



Coastline housing

Miners Court Statement of Purpose



Miners Court Statement of Purpose

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Introduction

Coastline Housing has more than 5,000 properties within Cornwall, some of which are designated Supported Housing, as well as one Extra Care Housing Scheme.

Coastline Housing employs a team of Care and Support Assistants to deliver the care and support to customers living in Miners Court Extra Care, as well as supporting those who visit the scheme to use the Day Centre.

Coastline has an Executive Team of Directors and a Board who formulate the strategic direction and make decisions within the company.

Aims and objectives

Mission statement



Great Homes



Great Services



Great People

Values



Put our Customers first
Customer focused



Be open, honest and accountable
Trustworthy



Strive to be the best
Learning



Value each other
Caring

How we will make a difference

Put our customers first

We will deliver the best possible services to our customers. We will always put our customers first and ensure feedback from customers shapes our services.

Be open, honest and accountable

We will be open, honest and accountable so that we are trusted. If we get things wrong we will admit it, and pass on what we have learnt to others. We will publicly share how we are performing against our promises.

Strive to be the best

We challenge ourselves and each other and set high performance standards. We are constantly seeking to improve. We will learn from our mistakes.

Value each other

We are open with each other, and treat each other with respect. We will be fair and engage with all our staff, rewarding appropriately. We seek and benefit from a diverse set of people with differing perspectives.

Details of the services

Coastline Housing Ltd is registered as a Company, Limited by Guarantee. Registration Number 3284666.

Coastline Housing Ltd is registered as a charity with The Charity Commission, Registration Number 1066916.

The Registered Office address is Coastline House, Barncoose Gateway Park, Redruth, TR15 3RQ.

For the purposes of customer safety, the business has full Liability Insurance. Copies of certificates are available on request.

Coastline Housing Limited is registered and inspected by the Care Quality Commission to provide Personal Care services to people in their own homes. Coastline Housing Limited's CQC provider ID is 1-1847288600.

Coastline Housing's registration relates directly to Extra Care housing services for Adults aged 18-65 and Older People aged 65+ who fall in the following categories:

- Dementia;
- Learning disabilities or autistic spectrum disorder;
- Mental Health;
- Physical Disability; and
- Sensory Impairment.

Coastline delivers care and support services in a person centred manner. This means each person is approached as an individual, and as such, their care and support is individually tailored to them. We adopt a strengths based approach and firstly consider what someone is able to do for themselves. We will then work with the individual to decide how our service can assist them to maintain as much independence in other areas of their support as they can.

For example, our registration for personal care allows us to provide assistance with personal care: washing, dressing, toileting. The individual may be able to independently get themselves into the shower and wash themselves, but need some help with washing their hair. We would ensure the person completes elements they can for themselves and then determine the minimal level of support the person needs. This could be a prompt, gestures, through to hand-on-hand support.

Following assessment of an individual's care and support needs, we develop a Care and Support Plan which details the service they have specified.

Limitations of the registration

Coastline Housing is not registered to provide nursing care and is not a residential care home.



Health and Care needs met

Coastline has a range of services which enable the delivery of a person centred service, giving Customers exactly what they want and meeting their care and support needs as limited under their CQC registration.

Care and support services that are available within Miners Court Extra Care include:

- Help with personal care: washing, dressing, toileting;
- Helping to mobilise e.g. getting out of bed;
- Assisting with medication (subject to completion of staff training);
- Preparing simple meals and snacks;
- Referrals to other agencies for specialist support and advice;
- Shopping;
- Light housework duties;
- Emergency alarm services and equipment;
- Lower level support and welfare checks;
- Rehabilitation in our Pathway Flats - motivating Customers to maintain plans agreed with other professionals;
- Help with the development of household management skills and re-developing self-care skills;
- Befriending / companionship including trips out; and
- Day Centre.

Address for Services

The 'address for services' delivered by Coastline Housing, including Miners Court Extra Care is: Coastline House, 4 Barncoose Gateway Park, Redruth, Cornwall TR15 3RQ.

This is also the business' head office.

