



# PROSPERITY HOUSING GROUP STATEMENT OF PURPOSE

Personalisation, Prevention, Rehabilitation and Recovery



**SUPPORTED LIVING SERVICES FOR ADULTS  
WITH MENTAL HEALTH NEEDS**

## STATEMENT OF PURPOSE

Legal Entity : Organisation

Provider's name : Prosperity Housing Group LTD

Business address : G10 Quadrant Court, 49 Calthorpe Road,  
Edgbaston, Birmingham, England, B15 1TH

Business email : admin@prosperityhousinggroup.co.uk

Consent to email : (we agree to receive notices and other  
documents from CQC via this email address)

Business contact : 0333 772 9464

Service user band : 18-65 years

Gender : Male/Female

## INTRODUCTION

Prosperity Housing Group (PHG) provides Supported Living Services for adults, aged 18–65 years old who are living with mental health conditions; who require care and support, but do not need to be in inpatient care.

We provide safe and effective care and support for people in their own homes, with their own tenancy agreements, to enable them to develop life skills and independence, as an important part of their recovery; along with access to services that enable those with mental health conditions to live as independently as possible. Our service provides support for service users who are living in our community, who might be experiencing an escalation in symptoms to avoid hospitalisation and/or for service users leaving hospital who need support at home.

Our ambition is to empower service users with long-term mental health conditions to receive specialist care and support in the community. Our services encourage self-management techniques to promote independence to help prevent crisis situations. At Prosperity Housing Group, we improve access to other support services, accelerating treatment provision and provide effective care planning.

### Prosperity Housing Group supports people:

- Living in long-stay hospitals.
- Living in large group residential care homes.
- Living in the family home with aging parents.
- Living in the community with increasing mental health needs.

## OUR MISSION

We are committed to providing safe and effective care and support to vulnerable people living with mental health conditions whilst working in partnership with the Local Authority, NHS Trusts and other agencies to promote vitality, well-being and independence.

## OUR VISION

To promote the independence of vulnerable people to live as independently as possible in their own homes and the communities of their choice. We will become a leading national provider of choice for health and social care services.

## OUR AIM

We aim to support people who are leaving hospital or living within our communities, who have enduring mental health conditions and have an assessed need for requiring our support.

### Our aim is to provide quality care and support to:

**Enable** - People to live longer and healthier lives and require less support from health and social care services.

**Prevent** - People from becoming mentally unwell or dependent on inpatient services.

**Rehabilitate** - Support people to recover from mental illness and access effective treatment.

**Care** - Ensure people who have long term mental health conditions receive effective, quality care and support with dignity.

### Our Objectives:

- To provide good quality person-centered care and excellent signposting support.
- To promote service user involvement and choice in care planning.
- To be an employer of choice in our local area.
- To promote equality and diversity in the way our services are delivered.
- To be committed to working in partnership with all those who assist us in achieving our objectives.
- To help service users to progress along a planned pathway to a more independent lifestyle.
- To be a sustainable community business.

### We will achieve our aims and objectives by:

- Providing safe and effective person-centred support.
- Enabling service users to build a meaningful independent life in a community setting.
- Ensuring great care has been taken to assess referrals (in particular) the correct intervention within the existing group of service user is maintained.
- Working with each service user using the organisations' assessment, care planning, and review system to achieve positive outcomes for each individual.
- Supporting each service user to develop their interests, hobbies and aspirations.

- Supporting service users to acquire vocational experience or academic qualifications at school/college, that would enable them to continue their education or undertake a career of their choice.
- Assisting each service user to maintain and establish positive relationships with their family and friends.
- Educating each service user on matters concerning health awareness.
- Empowering each service user to participate in group programmes at Prosperity Housing Group to enhance self-esteem and social skills.
- Working in partnership with placing authorities and significant others to develop care plans with each service user.

