

Providing housing, care and support at

# Huntingdon Supported Living Scheme Cambs

**The Huntingdon Supported Living Scheme provides accommodation and support that is safe and secure, offering a quality-led best value service, aimed at ensuring greater independence and community integration through working partnerships with tenants.**

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, 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 health difficulties or tenants with a learning disability.

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

## **Huntingdon Supported Living Scheme**

The Huntingdon Supported Living Scheme is one of Granta's supported housing services and is located in Godmanchester. The scheme is non-registered and offers support to six people with mental health needs. Tenants are positively encouraged and enabled to achieve their optimum level of independence in the community.

The service provided by staff at Huntingdon Supported Living Scheme is systematically monitored, developed and evaluated. The scheme is an integral part of the psychiatric network of services in Huntingdon and works proactively with all relevant professionals and agencies.

## **Accommodation and Facilities**

The Huntingdon Supported Living Scheme comprises of two three-bedded houses in Pinfold Lane and Cambridge Street, Godmanchester.

The projects' aim is to provide accommodation for six people who have complex and enduring mental health, social and emotional needs.

Each house has a lounge, dining area, kitchen, bathroom, separate shower room and three individual bedrooms. Granta Housing Society provides the following household items within each house: beds, sofas, table and dining chairs, chest of drawers, bedside cabinet, TV, cooker, fridge, carpets and curtains. We also provide crockery, cutlery and kitchen utensils.

Smoking is allowed in individual rooms. There is no smoking in communal areas. The scheme is equipped with smoke alarm systems.

In addition there is a staff office at Pinfold Lane. Each property also has a rear garden.

## **What is offered?**

The scheme is 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.

Tenants are appointed a 'keyworker' at the beginning of their stay. This person co-ordinates care in partnership with the tenant, concerned professionals and, where appropriate, families and advocates. The keyworker 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.

## 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

- A Supported Housing scheme for six people experiencing mental health needs.
- Accommodation for a period as determined by need.
- To provide an appropriate support package to tenants living at the scheme that is both flexible and positive.
- To monitor tenants' mental health whilst involving other professionals.
- To create opportunities for tenants in the community, establish links and ensure individuals are aware of the services to which they are entitled.
- To maintain and develop positive links between tenants and their families and friends.
- To create and promote an environment where tenants' personal needs, choices and values can be expressed and respected.
- To adopt a multi-cultural approach that will encourage sensitivity to different needs and practices among differing ethnic and cultural groups.
- To promote awareness and respect for religious beliefs held by tenants.
- To adopt an approach which offers privacy, dignity, independence, choice, rights and fulfilment.
- Working to a strengths-based approach building upon an individual's strengths, interests, abilities and capabilities.

## The Staff Team

The staff team comprises of a part-time Project Manager, a Deputy, two full-time Project Workers and two part-time Project Workers.

Staff have wide and varied backgrounds with substantial experience of working with people who have suffered mental health difficulties. In addition an Area Supported Housing Manager based at Granta's head office oversees the work of the scheme, offering support as necessary and visiting on a regular basis. One or two members of staff are on duty at any given time but may not be on the premises should staff be assisting tenants elsewhere. There is an emergency on-call procedure in place for these periods. Granta encourages staff to fully develop their role through the use of a comprehensive induction and on-going training support programme ensuring the further development of individual and team skills.

## **Tenants' Responsibilities**

Tenants will be living as part of a community and will be expected to take an active part in the life of the scheme. This includes washing up and keeping their own room, as well as communal areas, clean. Tenants are encouraged to be involved in community activities.

Tenants are encouraged to take prescribed medication and discuss medical issues with relevant professionals. Should tenants' behaviour become disruptive due to their decision not to take medication, they may be asked to leave.

Tenants at Huntingdon Supported Living Scheme are asked to sign an Assured Tenancy Shorthold 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**

The Society's tenants, as consumers of its services, have a significant interest in our work and can help set and monitor standards of housing and care services provided. Granta aims to promote accountability and best value by giving tenants reasonable and effective opportunities to influence or amend policies and decisions that may affect them. This is achieved by a monthly tenant meeting held to discuss any concerns or issues that relate to living at the Huntingdon Supported Living Scheme.

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

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.

The Society has a policy for involving tenants which outlines further involvement undertaken by its tenants.

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

## **Move-On**

The Huntingdon Supported Living Scheme is committed to enhancing tenant's daily living skills to enable them to move on to independent accommodation when they are ready. When the tenant and those involved in their support agree that they have maximised their skills the move-on process will be initiated.

## **Quartz Quality Assurance Review**

The Scheme 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 Huntingdon Supported Living Scheme. 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 2004/2005 the Huntingdon Supported Living Scheme achieved two B's and four 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 vulnerable people forms an integral part of Granta's strategy for the future.

To ensure that the scheme remains strategically relevant in line with the Supporting People programme and other frameworks such as the National Service Framework (Mental Health), 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. Compliments, complaints and appeals 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. 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**

Referral in the first instance is to the chair of the supported accommodation panel which meets monthly.

Referrals to the Huntingdon Supported Living Scheme need to be made using the Granta referral form with the most recent CPA attached.

## **Further Information**

For further information please contact the project manager or deputy. Visits by appointment only.

***Project Manager:***

13 Pinfold Lane

Godmanchester

Cambs

PE18 8JH

Tel: 01480 395550



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

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