

SUPPORT at Camfield

The OUP Dictionary defines the meaning of SUPPORT as: –

“to carry, to keep from falling or sinking, to enable to last out, to supply with the necessaries of life, to provide for, to lend assistance to, to stand beside, to give strength, to encourage,

Camfield “supports” its residents by keeping them from falling or sinking, supplying them with the necessaries of life... in a safe, legal and healthy place

Accommodation	In well maintained, single block comprising 25 individual residential units served by appropriately placed shared toilets, showers and bathrooms.
Health and Safety	The building is centrally heated, safe and secure and legally compliant in all areas – assured by a regular programme of inspections and tests for health (including legionella), fire and electrical safety.
Cleanliness	All communal leisure areas and shared kitchens, toilets, bathrooms and showers are cleaned twice weekly.
Security of building	Exterior lighting and CCTV system are in place. Electronic door entry system on all exterior doors. Stays to limit access on all ground floor bedroom windows.
The Camfield community	The Camfield admissions procedure is designed to ensure that entrants are able to live in a small close community and that they will take advantage of and benefit from the help and advice we can offer.
Communal Areas and Facilities provided for residents	Shared kitchens with electric and microwave cookers, cooking pots, pans, crockery and cutlery for residents to cook their own meals. An eating area with table and chairs. Lounge with TV and Wi fi and comfortable seating, Laundry room with washing machines and dryers, Outside smoking area, communal gardens and football field.
Individual residential units	Residents have a clean, well decorated, fully carpeted single bedroom. Furnished with: bed with mattress, bedside cupboard; storage for clothes; chair. Most have a washbasin. Each unit has an individual door lock. Residents look after their own space – laundry facilities and a vacuum cleaner are provided.

Camfield’s trained and experienced staff “support” residents by providing for them, lending assistance, and by standing by them, and by giving them strength and encouragement...

Arriving and Initial Care	Staff introduce new arrivals to the Camfield community and provide clear explanations of the licence system and the house rules. Emergency food supplies, bed linen and towels can be provided if required. Staff monitor newcomers and give extra help to help when required.
Rules and regulations – order and discipline	With an on-call system operating out of hours, discipline is strictly enforced at all times to ensure the safety and security of residents. N.B.The use of drugs or alcohol on the premises is not tolerated and results in instant eviction.
Resident consultations	Staff hold regular meetings with residents to consult with them and explain any changes. These meetings also deal with and resolve conflicts between residents. A suggestions and complaints procedure is in place for residents and staff respond carefully to ideas submitted.
Benefits	Staff investigate appropriate benefits and assist residents to apply for them, providing transport to attend interviews and attend the job centre if appropriate.
Budgeting advice	Staff collect and record rent payments and advise on the management of benefit money.
Employment	Advice and help is made available – and staff check to ensure visits to the Job Centre are maintained. References are provided when necessary
Personal progress	One-to-one basis opportunities are provided to discuss problems, to formulate life plans and to set goals. Residents are encouraged to maintain contacts with families. Staff put residents in touch with outside agencies that can offer specialised support and advice.
Health problems	Camfield is unable to provide nursing care, but staff will assist residents to attend hospital and doctors’ appointments.
Social life inside and outside Camfield and volunteering	Residents are encouraged to initiate and participate in social events and activities in Camfield – such as birthday parties and barbeques, and to contribute towards them. Staff can also provide information about volunteering outside the Camfield community.
Moving on	Staff seek out and inform residents about available housing, They will contact landlords on behalf of residents, and if necessary, accompany residents to view properties. They will also provide references for landlords.