**At Prosperity Housing Group we support all aspects of daily life to develop the skills required to live more independently. This includes:**

- Personal care
- Healthy eating
- Healthy shopping choices to promote wellbeing
- Benefit of physical health and exercise
- Taking medication (in line with care plan)
- Maintaining their homes
- Employment and further education
- Participating in community-based activities
- Paying bills and budgeting
- Maintaining tenancies
- Support with benefits
- Maintaining contact with friends and family

## **WHY THIS SERVICE?**

Our service was set up in response to the needs in the Sandwell area Market Position Statement analysis of the care and support market in Sandwell. This is supported by a robust evidence base that brings together data from a variety of sources including the Joint Strategic Needs Assessment, commissioning strategies, and market and customer surveys.

We have also listened to local feedback from our Police teams in relation to the impact of the rise of mental health related phone calls and threats of suicide in the Sandwell area on the resources within the police force.

Additionally, we have listened to reports from our local authority in relation to an unprecedented increase in the number of people with reported severe mental

health difficulties in the community. This has been impacted by the effects of the Covid-19 pandemic during the period of lockdown, such as isolation, substance use, domestic violence and homelessness.

Prosperity Housing Group also aims to address concerns in relation to the stark inequalities in accessing services and recovery rates in the black and minority ethnic communities.

We want to create a market which thrives on excellence and provides good quality services where people can achieve better outcomes, safely and independently in their communities.

We believe that Prosperity Housing Group, is prepared and able to provide a much needed resource and support to both our local community and the NHS at this time.

## **Our Person Centred Care Service:**

Our promise is to ensure that our care is delivered with each individual service user.

- To provide high-quality, 24/7 support and supervision for service users in their own homes.
- To support service users to maintain their own tenancy agreements.
- All service users will have copies of easy read tenancy agreements.
- To listen to each service user and develop an understanding of their individual needs.
- To help each service user to build and maintain positive relationships.
- To provide continuity, stability, and consistency of support and relationships.
- To reduce emotional and psychological distress and provide intervention support for those with mental health issues and challenging behaviours such as self-harming.
- To minimise risk of self-harm and harm to others through effective risk assessment and risk management.
- To provide positive and rewarding daily life experiences with opportunities to have fun and enjoy life.
- Where appropriate, to re-build and maintain relationships with family members and friends.
- To develop age-appropriate self-care skills, including money management, shopping, cooking, use of public transport, and community living and social skills.
- To encourage and enable each service user to find and use relevant educational and vocational training opportunities.

- To offer and arrange (as appropriate) individual therapeutic work to address identified psychological and mental health difficulties, family relationship difficulties and to improve service user social functioning.
- To encourage choice and control regarding how health and care needs are met.
- To work together with each service users in partnership with their parents, carers, the placing authority, and any other significant person in their life, with consent. This includes promoting and facilitating contact between adults, parents, carers, siblings and any other significant person.
- To promote access to care and support from mainstream services and access to specialist health, social care and medical support.
- Direct access to translation services for those needing support with English language.
- Providing regular monitoring and evaluation reports against the targets and outcomes set.
- Key worker sessions / one to one discussion readily linked back to care planning targets and outcomes.

## Our Person-Centered Approach to Care Planning

Our Person-Centred approach to care planning means that planning starts with and is lead by the individual and takes account their wishes and aspirations. Person-centred care planning is a mechanism for reflecting the needs and preferences of a service user with mental health needs and covers various aspects such as education, employment and leisure.

- Quality of life – Service users who access care and support from Prosperity Housing Group will be treated with dignity and respect. Care and support will be person centred, enabling the service user to achieve their hopes, goals and aspirations. Our focus is on supporting people to live in their own home within the community, supported by local services.
- Support and interventions will always be provided in the least restrictive way possible, in line with ‘Positive and Proactive Care.’
- Every service user will receive a fair assessment and treatment integrated into their broader care and support pathway - with hospitals working closely with community mental health and other services, including those providing intensive community and/or forensic support.
- Every service user will receive support to work towards independence and recovery. Our plan would be to minimise causes for admission to hospital, supported by a clear rationale of planned assessment and treatment with measurable outcomes.

