

Providing housing, care and support at

## Parkside, Viceron's Place

**Parkside aims to provide quality, self-contained accommodation with 24-hour staff support for older people in the East Herts region.**

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 Housing Society**

Founded in 1968, Granta Housing Society is a Registered Social Landlord 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 number 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.

## **Parkside, Viceron's Place, Thorley**

Parkside consists of 24 self-contained sheltered housing flats. There are five two-bedroom and 19 one-bedroom flats. The development opened in August 2005.

## **Accommodation and Facilities**

Accommodation is offered on two floors, linked by a lift and with wheelchair access throughout. Each flat is designed to offer spacious, well-planned independent living.

The kitchen has some kitchen appliances installed. The lounge/diner of the flat has a door to the garden or decked area for those on the ground floor, and for those on the first floor the door will open to reveal a Juliette balcony. The bathroom is equipped with a level walk-in shower.

However, the design of the one-bedroom flats give the opportunity to convert the accommodation to a two-bedroom flat for couples, or to accommodate a live-in carer should the need arise.

All flats are designed to wheelchair standards and incorporate safety features throughout including an emergency call system which will alert staff when activated.

## **Communal Facilities**

Parkside offers communal facilities such as a central dining room and kitchen, assisted bathroom on each floor, a hairdressing room, internet rooms, communal lounge and gardens. The gardens are well designed, giving access to all areas, with structured walkways and seating areas.

There is also guest accommodation for visiting family and friends, for which there is a £10 charge per night.

The scheme is designed to be warm and welcoming. A 24-hour staffed service will be available with staff on site 7.30am–10.00pm, plus sleep-in cover on call for emergencies only.

Staff will support tenants to organise a social committee.

All tenants will be encouraged to take part in a range of social, domestic and leisure activities to enhance or maintain an independent lifestyle both within the home and in the community.

## **Local Facilities**

Parkside to the rear overlooks a green. Running from the green is an underpass leading to the local primary school and a shopping centre. The shopping centre, which is behind a screen of trees and shrubs, has a small Sainsbury's store and garage. The range of other shops includes a newsagents, pet shop, charity shop, hairdressers/beauty salon and health centre. There is also a public house which offers a comprehensive menu and morning coffee.

## **What is Offered?**

Parkside offers 24-hour extra care self-contained flats in a purpose-built scheme for tenants with varying levels of need. Staff are on site 24 hours a day, offering an emergency on call service only between 10.00pm-7.30am.

## **Aims and Objectives**

The scheme aims to support and encourage tenants to maintain their independence. Staff will offer advice and assistance as needed by each individual, empowering tenants to lead fulfilled lives.

## **The Staff Team**

The staff team comprises a project manager, assistant manager and three support workers. The scheme is also supported by a caretaker/gardener/cleaner.

## **Tenants' Responsibilities**

Tenants' responsibilities are as outlined in the tenancy agreement. The responsibilities of Granta Housing Society are also included.

## **Tenant Consultation**

The scheme has regular tenant meetings, where tenants are consulted about issues that affect their housing and support. Staff also support tenants in organising a tenant involvement group and social committee.

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.

## **Tenure and Moving On**

All tenants are required to sign an assured shorthold tenancy and also a care/support plan.

A review will take place after the tenant has been at the scheme for five months. If the housing and support is acceptable to both parties, the tenancy will revert to an assured tenancy after six months.

It is not expected that tenants will move on from the scheme. However, there may be occasions when a tenant's needs can no longer be met. Assessments will be undertaken and a review involving all agencies will take place. The tenant will be supported in seeking new accommodation.

## **Quartz Quality Assurance Review**

All Granta schemes undergo an annual Quartz Quality Assurance Review, which involves an assessment of aspects of the service provided at the scheme. This process includes collecting information, encouraging discussion and identifying achievements and key operational areas for development. All tenants are encouraged to take an active role in this review of services. A report will then be made available to tenants and other interested parties.

## **Supporting People**

Supporting People is a government programme that helps fund supported housing schemes such as Parkside. 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.

## **Domiciliary Care**

The Society is a registered domiciliary care provider. If any of the tenants at the scheme require assistance with care needs, or intensive support, the staff at the scheme are able to meet the identified needs through the domiciliary care registration.

## **Advocacy**

Granta supports and encourages tenants to make informed choices and participate in decisions about their lives, including the management of their accommodation.

Granta recognises the value of external advocacy and supports the rights of individuals to access independent representation to express their views.

## **Partnerships**

The scheme will develop and maintain positive relationships and links with East Herts District Council, the Social Care Department, Health Authority, Community teams and voluntary groups.

Granta Housing Society sets itself high standards of good housing management and practice. The continuing development of accommodation that provides 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 scheme. The Society's Compliments, Complaints and Appeals Procedure incorporates an internal appeal system and referral to an external Ombudsman, Social Care and CSCI (as the care delivered is under the domiciliary care registration). The addresses for the Ombudsman, CSCI, Social Care and Supporting People 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 and Equality**

Being a significant employer and a service provider in the Eastern region Granta take a leading role in promoting equality and diversity.

We believe that equality of opportunity and respect for diversity are core values of the organisation.

We are committed to identifying and responding to any form of discrimination within our area of operation.

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.

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.

## **Registering Interest/Application**

The minimum age for applicants is 60. Nominations for placement will be via East Hertfordshire District Council. To register your interest in the scheme, and/or request an application form, please write to the address at the back of this booklet.

Assessments will need to be undertaken before applicants can be accepted on to the waiting list.

## **Further Information**

For information about this and other Granta Supported Housing schemes, contact the Supported Housing Department at Head Office (see back cover).

***Project Manager:***

Parkside  
Viceron's Place  
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Tel: 01279 651600



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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