

## Culverdale – A Step in the Right Direction

Culverdale supported accommodation is part of Crossways Community and is set in a peaceful area of Tunbridge Wells but close to shops and the town centre. It is a welcoming and safe place to live where individuals are encouraged to further their own goals and independent living skills.

Crossways Community is rooted in a strong Christian ethos although it is not required that anyone living here has any particular belief.

### Facilities

There are twenty-two rooms available in this purpose-built accommodation; two self-contained flats, fifteen fully furnished single bedsits and five single flats (these share kitchens but have their own en-suite shower room). There is a large lounge on the first floor with media facilities and another on the lower ground floor which is also used as an arts and crafts space. There is also a laundry room with washing and drying facilities (coin operated). The building is set within a beautiful garden where you can sit and relax, chat with friends or tend to one of the vegetable plots.

Given the layout and design of the building, we regret we cannot provide facilities for people with physical disabilities which severely impair movement.

### Support

Culverdale is managed by Ginny Swaffer and her team and the office is staffed Monday to Friday 9am to 5pm (with reduced staffing over public holiday periods). Each resident will be allocated their own support worker and you will meet as agreed and according to your own support needs.

What you would like support with will be unique to you but could include areas such as:

- Budgeting
- Cooking
- Education
- Work
- Self-care and management

Having a structured and enjoyable routine is important to good mental health and therefore as well as being encouraged to pursue your own interests and goals outside of Culverdale, there is also an events programme in-house for residents. This will include activities such as social gatherings (barbeques and fish and chip evenings), day trips out and where possible, short breaks away. You will also be welcome to join any of our more regular activities, including Art & Craft, guitar group, faith group, relaxation group, gardening projects and local walks.

### Support Plans

After a few weeks of settling in, you will draw up your own support plan with your support worker, according to your own wishes and goals, as appropriate. You are welcome to include friends or family members to attend this if you wish. Your plan will be reviewed periodically to see how things are progressing. Engaging with your support worker and meeting regularly will help you to achieve your goals.

## How to apply

Live Well Kent (part of Kent County Council) funds the support at Culverdale and is responsible for the registration of Culverdale under Accreditation. Applications are now processed centrally through Live Well Kent. For details, please visit: [Culverdale - Crossways Community](https://www.crosswayscommunity.org.uk/accommodation/culverdale/) or [www.crosswayscommunity.org.uk/accommodation/culverdale/](https://www.crosswayscommunity.org.uk/accommodation/culverdale/)

Before you apply you will need to be able to self-medicate and prepare or organise your own meals (cooking skills can be built on with support), care for yourself and have some idea of where you will need support (this can be explored further when putting together your support plan).

You are welcome to have a look around and meet the team before you apply. Please call the office on 01892 516552 or email at [Culverdale@crosswayscommunity.org.uk](mailto:Culverdale@crosswayscommunity.org.uk) to arrange.

Once you have applied through Live Well Kent, staff will have a look at your application to see if we can offer you a formal interview. At this, we can chat about different areas of your life and support needs and assess whether we are able to help you. If you are offered a place at Culverdale, you will be able to meet with a member of the team to discuss what needs to be arranged, including a move in date.

## What you will need

There will be a few things to sort out including applying for Housing Benefit, changing your address and ensuring you are receiving the right benefits. Your support worker can help you to do this. You will also need your own bedding, pillows and linen, pots and pans, crockery and cutlery and have a TV licence if necessary. Contents insurance for personal property with a value of more than £500 will also need to be arranged.

A full checklist is available to help with this.

## Living at Culverdale

### House Rules

A list of the House Rules is available and will be given to you when you move in together with your Licence Agreement. These should be strictly adhered to for your own safety and that of other residents. Please note that NO ALCOHOL or UNPRESCRIBED substances are allowed on the premises. Culverdale is also a smoke-free and vape-free zone.

### Finances

When you fill out your Housing Benefit form you will be told how much your rent will be. Housing Benefit will cover the majority (if not all) of this (depending on your savings) but you may need to pay an amount to cover the difference. You will also be billed each month for the electricity you use in your room as these are metered individually.

### Taking part

We encourage every person to play an active part in the running of the house and your opinions and suggestions are valued. We have House Meetings every three months, annual resident surveys and a suggestion box.

### **Visitors**

We want you to feel at home and you are welcome to have visitors. In order to keep noise to a minimum later in the evening, we ask that guests leave the premises by 10.30pm Sunday to Thursday and 11.30pm Friday and Saturday. All visitors should follow the House Rules. Unfortunately, we cannot accommodate visitors over night in a separate room but if you need a visitor to stay in your room, please talk to a member of staff.

### **Local Groups/Facilities**

Being so close to the town centre, we are close to many resources including:

- Places of worship
- The Adult Education Centre
- The Hub (mental health resource centre)
- Sport Centres
- Parks
- The Kitchen Table (Crossways Community café)

Directly opposite us is Crossways Enterprises, a workplace where you can gain skills and experience mainly in the form of furniture upcycling to prepare you for voluntary work or other part-time employment.

### **Pets**

If you would like to keep a small pet in your room, this can be arranged subject to the agreement of the Manager and we will draw up a Pet Contract as appropriate.

### **Your safety**

Your welfare and safety are our utmost concern and as well as the House Rules, we adhere to strict Fire Safety, Electrical safety, Protection from Abuse and Health and Safety procedures. Details of all of these can be found in the Residents' Policy Folder in the lounge.

## **Moving on from Culverdale**

### **When you are ready**

If you decide to move on from Culverdale you will need to give at least four weeks' notice in writing that you wish to end your licence with us. You are asked to leave your room in a reasonable condition.

If you are moving to independent accommodation, we are pleased to be able to offer to support you for a further twelve weeks whilst you are making this adjustment.

### **You break your Licence Agreement**

We hope that your time living at Culverdale will be a happy and positive one, however there are circumstances where people are asked to leave. Further details are available from staff and can be found in the Residents' Policy Folder in the lounge. Usually, residents are given four weeks' notice to leave although if there is good reason, we may ask you to leave sooner than this or immediately.

## **Complaints**

We hope that everything about your stay at Culverdale goes smoothly but there may be circumstances where you are not happy. We will do our best to work through these with you. Details of the Complaints Procedure can be found in the Residents Policy Folder in the lounge or can be obtained from staff.

**We hope you have found this information useful. If you would like further information, please speak to a member of staff or have a look at the Residents Policy Folder. Contact details are:**

**Ginny Swaffer (Manager)**  
**Culverdale,**  
**5 Culverden Park Road,**  
**Tunbridge Wells,**  
**Kent. TN4 9QX**

**Tel: 01892 516552**

**Email: [Culverdale@crosswayscommunity.org.uk](mailto:Culverdale@crosswayscommunity.org.uk)**