## **BENEFITS TO THE COMMUNITY**

Prosperity Housing Group aims to make a valid contribution to our community by;

- Supporting others to build self-esteem, confidence, independence, self-management, and person centred skills
- Reducing service user offending behaviour
- Reducing service users self-harming behaviour
- Contributing to the economy by providing employment
- Reducing service user dependence on benefits
- Reducing the need for criminal justice intervention
- Supporting the Sandwell community to provide Fair Access to Care Services (FACS). (As at September 2014 there were over 3,700 people in Sandwell who are eligible under Fair Access to Care services (FACS) criteria to receive council funded care and support.

### **We will achieve this by having:**

#### **Clear Governance Strategy and Structures**

The Company Strategies for the delivery of care services are monitored at least quarterly and they are reviewed annually with service user and carer involvement.

#### **Matching**

Staff working closely with each service user to ensure they are appropriately matched to maximise the quality, continuity and purposefulness of contact time. Key workers will be allocated to each service user accordingly.

#### **Purposeful Activities**

A structured day encouraging service users to attend all appointments, and participate in independent living, life and social skills sessions. This may include attending college, or work.

#### **Progression and development system**

The development strategies give service users clear boundaries and the opportunity to fulfil their maximum potential. Changing behaviour is accomplished in a firm but nurturing way.



## **Thorough care planning assessments**

A highly detailed care planning system is operated based on a thorough pre-placement assessment. As much information as possible about each service user is gathered to ensure we understand why the placement is being proposed, what the care needs are likely to be, and the likely areas of challenge and work for staff. In this way, we can develop with the service users agreed targets and be more specific about the outcomes they want to achieve.

## **Regular updates**

We provide the placing authority with interim and full assessments of the progress being made based on the information gathered from the professional services provided throughout each service user's care.

## **OUR PHILOSOPHY OF CARE**

It is a belief of the organisation and staff working at Prosperity Housing Group that change is always possible. Each individual makes choices although not always with conscious awareness of themselves or of others. Any change in behaviour, thinking, or feeling becomes the basis for wider changes to follow. All service users are therefore valued and are of value and are not written off or labelled because of their behaviour or mental ill health.

We value diversity and seek to enlighten those we work with to see this value also. It is essential that the environment that our staff work in promotes change, and that part of this is physical safety - (we are not tolerant of dangerous or threatening behaviour). This type of behaviour is confronted and worked on and we expect the full support of referring agencies in this.

We recognise that all service users are individuals, and that different approaches and models will be suitable or appropriate for each individual service user. This may be due to their emotional state, level of understanding, chronological age or even an approach that captures their imagination, helping them to engage. We also understand that approaches may need to change over time as each service user grows and develops (both physically and emotionally).

The care staff at Prosperity Housing Group will work towards positively developing individual qualities, which will give each service user an opportunity for person centred growth and development.

Prosperity Housing Group 'Principles of Good Adults Care' is based upon the key principles of privacy, dignity, self-fulfillment, independence, choice and rights. This is integral to our working practices.

## OUR ORGANISATIONAL CULTURE

There will be an open, blame-free culture for reporting incidents. Staff will operate an open-door policy so that the adults feel free to talk to staff about any concerns.

## INFORMATION ON PROPRIETOR AND PERSON IN CHARGE

Location One: Prosperity Housing Group, 8 Edgbaston Road  
Smethwick B66 4LA

Director:	<b>Petra Foster</b>	admin@prosperityhousinggroup.co.uk
Director:	<b>Jessica Campbell</b>	jessica@prosperityhousinggroup.co.uk
Registered Manager:	<b>Jessica Campbell</b>	jessica@prosperityhousinggroup.co.uk

## THE NOMINATED INDIVIDUAL FOR PROSPERITY HOUSING IS PETRA FOSTER

Petra has managed a Supported Housing Scheme for teenage parents and is passionate about supporting people to live happier lives and create resilient communities. Petra treats people as individuals, providing them with a range of services and the opportunity to support themselves, and to live a fully independent and prosperous life.