Coastline House is based in Barncoose, Redruth, which is within easy commute of Miners Court Extra Care. There is car parking available on site for visitors and a staffed reception open 24 hours a day, seven days a week.

Registered location

Coastline Housing currently has one registered location, known as Miners Court Extra Care. The CQC Location ID number is 1-1991923326.

The address of Miners Court Extra Care is: Miners Court, Miners Row, Redruth, Cornwall TR15 1NJ.

Miners Court Extra Care was last inspected by the Care Quality Commission on 25th May 2021 and was awarded a 'good' rating.



Care and Support Services

Vision

There is a clear vision set out for care and support services which overarches the delivery and fundamentals of service delivery. This vision is:

“Delivering individual support and safe accommodation to create the environment for people to move towards independence.”

How we work

In clear support of this service vision, Coastline’s care and support services adopt the Psychologically Informed Environments (PIE) approach.

This is traditionally an approach adopted within the delivery of services for people experiencing homelessness, and consists of five elements which seek to ensure services take account of individuals “psychological makeup – the thinking, emotions, personalities and past experience...in the way that it operates”.

The following psychological approaches are adopted within Coastline’s care and support services and influence the way we work.

A strengths-based approach values the capacity, skills, knowledge, connections and potential in individuals and communities, whilst ensuring every person is seen and respected as an individual with their own beliefs, values, motivations and choices.

Focusing on strengths does not mean ignoring challenges, or spinning struggles into strengths. This is about encouraging individuals to see their own value, building self-confidence, finding positivity and enjoyment in what can be an extremely challenging experience. By identifying these strengths, there can be capacity to transfer these skills to other areas of life.

People experiencing complex trauma are likely to have problems sustaining stable relationships due to their history. Individuals may be more likely to experience distress, such as feelings of shame, distrust of others which can have an impact on how they engage in relationships that are there to help and support. They are also more likely to experience overwhelming emotions, have difficulties controlling fear and anger, and may have other mental health needs such as depression and anxiety. For this reason they may use maladaptive (unsuitable) techniques, such as using drugs or alcohol or self-harming, as a way of coping.

The adoption of the PIE framework and the identified psychological approaches is translated into the following service commitments (not listed in any order of importance). As such, we will work to make decisions, shape the culture and design policies and procedures with this in mind.



Allowing people to thrive	Duty of candour
Doing the right thing	Co-production
Continuous improvement	Creating a safe environment
Reflective practice	Colleague training & development



CQC Service Rating

Coastline Housing Limited

Miners Court Extra Care

Inspection summary

CQC carried out an inspection of this care service on 25 May 2021. This is a summary of what we found.

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Service and service type

This service provides care and support to people living in specialist ‘extra care’ housing. Extra care housing is purpose-built or adapted single household accommodation in a shared site or building. The accommodation is rented and is the occupant’s own home. People’s care and housing are provided under separate contractual agreements. CQC does not regulate premises used for extra care housing; this inspection looked at people’s personal care and support service.

The service has a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

The Care Quality Commission described the services at Miner Court Extra Care:

“People told us they were happy living at Miners Court and felt they were safe and able to access care when they needed it. They received scheduled visits during the day to help with personal care. Everyone had a lifeline so they were able to call for additional support when required.

“People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.”



Who's who - leadership



Nominated Individual

Louise Beard FCMI

Deputy Chief Executive Officer with responsibility for Housing, Assets and Communities.

Coastline House, 4 Barncoose Gateway Park, Pool, Redruth TR15 3RQ
louise.beard@coastlinehousing.co.uk
01209 200200

Louise is the responsible individual with the Care Quality Commission (CQC) and Deputy Chief Executive (with responsibility for Housing, Assets & Communities) for Coastline. Louise has extensive knowledge and experience in managing assets including 5,000 homes, a number of offices, extra care services and homeless accommodation.

Louise was appointed as Director of Housing and Support for Coastline Housing Ltd (CHL) in November 2007, and took on the additional responsibility of Deputy Chief Executive in 2020. This is a key strategic role for Coastline, working with the Executive Team to deliver the corporate strategy, whilst ensuring the development and promotion of Coastline's core values, and activities. Louise's key role is to establish the future vision for Care, Housing & Support services including the delivery of quality services which meet the appropriate regulatory standards.

