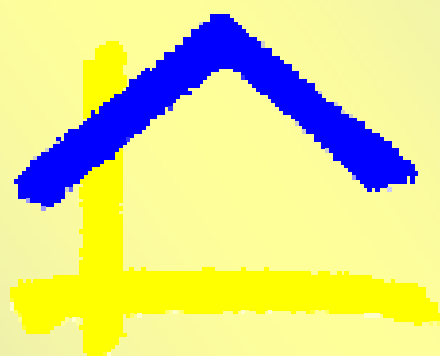


Family WISH Project

**(Working for Independence
in Supported Housing)**



Guide to Services



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Part 1 - About Family Housing Association

1 Introduction

This guide gives you information about the services we can provide to you as a tenant of the Family WISH Project.

We review this guide each year. We last reviewed it during September 2008.

2 About us

We are a registered social landlord. We are also registered as a domiciliary care agency to provide personal care services, and we are also registered as a 'Supporting People Approved Support Provider'. This means our services meet the requirements of both the Care and Social Services Inspectorate Wales (CSSIW), and Supporting People laws and regulations.

We protect your safety and wellbeing by keeping to all health and safety regulations and the 'Inter-Agency Policy and Procedures for Responding to Alleged Abuse of Vulnerable Adults'.

As a tenant you have rights and responsibilities under your tenancy agreement, which meets the requirements of the Housing Act 1989. We provide our housing services to you under the Regulatory Code for Housing Associations.

We have employer's and public liability insurance cover. This means that you, our staff and visitors are covered if they have an accident in your home that is our fault.

We can be contacted at:

Family Housing Association (Wales) Ltd
41- 43 Walter Road
Swansea, SA1 5PN
Tel: 01792 460192



3 Maintaining the quality of your services

We measure and maintain the quality of our services in many different ways. We monitor all parts of our service, which includes inspecting shared areas, checking that we are meeting our targets for both housing and support services, and having discussions with the people who use our services to find out whether we are meeting their needs.

We evaluate our services each year. As part of this process, we ask you for your views on the services we have provided.

We use this information to make improvements, so that we can continue to provide you with the best possible quality of service.

4 Confidentiality

We keep all your personal information confidential, in line with the Data Protection Act 1998.

We will only share your confidential information if:

- Other team members need to know the information to provide services to you;
- There is a risk to your or other people's health, safety or wellbeing;
- We must do so by law (for example, if the police or a health authority asks us for the information); or
- Our regulators or funders need the information to be able to check the quality of the services we provide.

5 Health and safety

We aim to provide a safe and healthy environment for our tenants, visitors and employees.

It is not possible to completely avoid dangers, but we have procedures and trained staff who will reduce the risks of something happening. Our staff work within the Health and Safety at Work Act 1974 and take care of their own safety, as well as the safety of fellow workers, tenants and visitors.

If you or your visitors become aware of any dangers in any of our shared areas, please report these to any member of our staff as soon as possible.



6 Policies and procedures

To make sure that you receive a consistent service, we have developed a full range of policies and procedures. We review these policies and procedures at least once a year to make sure that they continue to meet your needs.

If you would like information about any of our policies or procedures, please discuss this with your named worker.

7 Equal opportunities

We welcome and support the growing diversity (differences) of the community we serve, and the people we employ.

We recognise our legal responsibilities under the following equality laws:

- The Race Relations Act 1976 (and Amendment Act 2000)
- The Sex Discrimination Act 1975 (Amendment 1986)
- The Equal Pay Act 1970
- The Disability Discrimination Act 1995
- The Part-time Workers Regulations 2000
- The Employment Equality (sexual orientation, religion or belief) Regulations 2003

We are committed to providing equal opportunities in all our activities and in how we treat everyone who has an interest in what we do. We will take action to deal with any inequality we find. No person or group who applies for housing, support, employment, membership, a contract, or to use our services will be treated less favourably than any other person or group because of their sex, nationality, ethnic background, religion or belief, family situation, sexuality, age, disability, or job.



Part 2 - About the Family WISH Project

The Family WISH Project provides accommodation and support to people with mental-health problems. We have a range of different accommodation in the City and County of Swansea and Neath Port Talbot County Borough Council.

We have 15 properties in Swansea, supporting 62 people and two properties in Neath Port Talbot, supporting six people.

1 Where our properties are

Properties in Swansea

St Helens Project (Office)
72 St Helens Road
Swansea, SA1 4BD
Tel: 01792 648325

This is made up of five properties, all in the St Helens area of Swansea. The properties are as follows:

- St Helens Avenue – five rooms
- St Helens Road – four rooms
- Oxford Street – three rooms
- St Helens Road – three rooms
- Madoc Street – three rooms

All properties are near to Swansea city centre and the beach. All the houses have easy access to shops, GP and dental surgeries, local bus routes and other facilities.