## THE REGISTERED MANAGER FOR PROSPERITY HOUSING GROUP IS JESSICA CAMPBELL

Jessica graduated with a BSc in Psychology with Criminology and then went on to complete her MSc in Forensic Psychology. She has previous experience as a Healthcare Assistant and then went on to become an Assistant Psychologist in a Private Hospital supporting inpatients with various mental health issues, such as eating disorders, addictions, personality disorders, self-harming behaviour, suicidal ideation and also adolescents with various mental health issues. Jessica has worked in a supportive live-in carer role, worked with older people living with issues such as dementia, and younger people with physical health issues such as cerebral palsy. Jessica is passionate and dedicated to providing the highest level

of support for vulnerable young people in the community in order for every young service user who lives and works with Prosperity Housing Group to flourish and reach their full potential, despite their challenging circumstances.

We currently have 3x senior staff and 4x full time staff. All care staff will be key workers and have service users they will be responsible for.

## **OUR STAFFING STRUCTURE AND RECRUITMENT**

There are sufficient skilled and flexible staff to accommodate the services' changing needs. We have a clear management structure that will work effectively to support staff and service users.

## **THE KEY WORKER**

The key worker has an integral role for the Prosperity Housing Group ethos to each service user. To advocate on behalf of the service user to assist in the details of carrying out their care plan and to build a relationship through intensive interaction.

They are responsible for ensuring the service user is able to identify what health checks need to be carried out and when. Directions to places of religious worship are given and any observances are facilitated, and education requirements are met.

They will also assist, where appropriate, in obtaining resources for the service user to support their care plan.

The key worker prepares reports at the agreed level of frequency and attends all meetings pertinent to each service user. All key workers have a responsibility to keep the whole team fully up to speed in order to ensure each service user is fully supported.

## THE TEAM APPROACH

It is recognised that it is vitally important that the team functions well together.

That challenging behaviour is too much for service users to bear solely and that it is only through the staff group operating as an effective team that they can withstand the behavioural changes of the Service Users.

The team holds regular meetings which creates a powerful forum to provide feedback and discuss strategies linked with care planning, reviews and general updates.

The concept of a team incorporates those professionals, family members, carers and others that are involved in caring for the service user - which in turn increases the strength which can be found to work with difficult and challenging individuals.

Staffing levels at Prosperity Housing Group will be based upon the individual assessed needs of each service user. Ideally the property will be staffed as detailed below:

7.30am - 7.30pm (the manager working 9-5, 1 x senior and 1 x Healthcare Assistant)

7.30pm - 7.30am (either 1 x senior and 1x support staff or 1 member of staff only as you have stated above).

We consistently recruit to ensure that we have sufficient numbers of skilled staff to meet the assessed needs of our service users. Our staffing rota's will allow flexibility in staffing numbers to meet the activities of daily living, engagement, and to meet the changing needs of our service user.

We recognise that any organisation is only as good as the people behind it. Each member of our team brings an unrivalled depth and breadth of experience to their role. This is gained from a lifetime of dedicated work in high-quality standard therapeutic care, united by their strong commitment to Prosperity Housing Group's vision and values. Our team have the passion, knowledge and experience to inspire our service users' lives for the better.

# ORGANISATIONAL STRUCTURE

## Prosperity Housing Group Organisational Chart



### Team leaders will also be:

- 1x RMN
- 1x Occupational Therapist
- 1x Safeguarding Lead
- 1x Medication Champion
- 1x Advocate
- 1x Activity Coordinator

## ACCOMODATION

The Supported Living Service recognises that prospective service user should have the opportunity to choose a home, which suits their needs. To facilitate that choice, we do the following:

- Provide detailed information on the service which is published in the service user guide.
- Give each service user a Tenancy Agreement specifying the terms of their tenancy.
- Ensure that every individual has their needs thoroughly assessed before a decision on admission is made.
- Ensure the service user and all parties involved in their care are confident that the placement can meet the service user needs and aspirations.
- Offer phased visits to prospective service user.

There are a number of properties, which are intended to provide environments where tenants are able to experience independent living in the community.

## REFERRALS

All enquiries about the service in general can be made to our offices where information can be sent, and discussions held with the manager. We would usually like the service user to be visited to begin our own assessment and to talk through with them their hopes and fears about the prospective care and support.

The staff team will work hours based on the needs of the service user however, 24/7 support is available.

During the referral process, the service user will review with their key worker the plans for their support package and expectations of them within the service. The key worker should already have had contact with the service user and will have explained the purpose of the service.