As Coastline's designated Safeguarding Lead, Louise has cascaded training and embedded ownership across Coastline including the repairs delivery teams. Having initially developed a Volunteer and Partner programme for the Coastline Homeless Service, it is now cascaded across Coastline and achieved the Investors in Volunteers Accreditation. Volunteer services not only benefit volunteers by giving a sense of purpose but also help to provide sustainable services, enhancing quality of life for customers, including advocacy, reciprocity and peer support.

As a voluntary Trustee on a Board of Trustees with overall control of the Shared Lives South West charity 2014–2022, Louise was part of a team responsible for ensuring the charity was delivering services that it was set up to do, providing accommodation, care and support for vulnerable adults. Shared Lives is all about one household sharing their lives, families, home, interests, experience and skills with other people who need some help and support to live their life to the full. Shared Lives South West delivers the Shared Lives programme across Cornwall, Plymouth, Torbay, Devon and Somerset.

Louise was also a Board Director for Coastline Care Ltd 2009–2015, responsible for the strategic direction, governance, monitoring and performance of the company, and developing and driving the delivery of the Corporate Strategy, ensuring compliance with the values, ethos and ethics of the company. This involved scrutinising each year's financial accounts prior to publication and acceptance, and reviewing the annual budget and business plan.

Louise promotes Coastline Housing and its work with stakeholders, facilitating effective co-ordination of its activities with other organisations and partners. Louise also ensures that Coastline complies with the Housing Health and Safety Rating System (HHSRS) and that all work is undertaken in accordance with relevant codes of practice and legislation, including the Health and Social Care Act 2008. She is fully committed to her continued learning and development and has completed the National Vocational Qualification (NVQ) level 5 in Strategic Management, complimenting over 30 years' experience in the sector and 17 years in senior management.



Who's who - leadership



Abbygayl Hack

Supported Accommodation and Extra Care Manager

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01209 200200

Abbygayl, also known as Abby, has worked at Coastline Housing for over 12 years and has an excellent knowledge of both housing and care related issues.

A previous Registered Manager of Miner's Court between 2015 and 2022, Abby now has responsibility for the Extra Care facility at Miners Court as well as the Crisis and Homeless support services Coastline provide. Abby has also worked in the Coastline's Technical Services Team and completed her Level 2, 3 and 4 Chartered Institute of Housing qualifications. She has also completed Level 3 Customer Service as well as Chartered Management Institute Front Line Manager qualification. Abby has also successfully completed her Level 5 Diploma in Leadership and Management in Health & Social Care.

Abby has a firm understanding of the care and support required at Miners Court not only as a previous Registered Manager at Miners Court but also as a front line member of Miners Court bank staff for five years after joining Coastline in 2010.

Abby's experience of care and support began in her teens when her family provided respite services for children with special needs. At the age of 18, Abby joined Shared Lives with her parents who went on to provide fostering services to young adults.

Abby is committed to providing excellent customer services and strives to promote excellent team working with those around her. She is dedicated to the service and is eager to work with the team and outside agencies to continue promoting independence to our customers and making sure they are as happy as possible living at Miners Court. Abby's commitment was rewarded when she was shortlisted for CIH National Young Professional of the Year 2015 and for Registered Care Home Manager of the Year in the prestigious Great British Care Awards in 2017.



Who's who - leadership



Hayleigh Harris
Registered Manager

Miners Court, Miners Row, Redruth, TR15 1NJ.
hayleigh.harris@coastlinehousing.co.uk
01209 217970

Hayleigh has worked at Coastline Housing since 2021, starting in post as Assistant Manager, and has great knowledge of both housing and care related issues. She was appointed as Registered Manager in 2023.

Hayleigh's experience in care and support began at the age of 16, when she was employed as a carer in a residential care setting. 20 years of working in care has given Hayleigh the opportunity to build up her knowledge and experience.

Hayleigh has since worked with a range of different backgrounds and abilities. Hayleigh is dedicated to improving her skills and knowledge and successfully completed her Level 5 Diploma in Leadership and Management in Health & Social Care in 2016.

