

Providing housing, care and support at

Fen Road Chesterton, Cambridge

Fen Road aims to provide a secure, homely environment conducive to maintaining health, physical, social and emotional wellbeing.

Residents will be assisted and supported to maximise independence through individualised care plans and access to community resources.

এই পরিকল্পনার সংক্ষিপ্ত বিবরণ সম্বলিত পুস্তিকা (স্কীম ব্রোশার) বাংলায় পাওয়া যায়।

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Ši aprūpinimo programos lankstinuką yra išleista šiomis kalbomis lietuviškai

To Broszura informacyjna jest dostępna w języku polskim

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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, 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 ill health, and people with a learning disability. The Society became part of the Metropolitan Housing Partnership in April 2005.

71-73 Fen Road, Chesterton, Cambridge

Fen Road is one of Granta's projects in north Cambridge. It is a two bungalow, registered nursing home providing long term residential and nursing care services for ten adults with severe learning disabilities and a variety of physical and sensory impairments.

The scheme is registered with the Cambridge Commission for Social Care Inspection. Inspections are undertaken in line with the agreed regulatory framework, with additional visits as required and in accordance with the Care Standards Act 2000.

Accommodation & Facilities

71 Fen Road is the larger of the two bungalows with six bedrooms and two bathrooms; 73 Fen Road has four bedrooms and one bathroom. Each resident has their own bedroom, which is individualised according to their own preference. Each bungalow has a kitchen and dining room, where meals are prepared and provided, and a lounge for activities and communal use. 71 Fen Road also has a small conservatory. There is also a large garden, with a fishpond and a sensory area for use by both residents and the local community.

Activities for residents at 71 Fen Road are based at the bungalow and are the responsibility of a day service co-ordinator. Residents at 73 Fen Road attend day service facilities in and around Cambridge.

Fen Road is within easy reach of both Cambridge town centre and the surrounding countryside. Extensive use is made of local community facilities in the activity programmes of each resident. Two specially adapted vehicles enable these activities to proceed.

What is Offered?

The staff team provides 24-hour nursing cover, and work closely with a variety of other agencies and professions to provide an individual package of care for each resident. Each resident is assigned a 'named worker' from the staff team who will specifically focus on the needs of their assigned resident, working alongside families and other agencies and professionals.

A multi-disciplinary review meeting is set up annually for each resident by the 'named worker' to evaluate the service provided and to set goals and objectives for the following year. In addition, services in each bungalow are evaluated once a month in staff meetings.

Aims & Objectives

At Fen Road we aim to:

- Provide the required level of support in all activities of daily living, and at the same time maximise resident independence in these activities.
- Provide ongoing and regularly evaluated assessment of individual needs.

The Staff Team

The staff team at Fen Road currently consists of a project manager, deputy, a number of senior nurses and a team of support workers. The managerial and senior staff are all nursing posts, requiring either an RNMH or RGN qualification. The staff at Fen Road are supported by an Area Supported Housing Manager.

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 Investors in People Award in recognition of good employment practices.

Residents' Responsibilities

Due to residents having no verbal form of communication we are unable to enter into an agreement on resident responsibilities.

Residents are usually unable to sign a Licence Agreement when they move into the Project which sets out clear obligations concerning nuisance, harassment (racial or otherwise), disruption, damage to property and noise. Where individuals are unable to sign the Licence Agreement, a family member or Care Manager will sign on their behalf.

Residents are encouraged to take prescribed medication where applicable and discuss medical issues with relevant professionals.

Resident Consultation

This is through the resident or 'named worker' (or advocate if applicable) or significant others where the resident has no form of verbal communication.

The Society has a Resident Consultation Policy which outlines further involvement undertaken by its residents.

The Society carries out a survey each year asking for residents' views. This information helps shape local and organisation objectives for the forthcoming year. Results are published locally and through the organisation.

Quartz Quality Assurance Review

Fen Road 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 residents are encouraged to take an active role in this review of services which is surveyed independently. Where residents 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 service users and other interested parties.

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 residents. 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 Procedures

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 'Appeals & Complaints' available upon request from the registered office. The Society's Compliments, Complaints and Appeals Procedures incorporates an internal appeal system and referral to an external Ombudsman. Complaints may also be made to the Commission for Social Care and Inspection, or the Social Services Contracts Monitoring Unit. Both addresses are available from the registered office.

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 are usually conducted by the referring agency working with Granta and the Joint Purchasing Consortium for Adults with Learning Disabilities.

Further Information

Please contact the project manager at Fen Road for further information about the project, current charges and methods of payment. For information about other Granta projects, contact the Head Office, (see back cover for details).

Project Manager:

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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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