



The Whitehouse  
132 Caerleon Road  
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## The Whitehouse.

The Whitehouse is a project which comprises of a 6 bedroomed property based on Caerleon Road, Newport. The Whitehouse, houses individuals with past or present, severe prolonged mental health issues. The house acts in a way that it is their home and they are supported to run the home as a family, sharing all the houses responsibilities and bills. Staff attend the property everyday including weekends and Bank holidays from 9am-5pm to ensure that all individuals have the support they need to live at The Whitehouse. The Whitehouse employ 6 staff, who work to a rota set out each month. Each member of staff is vetted and have a clear DBS check. The Support is funded by Newport City Councils, Supporting People funds and at present there is a contract in place to support 6 individuals at this address.

The Whitehouse provides support to individuals to live as independently as possible in the community. We assist tenants with domestic living skills including cooking a range of healthy foods, to form a varied diet. Each Tenant is expected to cook once a week for the whole household with and will have as much support as is needed to do this. Tenants have a cleaning/chores rota, and all tenants are supported to ensure the home is kept clean and tidy and to a good standard. Many tenants have difficulty talking to agencies, so at The Whitehouse we will support them to do this, tenants are signposted to places of education, work, volunteering and community based projects that can help them to develop and learn, alongside supporting good mental health. Staff will support or book appointments if need be, and transportation is provided to and from these appointments. Staff ensure that any disagreements or complaints at the property are dealt with as soon as possible, any anti social behaviour is addressed and that all recycling and rubbish is dealt with correctly.

A 1-1 Key worker is provided for support, this helps building relationships, trust and proactively promoting personal development.

The Whitehouse will Identify and mitigate risk, using initiative to instigate early interventions, problem solving and if necessary, assisting in crisis management for tenants. Although support staff adhere to support in as much as possible, it is care staff that will provide all your personal care needs. At present Bluebird Care Ltd, provide the tenants with their care needs But if tenants prefer a different organisation that is more than acceptable.

Tenants must be 18+ years old when they move into The Whitehouse, At present the youngest tenant is 25yrs old and the oldest is 69yrs old. All the tenants at the Whitehouse are extremely vulnerable and have been selected to live together because their vulnerabilities are similar.

Referrals are made through by Social Services, Psychiatric nurses, self-referral, Probation Service or through Newport City Councils homeless system.

Most agencies know our project well and are asked to contact us to discuss any matters regarding an individual joining our project.

Possible new tenants are invited to visit the property, meet the other tenants and see their personal room.

The first time the referral comes to the house, for safety reasons they must come with a member of the agency that is referring them.

After the referral has left, a house meeting will be held; the present residents will have their say in what they think and what they know of the referral. If a vote, or a transition period is needed before a decision is made then the referral will be kept up to date with what is happening.

A referral form will need to be completed by the agent referring the individual. We will also request any WARRN that the individual might have. Gaining details of the persons medical and social needs. This will include details of the person's mental state and any behaviour that could affect the well-being of the individual or other tenants of the home. These will be read by staff and passed to Supporting People to ensure all needs can be met. Based on this a decision will be made to whether The Whitehouse can accept this individual.

Any questions raised by Supporting People, staff or other residents must be logged and dealt with to ensure there is a smooth moving in and trial period.

The manager will carry out a pre-admission assessment and needs assessment with the individual.

If the referral is provisionally accepted, then a four-week trial period is arranged. Whilst care plans and risk assessments are drawn up.

We are continually in touch with all the agencies that are included in this person's support in the community.