with easy access to a range of shops and local amenities.

### **Accommodation & Facilities**

This two-storey house has wheelchair access throughout the ground floor. Each tenant has his or her own fully-furnished bedroom with vanity basin. Communal facilities include a lounge, dining room, kitchen and conservatory. In addition there are four toilets, a downstairs shower room and an upstairs bathroom (all with safety flooring). The tenants have use of a good-sized garden.

### **What is Offered?**

The scheme offers a sharing community that looks positively towards the future with its tenants. A safe but challenging environment is offered, where individuals are given the opportunity to reach a greater level of independence in accordance with their needs and abilities.

Each tenant is appointed a 'Key Worker' at the beginning of his or her stay. This person co-ordinates support in partnership with the tenant, concerned professionals and, where appropriate, families and advocates. The 'Key Worker' has a central role in offering support, guidance and encouragement to enable the tenant to make the best use of the service and resources available.

The scheme offers support to the tenants to establish links and integrate into the local community, allowing them the opportunities to further develop social and life skills and to pursue leisure activities.

The tenants are offered long-term accommodation and support at Ferndell. Some may wish to develop and move on to more independent living arrangements in the future and, if this is their wish, support will be given to develop the necessary skills to work towards this.

## 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

At Ferndell Granta aims to offer:

- A safe, supportive, homely environment to enable and encourage everyone to reach their full personal potential.
- A home for six people based on ordinary living arrangements.
- The necessary support to enable the six people to live in the house as long as they wish and for as long as their needs can be met at Ferndell.
- Individually planned support and a stimulating and homely environment to promote and assist tenants in the development of all areas of personal growth.
- A level of staff support appropriate to individuals' needs to promote a home-like atmosphere.
- Encouragement and support of any involvement that families wish to have with their relatives living at Ferndell.
- Acceptance and facilitation of the expression of informed personal choice, preference and attitude by the tenant (including the expression of political, religious and personal ideas), respecting their privacy and dignity at all times.
- Assistance to facilitate the development of contact, and the building of relationships, between tenants and members of the local community.
- Support to tenants who wish to become involved in leisure and recreational activities.

## The Staff Team

The staff team comprises a project manager, senior project worker and a total of eight project workers, made up of full and part-time staff. Staff have a wide and varied experience and knowledge of working with people with learning disabilities. 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.

Staff cover is provided 24 hours a day and there are generally between one and three staff on duty at any given time. Support is offered to tenants by all staff in the form of practical help and advice. There are monthly staff meetings to review all tenants, consider new referrals, discuss business and plan further developments.

## Tenants' Responsibilities

Tenants will be living as part of a community and after a period of settling in will be encouraged to take an active part in the life of the house. This includes being supported by staff to take a turn, on a rota basis, to prepare and cook an evening meal for up to six people, plus guests. Support will also be given to enable tenants to wash-up and keep their own room, as well as communal areas, clean and tidy.

Tenants are expected to attend relevant day centres, sheltered workshops or college etc, if this is available to them. If no day care placement is available, arrangements can sometimes be made for day care to be provided by staff at Ferndell, but this is subject to approval and additional funding. Tenants are supported to take prescribed medication and to discuss medical issues with relevant professionals. Medication is stored and distributed using the monitored dosage system. Some tenants are supported to self-medicate.

Tenants are asked to sign an Assured Tenancy Agreement and Support Agreement when they move into the Project which set out clear behavioural 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.

## Tenant Consultation

**Tenant Meetings** – All tenants are encouraged to discuss issues at Tenants' Meetings, at present held monthly. There is a tenant representative who attends regular Supported Housing Tenant Involvement Group meetings.

**Individual Review Meetings** – Tenants have the opportunity to discuss any issues with their social worker, family and 'Key Worker' at regular review meetings, held annually. Other appropriate meetings can be arranged as necessary.

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.

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

## Moving On

When tenants are ready to move on they are referred to appropriate settings and their 'Key Worker' will offer follow up support in conjunction with other support agencies.

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

Ferndell 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 Ferndell. 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 2005/2006 Ferndell 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**

To ensure that the scheme remains relevant in line with the Supporting People programme and other frameworks, Granta maintains organisational and local links with strategic partners such as Learning Disability teams and Social Care, Babergh District Council and other local voluntary and statutory 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. 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 scheme or head 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.

## **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**

Referrals in the first instance usually come through Social Services and Babergh District Council due to the initial collaboration, setting up and funding of the scheme, but referrals from other agencies may also be considered.

A social worker, community nurse or Ferndell staff can arrange an informal visit to the scheme. Formal referrals will be made by Social Services, following a community care assessment and completion of a referral form. The staff team considers all referrals and, if appropriate, further visits to the scheme will be arranged. Throughout this process the existing tenants are consulted and kept informed of developments. If a place is available, a trial period of between six weeks and three months may be offered. If there are no current vacancies there may be the option of a waiting list. It should be noted that any offer is subject to Social Services and local authority funding, where appropriate.

Throughout this period, the referrer, prospective tenant, Social Services and other key individuals are kept informed of developments, and decisions are conveyed in writing.

## **Further Information**

Please contact the Project Manager at Ferndell for further details about the project, current charges and methods of payment. For information about other Granta projects, contact the Area Office, (see back page for details).

***Project Manager:***

Ferndell  
Meadows Way  
Hadleigh  
Suffolk  
IP7 5DX

Tel/Fax: 01473 828656



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

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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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