Hayleigh has an excellent understanding of the care and support required at Miners Court and providing the best possible customer service to ensure that everyone living and attending Miners Court has the best experience. Hayleigh is committed to supporting her team, developing others and is also a mental health first aider.

The Extra Care Manager is employed to cover the day-to-day running of the organisation and is based at the Registered Location



Who's who - the team

Miners Court has its own dedicated team of Care and Support Assistants who are line managed by the Registered Manager, Deputy Manager and Assistant Managers.

The Registered Manager is responsible for the line management of the Deputy Manager and Assistant Managers. All of the management team have 'lead tasks' that they are responsible for to ensure that the staffing team and customers have support in every area.

Every Coastline employee must apply for their position through a rigorous recruitment procedure which starts with a written application. The application must detail the individual's previous work history, relevant skills and qualifications, two references and a supporting statement. Each application form is considered for shortlisting before successful candidates are invited to attend an interview. The interview is conducted by two managers who make a joint decision on the suitability of the candidate.

Successful candidates must apply and receive a satisfactory enhanced DBS check and two references before being invited for their induction and confirming their start date. Once staff have completed a thorough induction, they commence a two week shadowing period before completing unsupervised visits.

All Care and Support Assistants are issued with a Coastline identification card, uniforms and appropriate personal protective equipment. Each Care and Support Assistant will wear their identification, uniform and personal protective equipment during visits.

Coastline staff are supported by the in-house People and Culture Team and have access to an independent Employee Assistance Programme (EAP). The EAP provides confidential telephone counselling and advice service for employees to ensure staff always have someone to talk to.

Colleagues across Coastline, including managers at Miners Court, are also trained in Mental Health First Aid and available for staff support at work.

Staff are also supported by a health care cash back scheme to ensure they get additional support to remain fit and healthy in their roles. Coastline is also an official Living Wage Employer and has signed up to the Living Pension scheme.



Service offer

Extra Care Housing is housing designed predominantly with the needs of frailer older people who have varying levels of care and support, which is available and delivered on site by Coastline Housing.

People who live in Extra Care Housing remain independent and have their own self-contained home, their own front door and a legal right to occupy the property.

There are no registered nurses working within the team and we do not 'specialise' in any particular area, therefore, if someone has specific high needs, it is best to discuss their individual needs with the manager to ensure we can provide the level of care and support that the individual may require.

Although we have a good all-round knowledge of different abilities and health issues, Miners Court is not a specialist care provider.

Services Miners Court provides:

- Care and support based on an individual's needs, commissioned by ASC and awarded 'Good' by CQC (Care Quality Commission);
- Night security service;
- Seven day reception service with access to housing related support;
- Individual pendant/lifeline system;
- Option of carer support to use the disabled bathrooms.



Service offer

Our Day Centre currently runs three days a week and we are looking to increase this to five in the future.

There is a member of staff on site at all times, including at night. Staffing levels vary throughout the day and this is organised based on the number of care and support visits we need to provide to residents. When staff are on site, they are allocated care and support visits to complete. Staff are available to attend to emergencies as and when required.

What is at Miners Court

- 62 self-contained flats;
- Two Pathway Flats (designed to be for a short term period of six weeks as a transitional rehabilitation living environment from hospital to home);
- Lift/level access to all floor which are have colour coded corridors;
- Communal laundry;
- Accessible kitchen and dining rooms with freshly food cooked seven days a week;
- On site hairdressers;
- District nurse treatment room;
- Residents' lounge;
- Day Centre available to residents and people from the community;
- Disabled adapted bathroom with bath lift;
- Walk in shower room;
- Scooter store with individual charging points;
- Reception and welcome area with seating;
- Communal computers;
- Communal gardens and adapted access greenhouse.

Miners Court holds regular events and activities for the residents, family and friends. Previous events have included a dog show, a day at the races, animal visits (such as ponies, dogs/cats, and reptiles), summer fetes, garden parties, and several themed parties such as Valentines, Halloween, Christmas and royal wedding celebrations.



Local area and amenities

Historically, Redruth was a small market town but quickly became one of the richest and largest mining towns in the country as a result of the commencement of mining for copper ore in the 1800's.