All efforts will be made to make referrals to Prosperity Housing Group as planned as possible. It is particularly important that the agencies work together to remain person centred in planning referrals; however, we do in some situations consider emergency referrals.

A care planning meeting should be arranged before, or soon after, the referral begins to ensure that a comprehensive care package is in place.

The service user will be able to review with the staff and their key worker the progress they have made and the steps they need to take to build on this success. This will mostly appear in the care planning system.

## **STAFFING**

All staff will undergo checking and clearance with the Disclosure and Barring Service (DBS) with the appropriate references taken up before they are offered employment. Prosperity Housing Group induction training begins before the applicant is placed to ensure that they have sufficient skills and knowledge to carry out their duties.

The staffing team offers a mixture of men and women who have skills to cater for the complex needs of adults. All staff will have gone through an induction process; there is also further training carried out regularly to enhance the skills and knowledge of the staff to ensure that they are equipped to work with complex needs.

The staffing team ensures that the majority of the cultural, religious and linguistic backgrounds of the adults are catered for. Our staff work towards empowering each individual so that they will be able to live within the community with a sense of pride, belonging and social responsibility.

All new staff will receive an induction followed by supervision every two weeks for the first six months of their employment from their Line Manager or other designated staff member. Thereafter supervision will be held at least once a month. Records of these meetings will be kept detailing agreed action and timescales. This will be in accordance with The Prosperity Housing Group supervision policy.

All staff will be appraised within the first six months of their employment and annually thereafter. This is to assess with the member of staff their development during their probationary period and then each year thereafter. This will also identify how Prosperity Housing Group can support the staff member to reach their full potential.

Prosperity Housing Group supports further training and development of each individual care staff, and a number of staff will undertake the NVQ Level 3 in Health and Social Care. In addition to staff undertaking nationally recognised

/ professional qualifications in care, a rolling training programme is offered to all staff covering adult care practices in line with legislative and health & safety guidelines. It is essential for staff to attend training as each session is geared towards ensuring that staff are able to add value to the quality service provided for our customers. All staff will receive training in Confidentiality, GDPR, Safeguarding, Equality and Diversity, Self-Harm Awareness, Gang Awareness, Sexual Exploitation, Mental Health Awareness, Emergency at Work First Aid, Notification of Incidents, Health Promotion and Hygiene (including Food Hygiene), Medication Handling, Suicide Awareness and Prevention, Fire Safety and Multi Agency Public Protection Arrangements (MAPPA) etc.

All staff are trained via the in-house training programme which covers all aspects of care in relation to Supported Living and working with adults who display Challenging Behaviour and also go through a thorough induction process. This in turn enhances the care staff's overall development and career potential.

## **HEALTH PROMOTION**

We will support service user to register with all local health services. This will be part of their living skills programme.

Health promotion is also undertaken by our care staff, ensuring that each service user has a better understanding of issues relating to their health care. This is achieved through individual and group discussions such as key work sessions, one to one discussion and service user meetings

If it has been recognised that a service user has issues that could affect their health development then individual referrals can be made to specialist agencies so that assessments and packages can be put in place that would support the service user to overcome their presenting problem and/or dependency. This will be done in partnership with their social worker.

## **SAFEGUARDING**

Prosperity Housing Group recognises that an allegation of abuse made against a member of staff or peers may be made for a variety of reasons. It is imperative that those dealing with an allegation maintain an open mind and that investigations are thorough.

Prosperity Housing Group recognises that The Care Act 2014 sets out a clear legal framework for how local authorities and other parts of the system should



protect adults at risk of abuse or neglect. It is also recognised that hasty or ill-informed decisions in connection with a member of staff can irreparably damage an individual's reputation, confidence and career. Therefore, those dealing with such allegations within the organisation will do so with sensitivity and will act in a careful, measured way.

## Receiving an allegation:

A member of staff who receives an allegation about another member of staff should follow the guidelines for dealing with disclosure.

