

Residents' Application and Leaving procedure – Guide for Applicants

If you would like to apply for a place at Culverdale, please contact your Care Manager, who, if there is a vacancy, will arrange an informal look-around. During the informal look around you may be shown a typical room and all the other facilities available to residents, you will meet some of the staff, and will have an opportunity to ask any questions you have. You will also be given a copy of our "Introduction to Culverdale" brochure to take away and read; this covers a lot of areas regarding living at Culverdale.

We will give your Care Manager a set of application forms to complete and return to us. One form will need to be filled out by you (you can ask your Care Manager to help you with this), one will be filled out by your Care Manager and one by your Psychiatrist. These forms can also be downloaded from our website: www.crosswayscommunity.co.uk. We also require an up to date risk assessment and current care plan.

The completed forms should be returned to the Administration Department at 8 Culverden Park Road, Tunbridge Wells, Kent. TN4 9QX for the Equal Opportunities form to be removed and filed. Staff will then consider if, based on the information received, Culverdale can offer the applicant a more formal interview. If so, we will contact your Care Manager. You are welcome to bring someone with you to this. The purpose of this interview is to carry out an assessment of your needs, look at what support you might need and consider whether we can help you. This will simply involve us asking you a few questions about different areas of your life including information on your physical and mental health, what you do with your day, and other needs you might have. There will also be an opportunity for you to ask us questions about living at Culverdale.

We will consider your application carefully and carry out a Needs Assessment (see below). If we feel we are able to support you, we will inform your Care Manager. Rooms at Culverdale do not become available very frequently, and therefore, even if your application is successful, there may still be a wait, but we will discuss this with you at your interview and keep you up to date with the progress.

If you are offered a place at Culverdale, you will be given the opportunity to come back to the house again and meet some residents before accepting a place. If you accept our offer, a trial period will be agreed, then staff will assist you in completing all the necessary arrangements for your move. The first 2 weeks of your stay will be an assessment period for both parties.

If your application is turned down, you will be informed in writing and the reasons will be explained, you will also be informed of your right to an appeal and wherever possible we will try to suggest other places we feel might be more appropriate.

Needs Assessment

People considered

Culverdale is a purpose-built house which is ideal for those, aged between 18 and 65, who have mental health difficulties, who are on the whole able to look after themselves with some extra support in a building that is not specifically built for people with significant disabilities.

The house offers limited support; it is staffed Monday to Friday 9am to 5pm, with an emergency call-out system at other times. Therefore, it is important that people who come to us, fulfil the eligibility

criteria. When you come for a formal interview we will carry out an initial Needs Assessment, which will include: -

Information on recent use of other support services, including, Social services, hospital admittance or help with day-to-day tasks etc	
Appropriateness of Culverdale	Housing needs
Ability to undertake household chores, including shopping, cooking, cleaning, etc	Financial needs, including applying for benefits
Communication difficulties	Personal safety and risk, due to either self-harm, or neglect
Emotional difficulties.	Potential risk to staff and residents, including relevant history
Ability to self-medicate.	Any physical health and mobility difficulties, including allergies
Any difficulties with collecting or taking prescribed medication	Mental health difficulties including current diagnosis
Substance misuse including current & relevant history.	Assistance needed to maintain social or family contacts
Interest or current involvement with education or employment	Current daily/weekly routine, including Social & leisure interests
Cultural or faith needs	Past history, including the reason for any time spent in jail or detention centre

Potential residents must hold a UK National Insurance number.

We will also give you an opportunity to express any other needs you feel you may have, and with your permission, speak to any carer, professional, or advocate with you, for their view, to endeavour to cover all aspects of need, so as to be able to provide the most appropriate service.

Successful applicants and their Care Managers will be informed in writing and any additional information needed to process their application will be requested. Unsuccessful applicants will be given a written explanation, and where possible will be directed to other possible alternative providers.

After the initial needs assessment, there will be ongoing reviews in the form of support plans and further Needs Assessments, at appropriate times, usually six monthly but at least annually. However, if a resident feels they would like to initiate a review at another time, prior to the next agreed date, then this will be accommodated, and a mutually convenient time will be arranged with the resident and appropriate staff members. Residents may also have with them a family member, friend or advocate if they wish.