During the 1880s and 1890s the town became home to a number of institutions, notably the School of Mines and Art School, St. Andrew's Church and the Free Library. The Mining Exchange was built as a place for the trading of mineral stock. By the start of the 1900's, Victoria Park had been laid out to commemorate the Golden Jubilee.

By the end of the 19th century, the Cornish mining industry was in decline and Britain was importing most of its copper ore. Cornwall's last fully operational mine, South Crofty at Pool between Redruth and Camborne, closed in March 1998.

Much of Redruth's rich history can still be seen in the grand buildings in the town including the Regal Theatre which is only a few short minutes' walk from Miners Court.

Miners Court is walking distance from the town which is serviced by a few chain stores, such as Iceland, Superdrug and the usual highstreet banks. There is a selection of places to get takeaway foods, including fish and chips, Indian, and Chinese.

The town's railway station and bus station are closely located to Miners Court with regular trains running to local towns and up country.

The nearest supermarket is a Tesco which is located less than a mile away on Tolgus Hill which is a five minute drive or a 20 minute walk.

Cornwall has only one city, the city of Truro. Truro can be accessed by train in only 11 minutes or bus in 25 minutes. Truro has a large selection of chain and independent stores, mostly clothing and is home to a beautiful cathedral.

What does Redruth offer

- Post Office
- Banks
- Shops and local markets
- Supermarkets
- Cinema
- Hairdressers/barbers
- Restaurants and takeaways
- Pubs
- Job Centre
- Several doctors surgeries and pharmacies
- Health related support such as opticians, chiropodists, physiotherapists



Quality assurance

Coastline is committed to delivering excellent, quality services and adopts a range of quality assurance processes to measure the quality of services provided and the satisfaction of customers.

Quality Assurance processes include staff spot checks. This is when a Manager will attend visits, in agreement with the customer but unannounced to the Care and Support Assistant, to check the Care and Support Assistant's punctuality, presentation, level of care and communication and record keeping. This will occur quarterly for all Customers receiving Personal Care.

Quality Assurance audits are undertaken every month by the Manager. The audits assess the quality of records against the requirements under the CQC Fundamental Standards. Action plans for improvements are developed as a result of each audit.

Care and Support Assistants are offered monthly supervision from their line manager in the form of a formal supervision meeting, a Performance Review meeting or a spot check on an alternating basis, and are requested to attend monthly team meetings.

In order for Coastline to deliver the best quality service, and to continue to meet everyone's needs, Care and Support Plans are reviewed every four months by the managers for customers receiving personal care services and at least annually for all other services.

Coastline undertakes an annual customer satisfaction survey, seeking the views of customers and their level of satisfaction with the service.

There is also a rigorous complaints policy. It has two levels of escalation, allowing a complaint to be investigated at escalating levels of authority if a customer is not satisfied with the outcome or process followed.



Training

Coastline aims to employ Care and Support Assistants who have relevant previous experience. However Coastline also believes in investing in individuals with little prior experience but who demonstrate potential and hold values and ethos aligned with the company's own.

An induction and on-going training programme is in place for all Care and Support Assistants to ensure that they have the necessary knowledge and skills to deliver the service, which includes:

- Introduction to Coastline and corporate induction;
- Safe Moving and Handling;
- Health & Safety;
- Equality & Diversity;
- Emergency First Aid;
- Mental Capacity Act;
- Safeguarding Adults;
- Nutrition and Hydration;
- Infection Control;
- Level 2 Food Safety;
- Customer Service;
- Dementia Awareness;
- Safeguarding Children;
- Record Keeping;
- Fire Safety;
- Safe Handling of Medicines;
- Data Protection; and
- Lone Working.

All new staff are required to undertake or to satisfy the requirements of the Care Certificate. A Care Certificate Strategy is available upon request.

Coastline also encourages and supported staff to undertake qualifications to officially certify their knowledge and competence through the promotion of the Diploma 2 and 3 in Health and Social Care.

Other non-mandatory training includes Parkinson's Awareness, Diabetes care, End of Life Care, Visual Awareness.