The allegation should be reported immediately to the Registered Manager, unless the Registered Manager is to whom the allegation is made, in which case the report should be made to the Safeguarding lead. The Registered Manager or Safeguarding lead should:

- a) Obtain written details of the allegation from the service user which is signed and dated. The written details should be countersigned and dated by Registered Manager or Safeguarding lead;
- b) Record information about times, dates, locations and names of potential witnesses. Initial assessment by the Registered Manager or Safeguarding Lead.

The Registered Manager or Safeguarding Lead should make an initial assessment of the allegation, consulting with the relevant local social services department or agency as determined by local arrangements as appropriate.

Where the allegation is considered to be either a potential criminal act or indicates that the service user has suffered, is suffering or is likely to suffer significant harm, the matter should be reported immediately to the Care Quality Commission (CQC), relevant Safeguarding Board and where necessary the police.

The procedure in the event of any allegation of abuse or neglect:

- (a) Prosperity Housing Group will liaise and co-operate with the Local Authority Safeguarding team or make adult protection enquiries in relation to any adults placed within Prosperity Housing Group.
- (b) Prosperity Housing Group will make a prompt referral to the Local Authority of any allegation of abuse or neglect affecting any service users placed within Prosperity Housing Group.
- (c) Prosperity Housing Group will notify the Local Authority and CQC of the outcome.

## **SELF-HARMING BEHAVIOUR**

Prosperity Housing Group recognises that service users with mental health conditions may cause harm to themselves. If it is suspected that a service user is causing harm to themselves, action must be taken in accordance with the adults Protection policy/procedure guidelines.

All staff must take self-harming behaviour seriously; staff are expected to recognise changes in each service user's behaviour which may lead to self-harm due to emotional and physical distress and identify with signs and indicators that a service user may be capable of causing harm to themselves. Each service user must be given as much support and reassurance as possible to try and protect them from causing any further harm to themselves. The welfare of each service user is of paramount importance.

## **LEISURE / SPORTING ACTIVITIES**

It has been recognised that hobbies / leisure / sporting activities play an integral part in the social and emotional development of adults. Each service user is given the opportunity to engage in activities of their choice. They are encouraged to identify with a hobby / leisure / sporting activity outside of our homes to take part in, such as swimming, football, netball, basketball, cricket and/or leisure centre based etc.

Also, group activities (both indoor and outdoor) are arranged for service users to take part in; this enables the staff to observe each service user's social skills in a group situation both in and outside of our homes. The staff's observations are then evaluated, and the findings would then form part of their discharge plan.

## **ANTI-BULLYING**

Prosperity Housing Group has an Anti-Bullying policy, which should be read in conjunction with the Safeguarding Policy. The staff at Prosperity Housing Group are aware that bullying can take place when service users live together in their own homes. The forms of bullying that can take place include but are not limited to, verbal teasing, physical threats or attacks, theft or destruction of property, isolation and racism. The effects of bullying on service users can cause emotional difficulties and relationship problems and can lead to a further decline in their mental health, self-harm and or actual suicide.

Staff will be supportive and vigilant about vulnerable adults needing to be protected, should the problem of bullying arise. The staff will discuss in an open and frank manner the issues of bullying with the individuals. Prosperity Housing Group will not tolerate bullying, and when staff are aware of this happening, the service user is given support and their wishes taken into consideration. The Social Worker of the service user and the perpetrator (if applicable) will be contacted, and a meeting would be arranged to discuss a way forward. The disclosure will be dealt with sensitively and swiftly.

Prosperity Housing Group also recognises that in some instances 'the victim' often fear reprisals if they openly disclose to anyone that they are being bullied. Therefore, the staff at Prosperity Housing Group will receive training on how to identify behaviour, triggers and signs that could indicate that a service user is being bullied.

## **FIRE AND EMERGENCY PROCEDURE**

All precautions are taken to ensure our service users are aware of the dangers of fire. Smoke detectors are fitted throughout the homes and there are fire extinguishers available upstairs and downstairs. Should any faults be discovered then they would be dealt with immediately. Prosperity Housing Group has one named fire officer, but every member of staff is trained in carrying out the necessary checks and dealing with any potential problems.