Tenants in these properties have their own bedroom and share other all facilities, such as living rooms, kitchens, gardens and bathrooms.

Slate Street
Morrison
Swansea, SA6 8AY
Tel: 01792 310153

This property is in Morrison and has easy access to shops, GP and dental surgeries, the library, banks, local bus routes and so on.



It has 10 bedrooms, a bedsit and a flat. Tenants who have a bedroom are able to use the shared kitchen, dining room, two living rooms, laundry, bathrooms and a large garden with patio areas. One living room is an activity room and has access to the Internet. There is satellite television in the other living room.

The bedsit and flat are self-contained (private and not shared) with their own kitchen and bathroom.

The Manse
Crown Street
Morrison
Swansea, SA6 8BD
Tel: 01792 775610

This is a women only property in Morrison, and has easy access to shops, GP and dental surgeries, the library, banks, local bus routes and so on.

The property has six bedsits with two shared bathrooms, a laundry room and a garden.

Bernard Street
Uplands
Swansea, SA2 0HU
Tel: 01792 298891

Sketty Road
Uplands
Swansea, SA2 0EU
Tel: 01792 648063

Robense House
Uplands
Swansea, SA2 0GU
Tel: 01792 475133

These properties are all in the Uplands area of Swansea and have easy access to shops, GP and dental surgeries, banks, local bus routes and so on.

Each property has six bedrooms and shared facilities.



**King Edward Road
Brynmill
Swansea, SA1 4LL
Tel: 01792 473304**

This property is in the Brynmill area of Swansea and has easy access to shops, GP and dental surgeries, banks, local bus routes and so on.

This property has four bedrooms with shared facilities.

**Clos Yr Orsaf
Morrison
Swansea**

**Contact:
119 Woodfield Street
Morrison
Swansea, SA6 8AR
Tel: 01792 792187 or 01792 792237**

This project is made up of four one-bedroom furnished flats with a shared garden. The properties are in Morrison and have easy access to local facilities, including GP and dental surgeries, a library, post offices, banks, and local bus routes

Properties in Neath and Port Talbot

**Allt-y-werin Road
Pontardawe
SA8 4NQ**

**Contact:
119 Woodfield Street
Morrison
Swansea, SA6 8AR
Tel: 01792 792187 or 01792 792237**

This property is in Pontardawe and has easy access to shops, GP and dental surgeries, banks, local bus routes and so on.

This property has three bedrooms with shared facilities.



**Windsor Road
Neath
SA11 1NS**

**Contact:
119 Woodfield Street
Morrison
Swansea, SA6 8AR
Tel: 01792 792187 or 01792 792237**

This property is in Neath town centre and has easy access to shops, GP and dental surgeries, banks, local bus routes and so on.

This property has three bedrooms with shared facilities.

2 Applying for accommodation

We only house people who have a recognised mental-health problem and are referred by a professional working in mental health.

You cannot apply direct for accommodation as we can only accept referrals to the Family WISH Project for the Swansea area through the Oasis project. The Oasis Project is part of the health board. It organises referrals to supported housing for people with mental-health problems. Anyone who needs accommodation must discuss this with his or her care co-ordinator.

The Oasis Project will prioritise whom they refer for accommodation. However, we can refuse to provide accommodation if we believe we cannot meet your support needs.

We will accept referrals from other organisations for people who need accommodation in our properties in Neath Port Talbot.

Appeals

If you are unhappy with our decision not to give you housing, you can ask your care manager to help you make a written appeal to:

**Supported Housing Manager
Family Housing Association (Wales) Ltd
43 Walter Road
Swansea, SA1 5PN.**



3 About your accommodation

We aim to offer a very high standard of accommodation to the people who use our services.

- We will maintain our buildings to make sure we provide an environment that protects your privacy, dignity and comfort.
- We have systems in place to make sure we respond quickly and efficiently to any maintenance issues reported to us.
- We will regularly carry out servicing and maintenance to make sure your home is safe and kept in good condition.
- Our staff will not enter your home unless you invite them or if they have a right to in line with the Access to Properties Policy.
- We will regularly maintain, clean and monitor all shared areas to protect the safety and security of our tenants, staff and visitors.
- We have designed the environment to allow you to live as independently as possible.
- We have relaxation, leisure and social facilities.
- We have fitted safety and security systems and equipment to protect your wellbeing, and to keep to all relevant fire and health and safety regulations.

