

# Supported Living Welcome Pack



# Nothing about me, without me!

'Nothing about me, without me', is a popular slogan at The Grange. It means that people we support are personally involved in any decision-making process that impacts directly on their lives. People living here know that support staff value them and promote their independence.

## Frequently Asked Questions (FAQs)

### **How many people are in Supported Living at The Grange?**

We have capacity for up to 42 people living onsite currently in a variety of single one-bedroom and shared flats and bedsits. Staff are onsite between 7.30am to 9.30pm and there is a sleep-in cover overnight. A further 17 people live 'offsite' in single flats in Bookham village and a shared house in Epsom, providing differing levels of support. We will soon be providing 4 new single flats in Leatherhead as well.

### **What does Supported Living accommodation look like?**

Supported Living can be delivered in a range of settings including: individual houses, single bedsits and flats as well as shared housing. In shared housing, each individual has their own bedroom. Other rooms in the property are communal spaces used by tenants collectively (bathroom, kitchen and dining area/lounge). More and more people want to be in their own accommodation, so we are gradually converting properties from shared to single where feasible.

### **What makes Supported Living different to Residential Care?**

The Care Quality Commission (CQC) defines Supported Living as (services which) 'involve a person living in their own home and receiving care and/or support in order to promote their independence. The accommodation is not regulated by the CQC but any personal care provided by the provider is.'

People in Supported Living have a tenancy agreement which gives them security of tenure to live in their own accommodation (single or shared). Each person is responsible for maintaining their tenancy e.g. paying the rent, looking after the house or flat and being considerate of neighbours.

Unlike Residential Care (in which housing, care and support are provided together), the separation of the housing element means that Housing Benefit can be claimed to pay for housing costs (unless someone is funding their own place).

### **What about the formalities/contracts etc.?**

The Grange will issue a contract when someone joins its services. There is a separate Supported Living contract from Skills & Activities, so it may be that two contracts are issued if someone is going to be accessing both services. Having a contract is deemed good practice and it outlines the terms upon which we operate our services. If any of the terms of our contracts conflict with those of a Funding Authority funding a person at The Grange then the terms of the Funding Authority take precedence.

Every tenant also has a formal tenancy agreement with The Grange which is renewed annually. As part of our commitment to protecting our tenants against risk of financial safeguarding, The Grange operates a robust and thorough Money Management procedure. This involves input from family carers alongside their relatives at an early stage to ensure that we have all the information we need in place at the beginning. Thank you in advance for your co-operation in this matter.

### **How is time spent in Supported Living?**

- Household tasks, e.g. healthy menu planning, shopping and cooking
- Personal care
- Taking medication, visiting the GP
- Money management

- Building relationships with friends, family, and the community.
- Leisure and exercise activities e.g. Zumba, swimming, golf etc.
- Skills & Activities (including Makaton). Sessions take place onsite and offsite, Monday to Friday 9.15am-4.15pm.
- Work experience opportunities. Local employers with whom we have links include Bocketts Farm, Bookham Library, Polesden Lacey National Trust property, and others.
- Social life and outings e.g. social clubs, restaurant visits, outings and many more

### **Are transportation services offered?**

We are a 15-minute walk from Bookham village for the shops, and there is a wider choice of shops, entertainment and leisure facilities in Leatherhead, which is a bus ride or a 10-minute car drive away. Local taxi companies are an option, although they can be expensive. The Grange has cars onsite for transportation (a fee for mileage is charged), subject to care staff or volunteer drivers being available. Bookham rail station with links to London is approximately a 20-minute walk from The Grange.

### **Are pets allowed?**

If someone would like a pet, we will consider a request if they live in single accommodation. Pets are not allowed in shared accommodation.

### **What about meals?**

All meals are made independently by people we support. Staff are able to guide and assist in food preparation, but cooking will be led by the individual being supported; likewise they are supported to go shopping for groceries and decide what types of food they would like to buy. People we support are guided during Key and Skills sessions to go for the healthy options and plan healthy menus.

**What other amenities and onsite services are offered?**

Many of the Skills & Activities that tenants have the option of taking up, are on the same site as onsite Supported Living: Horticulture, Woodwork, Catering, Creative Arts & Textiles, Communications Group and the Enterprise Group. There are also other Skills & Activities on offer offsite, e.g. our Shop at No 5 in Bookham village, our Café in Dorking and Inspirations, another retail outlet in Dorking. Onsite there is a hydrotherapy pool that people can use with support, a Karten CTEC IT suite, a large ballroom, a Victorian conservatory, sensory garden, Victorian Walled Garden and spacious grounds. There is free WiFi for all our tenants across the site.

**Does Supported Living offer health and wellness programs to keep tenants active?**

Outings and other activities are arranged onsite on a regular basis, e.g. Zumba, music therapy, drumming etc. The local gym is approximately 5-10 minutes away and offers personal training services.

**What is included in the accommodation?**

Tenants provide their own furniture for their bedrooms, and in single occupancy accommodation provide their own furniture throughout. In some cases there is integrated storage but it is best to establish in advance what the bedrooms have in them. For shared accommodation, we can provide a list in advance for tenants coming into the service.