The fire alarm system, smoke detectors and fire extinguishers are checked weekly, and every month a fire drill is held. A qualified electrician checks the system annually. All service users are made aware of the procedure in case there is a fire and instructions are displayed throughout the house. These instructions include identifying the designated escape routes. Emergency fire procedures are discussed on a regular basis at each service user's meetings, especially after an admission.

## **EMERGENCY PROCEDURES**

If the accommodation becomes unusable for whatever reason, the adults and staff would be our first priority and the business continuity plan will be followed.

We would inform all the necessary people of where the service users are temporarily staying, and the actions taken to minimise any disruption to their lives.

Once the building has been made safe and the necessary checks have been made, service users and staff would return to their homes. On admission, each service user is shown around the home and they are made aware of Prosperity Housing Group's Fire Evacuation Procedures. This also applies to new members of staff.

## **RELIGIOUS OBSERVATIONS**

Religion is very important to Prosperity Housing Group, and it is part of the referral process to have as much information about each service user including religion, culture and first language. Each service user is supported to regularly visit their designated place of worship locally and if need be a member of staff would escort each service user to facilitate this.

## **CULTURE**

Culture is viewed as being essential to the development of all service users. Our programme is designed to support these needs in a positive manner including service user visits in the local community, obtaining books, arranging discussions, encouraging service user to attend talks and identify positive role models. Prosperity Housing Group acknowledges and supports the celebration of all cultures and religious observations. All service users are supported to celebrate cultural events both in their homes and within the wider community. This allows the service users to remain 'in touch' with their cultural values, which in turn ensures that they do not lose sight of their cultural heritage.

## **WORKING IN AN ANTI-DISCRIMINATORY PRACTICE**

Prosperity Housing Group believes in empowering service users to enable them to make choices in their lives, based upon informed choices. This is achieved through using positive role models and respecting diversity and reaffirming the strengths of others in a positive and constructive manner. The staff's awareness of anti-discriminatory practices (equal opportunities) will be raised through training and support. Each service user is involved in their care including the creations of their care plan. The staff will ensure that each service user is made aware of their rights through discussions and information sharing both on an individual basis and in meetings.

## **REPRESENTATION AND COMPLAINTS**

When a service user chooses Prosperity Housing Group to provide their care, they are given a copy of the “Service User Guide” which has details of our Complaints Procedure as well as other useful information relating to Prosperity Housing Group. “The Service User Guide” will be discussed with each service user to ensure that they have a full understanding of their care and support provider and their rights to complain.

## **EDUCATION AND TRAINING**

Whilst not compulsory, at Prosperity Housing Group we encourage adults to attend education if they are not in employment. Colleges and / or careers advice centres in the area will be contacted soon after the placement begins at Prosperity Housing Group and an appointment would be made for the service user to attend a local college or training centre, if their recovery facilitates this. Where appropriate, service users will be encouraged to actively be seeking employment. The Registered Manager and the allocated key worker will support this.

Aims of Top-Up Education: To provide each service user with a solid grounding in basic skills. To develop each service user’s understanding of themselves and their surroundings. To stimulate the creative potential and enhance the cultural awareness of every service user. To extend each service user’s general knowledge and practical abilities. To develop a sense of community, belonging and caring between and to each service user we work with.

## SEMI-INDEPENDENCE TRAINING

### Aims of Semi-Independence Training:

- To support service users to ensure their home is a safe environment for them to learn and enhance their skills and knowledge in preparation for them to live independently.
- To develop each service users awareness about Government systems and community services, so that they can represent themselves as and when necessary. To ensure the service user recognises and develops their social skills to enable them to integrate into communities and society as a whole.
- To enhance/develop each service users interpersonal skills so that they can make and sustain friendships.
- To enable the service users to acquire knowledge and skills in household maintenance and money management.
- To ensure the service users develop the necessary competencies with regards to employment and further education.

The aim of the semi-independence programme is to ensure that, as far as possible, each service user is prepared for independence and ready to take their place in the community with a sense of pride and strength. It is our aim that where possible, service users are equipped with the necessary skills and knowledge to develop, socially and emotionally thus, making sure that they have a smooth transition to live independently.



# PROSPERITY

— HOUSING GROUP —