4 Your tenancy agreement

On the day you move into the project, a member of staff will give you a tenancy agreement. This sets out your rights and responsibilities as a tenant and our responsibilities as your landlord. The member of staff will fully explain the tenancy agreement and answer any questions you may have.

We will not accept responsibility for your belongings, and you are responsible for protecting and insuring them. When we give you your tenancy agreement, we will provide information to help you take out your own contents insurance if you need it.

When you move in, we will give you the following documents:

- Tenancy agreement
- Family WISH Guide to Services
- Complaints handling statement
- Tenants' panel letter



- The National Assembly for Wales 'Guarantee for Housing Association Residents'

Any care and support you receive is not connected to your tenancy agreement.

5 Charges

You will have to pay rent and a service charge for your accommodation. Our staff will help you claim Housing Benefit if you are entitled to it, but you will be expected to pay any difference between the benefits you receive and the rent we charge.

You are responsible for making sure you pay your rent and service charges when they are due.

You can pay your rent in a number of ways. Our staff will give you full details of these.

We review rents and service charges once each year.

The local authority pays the charges we make for support direct to us, with funding from Supporting People.

6 House rules

If you are living in shared accommodation, you must keep to certain house rules. Although we try to keep these to a minimum, we need them to make sure that the rights of all tenants are respected and to maintain the safety of tenants, staff and visitors.

7 Smoking

From 2 April 2007, the Smoke-Free Premises (Wales) Regulations made it an offence to smoke, or allow people to smoke, in any enclosed public or working space. These regulations were introduced to protect people at work from the effects of breathing in other people's smoke.

You, your visitors and our staff must not smoke in any shared area in our properties, or any bedrooms in shared houses.

In some properties we are allowed to have smoking lounges. Staff will be able to give you more information on the smoking policy for individual properties if you need it.



8 Alcohol

In most of our shared properties we do not allow tenants to drink alcohol.

9 Visitors

If you live in shared accommodation, you are allowed to have visitors during the daytime. The times that visitors are allowed are in the house rules for each property.

You are responsible for the behaviour of your visitors and must not allow them to interfere with the rights of other tenants.

Visitors are not allowed to stay overnight in shared accommodation.

10 Children

Children are not allowed to live in the Family WISH Project. As with all visitors, any children who visit you will be your responsibility.

11 Procedures to protect you and our staff

We have procedures in place to protect you and our staff. All staff receive training in relation to these policies, including:

- Formal training courses;
- Team training sessions; and
- One-to-one support from senior staff.

The relevant policies we currently follow include the following.

- Challenging Behaviour
- Personal Safety at Work
- Health and Safety at work
- Protection of Vulnerable Adults
- Dangerous Tenants Policy
- Vulnerable Tenants policy
- Lone Working Policy
- Whistleblowing Policy
- Confidentiality Policy
- Access to Records Policy
- Staff Code of Conduct
- On-Call Policy



We provide care and support to some people who may be considered vulnerable. Our procedures to protect vulnerable adults make it clear that each member of staff has a responsibility to report any incidents of actual or suspected abuse, and provide clear guidelines for doing so. These procedures work in line with 'The Inter-agency Policy and Procedures for Responding to Alleged Abuse and Inappropriate Care of Vulnerable Adults in South Wales'.

We have procedures, which set out how staff are allowed to handle your financial affairs. These procedures are monitored both within our organisation and by other funding organisations.

We work with other organisations and individuals, such as the police, social services, victims and witnesses to deal with antisocial behaviour. You can complain about antisocial behaviour by contacting a member of staff.

12 Emergency on-call service

We provide an emergency out-of-hours service 24 hours a day, 7 days a week. **You may contact this service in an emergency when no other staff are available.** When you move in, staff will give you more information about this service.

13 Inspections and audits

The services we provide in the Family WISH Project are inspected by the following organisations to make sure we are following regulations and continuing to meet your needs. We will tell you beforehand if any inspectors are visiting your home, and we may ask if you would like to talk to them about the services you receive.

- **Care and Social Services Inspectorate Wales**

We are inspected once a year to see if we are meeting both the Domiciliary Care Agencies (Wales) Regulations 2004 and the National Minimum Standards for Domiciliary Care Agencies in Wales, which set out how we must provide personal care.

You can ask your named worker for a copy of the most recent inspection report.



- **Supporting People Team**

We are visited at least every three years to see if we are delivering support services in line with the aims of Supporting People, and to make sure we are meeting your needs.

You can ask your named worker for a copy of the most recent inspection report.