There is free WiFi across the site for tenants to access. If tenants wish to have a phone line or broadband installed, then it is their responsibility to arrange and pay for it.

**Is the facility close to medical services?**

In the case of Onsite Supported Living, there are local GP services within walking distance while Epsom General Hospital is approximately 15-20 minutes' drive away. Bookham village tenants are even closer to GP services, and in Epsom tenants are encouraged to register locally.

**How are emergencies handled?**

All staff are trained in what to do in an emergency including fire and house evacuation. Onsite tenants are provided with a personal emergency alarm to allow them to summon help day or night (there is a staff sleep-in covering all onsite tenants overnight). Arrangements for offsite (Bookham village) tenants may be different and details are provided in the individual's own accommodation. The Epsom house is staffed 24/7.

**Is the facility fully licensed and sanctioned?**

Our Supported Living Service has been registered with the Care Quality Commission (CQC) since 2011 and is rated 'good'. We have our own Quality Assurance Advisor who helps us maintain the necessary standards. Sylwia Patoka-Okon is the Registered Manager for our Supported Living Services; Sally Lines (CEO) is the Nominated Individual for CQC and overall responsible for quality and standard of service at The Grange.

We will ask you and your family every year to say what you think in a survey and always welcome feedback from stakeholders regarding the services we provide.

**Can I give a gift to a member of staff?**

We would rather gifts were not given to staff at all. If, however, a relatively expensive gift such as wine or a gift box is given by family carers, then it will be passed onto The Grange Fundraising department where it can be used for tombola and raffle purposes which raise funds to everybody's benefit at The Grange. Occasionally (especially around Christmas time), 'consumable' gifts such as boxes of chocolates and biscuit tins are often given to staff. These can be accepted so long as a) they are deemed to be of insignificant value, e.g. less than £10, and b) they are shared amongst other Grange employees/volunteers/teams.

### **How often can we visit?**

Families can visit as often as tenants and family members wish, on arrangement between yourselves. The Grange welcomes input from family and friends and you will also receive invitations and news about forthcoming events. There is also an informal Grange Relatives & Carers Network that meets every three months, often with guest speakers, and more information can be found on the Family Carers section of our website:

<http://www.grangecentre.org.uk/about-us/relatives-and-carers-network/>

### **What happens if something needs repairing?**

If it's an item that belongs to a tenant (e.g. a Hoover), then our Facilities Team can be approached to ask if they might be able to repair it. There will be a charge for such repairs, if they are in a position to help. Tenants need to ask their Supported Living key worker to send an email to our Facilities Team outlining the problem and the Facilities Team will respond accordingly. If it is an item that cannot be fixed by our Facilities Team, even at a charge (e.g. an iPad), then we recommend the tenant enlisting the services of a mainstream professional or pursuing its warranty etc. with the support they might need from their key worker to do so.

If it is a piece of equipment that belongs to The Grange (e.g. the oven or fridge), or it is the responsibility of The Grange as landlord to fix the item (e.g. a broken door frame), then the tenant needs to ask their key worker to send an email to the Facilities Team to report it and they will respond accordingly.

### **How do people get to move from one accommodation to another at The Grange?**

If someone wants to be considered for a different type of accommodation, or wants to move from onsite to offsite for example, then they need to write to the Chief Executive as lead for the Housing Association to lodge their request. Such requests are considered on a 'first come first served' basis and are subject to suitable accommodation becoming

available. A move might be possible quite quickly or it could take some time before The Grange is able to meet the person's wishes.

**Is there a charge for moving?**

If the tenant is moving from one accommodation to another at their own request, then yes there is a charge. If moving onsite, then this is a nominal charge of £50; if moving from onsite to offsite accommodation then the charge is £150. If, however, someone is moving accommodation at our request then there is no charge for the move.

**Who's responsible for what in the accommodation?**

Every tenant has a tenancy agreement which outlines the areas of responsibility of both the landlord (The Grange) and tenant. We suggest that all parties concerned read the tenancy agreement. Tenancy agreements are renewed annually, and in March every year a new one is issued for the following year. Any family carers who have Lasting Power of Attorney for financial affairs will be required to counter-sign their family members' tenancy agreement alongside the tenant's signature.

Updated January 2017



## What is Supported Living?

The Grange is a registered charity, a social enterprise and a housing association based on a site in Bookham. We provide a range of high quality service to adults primarily with learning disabilities (although many have physical disabilities too).

The term 'supported living' describes a combination of housing & support services, provided to enable people to be as independent as possible, to have choice & control over where they want to live, who they live with (if anyone) & the support they get. Supported living assumes that anyone with a disability is able to make choices about how to live their lives. For people who do not have the capacity to make relevant decisions, a Mental Capacity Assessment is carried out to support & protect them.

## Reviews

*'I choose how to be healthy and safe'*  
*'I have the same rights and responsibilities as other citizens'*  
*'I get help to make changes in my life'*  
*'I choose my friends and relationships'*



## Makaton

We are a centre of Excellence for Makaton. This signing and symbols language allows people we support to participate more in decision making

## Key Contacts

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