Each quarter, every member of staff undertakes an appraisal of their performance and development with their line manager. Within the appraisal, the member of staff and their line manager discuss suitable and relevant professional development activities, such as training, shadowing and qualifications which will support their continued professional development. Staff members are supported to identify where they have ambition to develop into a more management role or diversify into another area of the business. Coastline encourages Managers to develop succession plans and utilise potential within teams where ever possible.



Complaints

When we receive an expression of dissatisfaction we will try our very best to resolve the matter in the first instance at the first point of call. If this cannot be done to your satisfaction then we will progress the matter to our official Complaints Procedures as set out below.

If you would like or need some additional support or assistance with this process, a 'Complaint Mentor' can be put in touch with you from a panel of trained customer volunteers from our Customer Voice. Simply ask to speak to the Assistant Company Secretary who will arrange this for you.

Official Complaints - Stage 1

Your complaint will be acknowledged by the Assistant Company Secretary within two working days from receipt. The acknowledgement will confirm who the Investigating Manager of your complaint will be. This Manager will arrange to visit you, or speak to you if you would prefer us not to visit, to ensure they have all the information required in order to undertake a thorough investigation. A full reply will then be sent to you (by email or letter) within ten working days.

If you remain unhappy with the reply, you have the option to request that your complaint is reviewed by a Panel at Stage 2.

Official Complaints - Stage 2

Once we receive a request to progress a complaint to Stage 2, your request will be acknowledged by the Assistant Company Secretary within two working days of receipt.

You will be invited to attend a Panel Review which will be held within 15 working days from receipt of your request. The Panel will consist of the relevant Service Director, a Customer Member from our Customer Experience Forum and a Non-Executive Director who will Chair the Panel. You are welcome to bring a (non-legal) friend, family member or your Complaint Mentor with you.

At the Panel Review you will be given the opportunity to meet privately with the Panel to advise why you have not been satisfied with the investigations or findings so far. This is an opportunity for you to outline in your own words how the complaint has affected you any other impact the decisions made to date have had on you.

After you leave the Panel Review the Panel may wish to speak to the Investigating Manager at Stage 1 to find out how decisions around their findings were made.

Following the Panel a full written response will be sent to you (by letter or email) by the Panel Chair within ten working days.

Once Stage 2 has been completed our internal Complaints Procedures have been exhausted. However if you remain dissatisfied you have the right to refer your complaint to the Housing Ombudsman Service or a Designated Person such as an MP, Councillor or a Complaint Panel for independent review. Details of both the Housing Ombudsman and Designated Persons can be found at www.housing-ombudsman.org.uk or on 0300 111 3000.



After stages 1 and 2 are completed a survey will be sent to you asking you to rate the handling of your complaint. The handling of your complaint is different to the events which lead to your making a complaint and to any outcomes proposed and refers only to whether we have followed the procedure and timescales as set out above. Your feedback on this will be greatly appreciated and will be used to improve the complaints journey for other customers in the future, so we hope you take the opportunity to let us know how we performed.

Customers are at all times entitled to approach the **Care Quality Commission** for advice and help regarding any concerns about the activities and procedures of the service provided or to make a complaint.

The Care Quality Commission can be contacted at:

Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA
03000 616161

Additionally, **Healthwatch Cornwall** is available to hear and look into concerns about health and social care providers. Healthwatch Cornwall is contactable at:

Healthwatch Cornwall, Mansion House, Princes Street, Truro, Cornwall, TR1 2RF
0800 0381 281
enquiries@healthwatchcornwall.co.uk



Advocacy services

People of all ages can benefit from the help of advocates who can give advice, support and information.

The Care Act 2014 and other legislation places responsibilities on local authorities to commission specific advocacy services.

Statutory Advocacy services available include:

- Independent Mental Health Advocacy;
- Independent Mental Capacity Advocacy;
- Independent Health Complaints Advocacy;
- Independent Care Act Advocacy.