- **Internal Inspectors**

Our Quality, Policy and Information team will visit each property every six months, to make sure we are continuing to provide a good service that meets all regulations.

We will tell you beforehand about their visit and give you a chance to talk to them.



Part 3 - About your care and support services

1 Who provides care and support?

When you move into the Family WISH Project, you will be introduced to your own named worker. Your named worker is a member of our staff team who will discuss what care and support you need. Together you and they will agree the kind of support we will provide to you.

Your named worker will also talk to the staff team, other agencies and senior staff about your care and support, if necessary.

Staff who have received appropriate training can provide day-to-day care and support.

Care and support provided at each property

The level of care and support that we provide is different at each property. Staff are on duty at each property between:

- 24 hours a day at Slate Street
- 8am to 9pm with sleep-in staff between 9pm and 8am at:
Bernard St
The Manse
King Edward Road
Robense House
- 8am and 9pm at all properties in the St Helens project
- 9am and 7pm at Sketty Road
- 9am to 5pm, Monday to Friday at:
Clos Yr Orsaf
Windsor Road
Allt-y-werin Road

2 The Staff Team

The team who work to provide services to you is made up of a number of people, all with a specific role to play. You will receive information on your staff team when you moved into your property.



3 Staff qualifications and training

Our staff will treat you with dignity and respect at all times. We train our staff to a high standard to make sure that you receive high-quality services. All our staff receive a three-month induction when they first come to work for us, and ongoing training throughout their employment. We also offer our staff the chance to take part in relevant National Vocational Qualification training.

4 Who manages the project?

The 'responsible person'

Under the Care Standards Act 2000, there has to be someone who has overall responsibility for the Family WISH Project. This person is known as the 'responsible person'. The responsible person is:

Jayne Jones
Head of Special Projects.

The 'registered manager'

This is the person who has day-to-day responsibility for our care and support services. The registered manager is:

Andrea Lock
Family WISH Project Co-ordinator.

You can contact Jayne and Andrea at our head office:

Family Housing Association (Wales) Ltd
43 Walter Road
Swansea, SA1 5PN.
Tel: 01792 406192

5 How we provide care and support

Planning support

The level of care and support we provide will be based on your needs.

Your named worker will write up a care and support plan based on your discussions. We will review this with you at least every six weeks and keep a record your progress so we can see if your needs have changed.



We will meet with you and your care manager at least every three months to look at your overall support needs. You can choose an advocate (someone who represents you) to come to these meetings with you.

Delivering support

You will be able to decide when you meet with staff for care and support.

Our aims for providing you with care and support are that:

- We work with you, not for you;
- Your care and support will be based on your needs; and
- We will work closely with you and other organisations involved in supporting you, to try to meet your care and support needs.

6 The type of care and support we provide

We provide care and support to help you to look after your home and live as independently as you can.

Managing a home and living in the community.

This includes support that will allow you to maintain your home, such as help:

- Understanding your rights and responsibilities under your tenancy agreement;
- Handling rent payments;
- Claiming state benefits;
- Setting up and managing gas, electricity and water accounts;
- Reporting repairs; and
- Managing your finances.

General support

This is support that is not directly related to managing your home, but that may improve your quality of life and self-confidence. For example:

- Organising social, leisure and training opportunities; and
- Using facilities in the community.

Food and cleaning materials

We provide all food and cleaning materials in the following properties.

- Slate Street



- St Helens Avenue
- St Helens Road
- King Edward Road
- Bernard Street
- Sketty Road
- Robense House

We will prepare you one healthy main meal a day in these properties. You will be able to decide choose from a menu and you and the other tenants must decide a time for the main meal.

You are able to use all food and cleaning materials as you want to and we can also provide one-to-one support to help you prepare meals if you need it.

If we provide this service, we include a charge for food and cleaning materials as part of your rent.

At all other properties you are expected to buy your own food and cleaning materials. We can help you to do this and also help you to learn how to prepare meals.

Helping you with medicines

We recognise that some people may not be able to take prescribed medicines correctly or safely without help.

We can provide support if you need help with your prescribed medicines. We are not able to help with medicines that have not been prescribed by a doctor, for example cold or indigestion remedies.

Personal care

We are registered to provide personal care at the lower level, which means encouraging you with things such as bathing, dressing and personal appearance. If you need more help, discuss this with your care manager.

7 What we do not provide

There are some things we will not be able to help you with. This is because the law does not allow us to, or because there are other services that can give you more specialist help. This includes the following:

Lifting or moving heavy furniture or other items – We can help you arrange for another person to help.



Managing your money – We will not manage your money for you unless your care manager has assessed you and they say you are not able to do this for yourself.