Residents will be informed in writing of the outcome of their reviews, a copy will be kept on the residents file. Staff will be available to discuss with residents any queries they have about the outcome

When staff periodically review assessment and review processes and procedures, residents' views will be sought, recorded and considered. Residents will be informed of any changes made to the assessment or review processes and procedures following any periodic review.

Appeal Process

Appeals will be carried out by staff members other than those who were at the initial interview. This will include a member of the management team. Your case will be reviewed independently of the views of staff at your interview. You are welcome to bring with you a family member, friend or advocate. With your permission, your Care Manager and other professionals involved with your care will be asked for their opinion. The appeal panel will inform you in writing of their decision with an explanation. If your appeal is successful you will be offered a place at Culverdale when one becomes available, if your appeal is unsuccessful we will try to suggest other places that may be able to help meet your needs.

Leaving Culverdale

A resident may leave due to:

- Voluntarily moving on.
- Residence terminated due to behaviour incompatible with community life at Culverdale and in breach of their licence agreement.
- After a new resident's six month probationary period it is felt, after close and continuous review of their needs assessment and Support Plan, that Culverdale is not suitable for the resident
- A change occurring in the resident's needs which makes Culverdale an inappropriate place to meet those needs.

If Culverdale gives notice to terminate the residents place, four weeks notice will usually be given. If any less notice is necessary, the Care Manager/CMHT, if applicable shall be informed where Culverdale is unable to follow normal period of notice. Information will include the circumstances surrounding such irregularity.

Voluntarily moving on

- Everyone who comes to Culverdale is encouraged to work towards becoming as independent as possible. It is possible that a resident at Culverdale may feel that it is now appropriate for him/her to move to independent accommodation.
- The resident should speak with his/her support-worker, the Manager and, if appropriate, Care Manager to examine the implications of a move thoroughly.
- The resident should be given every opportunity to discuss where he/she plans to go and assisted in every way to re-settle, with appropriate information being passed to Community Mental health Team at the receiving local authority.
- The resident should be made aware that in moving to independent living accommodation there will be little by way of on-going support and this is only suitable for those who can care for themselves.
- A resident who moves on into independent accommodation will have up to 8 weeks of support from Culverdale. Further support may be available from Crossways on a paid per hour basis.
- A resident who wishes to move on should have a Support Plan building towards the aim of independence.
- If a resident's voluntary move appears to be impulsive or is likely to result in significant risk, assistance from family, friends, Manager or Psychiatrist should be sought to provide any necessary advice towards making any move planned and co-ordinated.
- Culverdale has produced a "Moving On" booklet to be given to residents who want to move to independent accommodation.

Termination of residence

A resident may be asked to find somewhere else to live in the event of:

- Persistent failure to pay weekly fees (except where the fault lies with the local authority or funding agency)
- Harassment of other residents on the grounds of race, sex, sexuality, disability, political, religious or other views.
- Failure to take reasonable care of the resident's room and/or furniture, fittings and equipment of the home
- Using the home for business purposes,

- Using the home for illegal purposes including bringing unprescribed, recreational drugs or alcohol onto the premises
- Behaviour which causes annoyance, nuisance or physical harm to other people at Culverdale (this might include bullying people or persistently asking people for money/loans etc.)
- Persistently refusing to engage in support without good reason
- In any way being in breach of their licence agreement.

A resident who is asked to leave will be given four weeks notice in writing. If there is good reason, a shorter period of notice may be given.

Where Culverdale is unable to further meet the needs of a resident

- No applicant is offered a place unless Culverdale is able to meet the needs of that resident. However, if the resident's perceived needs change in that they now need greater support than can be provided by Culverdale, the resident will be given assistance in finding more appropriate accommodation.

Removal of belongings

In all cases, the resident is responsible for ensuring that all personal belongings are removed. With very little space for storage, Culverdale will have to dispose of property if it is not collected within a reasonable time following a move out of Culverdale. The items will be checked against any list that may exist on file of personal items in the resident's room and disposed of in the most appropriate and economical manner.