These statutory advocacy services may only be available if you meet a particular criteria. To get more information on these statutory advocacy services or to find out if you are eligible for their services you can contact **SeAp** by:

www.advocacyincornwall.org.uk or www.seap.org.uk
info@advocacyincornwall.org.uk
0300 343 5706

If you are 50 or older, you may be able to get advocacy from **Age UK**:

Age UK Cornwall and the Isles of Scilly, Boscawen House, Chapel Hill, Truro TR1 3BN
www.ageuk.org.uk/cornwall
email@ageukcornwall.org.uk
01872 266383

If you have a learning disability, **Cornwall People First** are a user-led self-advocacy service for adults with learning disabilities throughout Cornwall:

Cornwall People First, The Lescudjack Centre, Penmere Close, Penzance TR18 3PE
www.cornwallpeoplefirst.com
contact@cornwallpeoplefirst.com
01736 334857

Safeguarding

If you are concerned that someone is at risk of harm or abuse, you can contact the Adult Safeguarding Team to make a safeguarding alert by phoning 0300 1234 131 (out of hours number 01208 251300) or email accessteam.referral@cornwall.gov.uk.

Coastline Housing is committed to protecting vulnerable adults and although any information passed to us will be treated with the strictest confidence, Coastline will pass on information to the Multi Agency Referral Unit if they believe that you, or another person is in danger of harm.



Service costs and charging

Prior to applying you should request a needs assessment with the local authority to decide if you have an eligible care need.

You should receive a financial assessment by the local authority as part of their needs assessment process. This should help indicate whether you are eligible to have the cost of your care covered by the local authority in full, part or whether you are liable for the whole cost.

You should receive a letter to confirm this. Coastline Housing will receive a similar letter called a 'purchase order' which states the number of hours you are entitled to receive and if you should be contributing to the costs in any way.

Once Coastline has received the purchase order, an invoice for any costs will be issued to you or your relevant representative on a monthly basis. The invoice is issued in arrears (after the care has been delivered).

If you have a tenancy dated after 1st July 2018 and do not have an eligible care need or you become no longer eligible, you will be required to pay a weekly 'Peace of Mind charge'. A full policy is available on request.

Charges can be paid by Direct Debit.

Should you wish to purchase additional hours, this is charged at a private hourly rate and charges are calculated from the number of hours delivered. The private hourly rate is subject to review from time to time and you will be notified in writing.

To get the most up-to-date information on the private hourly rate and the Peace of Mind Charge, please contact Coastline Housing on 01209 217970.

Accessing our service and allocations

Miners Court Extra Care can be contacted on 01209 217970 and the team are more than happy to discuss your requirements and arrange a convenient time to meet to discuss your needs and to give you a tour.

In order to be eligible for Miners Court Extra Care you must have a need for support and housing.

If you are interested in being considered for a flat at Miners Court Extra Care and meet the criteria, you can put your name forward for consideration.

Coastline Housing keeps a nominations list which is reviewed regularly and new allocations are determined on an individual basis, considering a wide variety of factors including the capacity available for care hours, the severity of the nominations housing need etc.



On offer of a flat at Miners Court Extra Care a pre-tenancy interview is undertaken during the sign up process. This is undertaken with the customer and/or their representatives, at a mutually convenient time. The pre-tenancy interview reviews the customer's needs and a risk assessment is also carried out at this time which forms the basis of the Care and Support Plan. The Care and Support Plan is completed within 24 hours of Care and Support commencing. A copy of the plan is left with the customer and a copy held in the office. The plan is reviewed as necessary, but at least four monthly, in order to meet the changing needs of the customer.

As previously stated, the objective is that all customers are treated with dignity and respect to their individual care needs, wishes, preferences and personal goals in order to maximise their potential and independence. One of our key aims is to provide the services needed at the times of the day that are requested and we pride ourselves in addressing and meeting these desires.

Once the Care and Support Plan and financial arrangements have been agreed, Care and Support Assistants are placed to provide the care and a nominated key worker will be agreed.

Please be aware that all documentation will be kept securely on file in the office as well as a copy of their file being left with the Customer. These records may also be accessed by the CQC as part of their inspection process.

Assessing your needs

Needs information adding about how we assess care and support needs, strengths based, reviewed regularly.

Contact us

Miners Court, Miners Row, Redruth, TR15 1NJ
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