Transport – We do not provide transport unless you need staff to go with you. We can help you to use public transport and plan your journeys.

8 Cancelling care and support sessions

There may be times when either you or a member of staff needs to change a session that has been arranged.

If we need to change the time of a session, we will make every effort to continue to provide the service using a different member of staff or at a different time. We will always consider what you want.

You can change the time of a session by contacting any member of staff. If possible, please give us 24 hours notice if you need to cancel or rearrange a support session.

We will only cancel care and support in exceptional circumstances, and we will not cancel if this puts you at significant risk. If we have to cancel the support, we will give you at least 24 hours notice if we are able to.

9 Stopping care and support services

We may stop providing care and support services to you in the following circumstances.

- If the safety of our staff is at risk because of your unacceptable behaviour, such as threats of violence or aggression.
- If there has been a change to our contract to provide support. But in this case, the local authority will make other arrangements.



Part 4 - Having your say

1 Getting involved

We welcome and value your views about the services we provide, and we are committed to using your feedback to continue to improve our service.

You can give us your views in the following ways.

House meetings

We hold house meetings every month in all shared properties. These meetings give you the chance to make suggestions about how your home is run, suggest new activities and make decisions about menus. It is also a chance for you to discuss anything that you are unhappy about. The meetings are recorded and the notes are available in each property for you to see.

Tenants' panel

We invite all our tenants to join the tenants' panel, which is a group of people who meet every six weeks to discuss any issues about how we run our organisation or provide services. Staff can provide support to allow you to take part in the meetings, if necessary.

Tenants' newsletter

We produce a regular newsletter to give you information, news and updates on services. We encourage you to send us your own articles to include in the newsletter.

Consultation exercises

From time to time, we may also use other methods of consultation such as questionnaires, focus groups or other surveys to get your views on specific topics or a range of topics.

We may carry out this consultation ourselves, or arrange for another specialist organisation to do it on our behalf.

We always consult you on any changes that have a direct effect on the services you receive. This includes when we review policies that directly affect the way we provide services to you.



Compliments and worries

If you have specific worries, or would like to give us a compliment, you can tell a member of staff. We will record your comments and a senior member of staff will respond to any worries you have.

Join In Project

The Supporting People Team in the city and county of Swansea runs the Join In Project. Its aim is to give any people who have care and support services paid for by Supporting People a chance to give their views on how support services are provided.

We can provide you with support to go to meetings.

2 How to make a complaint

We will give you a 'complaints statement', which gives you advice on what to do if you are not happy with the service you receive.

You can make your complaint over the phone, in person or in writing to any member of staff. Addresses and phone numbers are on the complaints handling statement.

We also provide information on how to complain to our regulators about the service we provide, if you are unhappy with our response.

Their details are as follows.

Care and Social Services Inspectorate Wales
South West Regional Office
Unit C
Phase 3, Tawe Business Village
Swansea Enterprise Park
Swansea, SA7 9LA

Tel: 01792 310420

If you are receiving care from us, you can also complain to the local social services department. Their contact details are as follows.

Complaints Officer (Social Services)
Council Complaints Team
Freepost NAT3982



**Legal Services
City and County of Swansea
County Hall
Oystermouth Road
Swansea, SA1 3SN
Tel: 01792 637345**

E-mail: corpcomp@swansea.gov.uk

**The Complaints Officer
Social Services
Health and Housing
Civic Centre
Port Talbot , SA13 1PJ
Tel: 01639 763445**

E-mail: complaints@npt.gov.uk

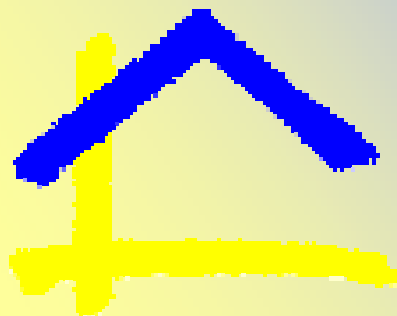
If you want to complain about the services you receive from the local health board to meet your physical or mental-health needs, you can contact the following.

**Swansea NHS Trust
Complaints Manager
Management Centre
Morrison Hospital
Swansea, SA6 6NL
Tel: 01792 703410**

**Neath Port Talbot Local Health Board
Office Manager
Suite A
Brittanic House
Llandarcy
Neath, SA10 6JQ
Tel: 01792 326500**



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Registered with the Financial Services Authority, mutual societies registration 21057R.



Family Housing Association (Wales) Ltd

**41- 43 Walter Road
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SA1 5PN**

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