

Shared Lives

Service Users Guide



Coventry City Council

www.coventry.gov.uk/sharedlives

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About Coventry Shared Lives Scheme (SLS)

The SLS is one of the many services provided by Coventry City Councils Community Services Directorate. The Scheme is registered with the Care Quality Commission (C.Q.C), who inspects it regularly.

There are 5 members of staff who work for the Scheme, and their office is currently based at 1a Lamb Street, Coventry CV1 4AE.

The Scheme recruits, monitors and supervises Carers to provide support to up to 3 people at any one time. We have over 40 approved households across the city who currently provide support to around 75-80 people. The support includes accommodation and is for extended stays, short stays or short breaks.

Any adult who is able to have a Community Care Assessment may be able to use the Shared Lives Scheme. People who are able to have one usually have either, a learning disability, mental health support needs, a physical disability and/or are an older adult.

Shared Lives placements are provided in ordinary homes, by the people who live there, (whether they live alone, with their partners and/or other family members). They offer people many of the important things only a real home can. Help with day-to-day living; providing someone with their own personal space; emotional as well as physical support; and a sense of belonging and being part of the community.

People who live in Shared Lives can expect the right:

- to have their home maintained to a safe and comfortable standard
- to respect, dignity, choice, independence and personal fulfilment.
- to ordinary life opportunities, to take risks and to be listened to
- to confidentiality, have access to information about themselves, and to know on what basis any information might be shared with others
- to have their ethnic and cultural differences recognised and provided for, and their sexuality respected
- to be involved in the planning of their own care and to influence services provided
- to make a complaint about the service if they wish to and to have the complaint investigated in line with our complaints procedure
- to a minimum of 4 visits per year by from a Shared Lives Officer
- to have opportunity to share the daily life of the SL Carer.

The Scheme has produced a full 'statement of purpose', that details what we want to do and how we intend to do it. A copy of this can be obtained from your Shared Lives Officer (SLO).

Words used in the guide and what they mean

Shared Lives Carer (SL Carers):

SL Carers are people who are approved and supported by the Scheme to have people to live with them in their home.

Shared Lives Officer (SLO):

They provide support, advice and information to your Shared Lives Carer. Your SLO will match you to a suitable Carer and also visit you to check how the placement is going.

Shared Lives Scheme (SLS):

This is the team based at Lamb Street. The SLS supports all the Carers and homes to ensure placements are safe and supportive. The Scheme is registered with the Care Quality Commission (CQC) under the Health and Social Care Act 2008.

Approval Panel:

The approval panel is a team of people who are independent of, but work alongside the SLS. The panel will read reports and will recommend approval of Carers

Outcome Focused Assessment:

This is when a case manager will speak to you and other people who know you; to decide what support you need to be as independent as possible. It may be agreed that Shared Lives may best help you meet your outcomes and so a referral to the Scheme will be made.

Case Manager:

A social worker or nurse who will complete an outcome focused assessment. Case managers will work with Shared Lives Officers when you start or end a Shared Lives arrangement.

Outcome Focused Support Plan:

This will say what your outcomes are and what needs to happen for you to be able to achieve this. For example, you may need support to get in and out of a bath, but you are able to wash yourself once you are in the bath. Your care plan should also say how you like things to be done, for example, you may prefer a bath in the evenings.

Care Quality Commission (C.Q.C.):

The C.Q.C. inspect the SLS to make sure we are doing the things we say we are and following all the rules and legislation. C.Q.C. will send a person out who is called an inspector; they will check our files and paperwork in the office. The inspector will also want to speak to SL Carers and Service Users to see what they think about the SLS and the support they receive.

Initial Review:

This is a meeting held after you have moved into your placement. It should happen in the first six weeks. You and the SL Carer will have the chance to say if the placement is going well. Your care manager and SLO will attend this meeting. The initial review is used to decide if you want the placement to become long-term.

Monitoring Visit:

These are recorded visits between SLO's and Service Users, when Service Users will have the opportunity to say what they think about their placement. These visits will happen at least every 3 months.

Matching Process:

This is when your likes, dislikes, outcomes and wants are looked at to fit in with the skills, knowledge, experience and interests of particular Carers. If we can find a good match we can go ahead with a placement.

Placement Agreement:

This is where written agreements are made about arrangements for your placement. For example, which room you will occupy and how long the placement will last. A detailed Service User plan will also be included.

Licence Agreement:

This is a document that entitles you to occupy a room in the Shared Lives Carers home, and also entitles you to claim housing benefit.

Placement Review:

This is an annual review to ensure that your needs are being met, and you wish to remain in the placement. Carers and SLO's will attend, as well as other people Service Users wish to be involved.

Referral:

A referral is a document that records your interest in the Scheme. They are usually made to the Scheme by the case manager. Once a referral has been received the SLO will then make contact.

Questions you may have about Shared Lives

Who can use Shared Lives?

Any adult who is able to have a Community Care Assessment may be able to use Shared Lives. People who are able to have one usually have either a learning disability, mental health support needs, a physical disability and/or are an older adult.

How could I benefit from using Shared Lives?

Some of the benefits of living in Shared Lives are as follows:

- All accommodation is in the SL Carer's own home - so you will be living in an ordinary house in the community
- SL Carers can support up to 3 Service Users in their home - so you will not be in a large unit with lots of other Service Users
- SL Carers are trained and experienced in supporting people's independence - so you will be supported and encouraged to participate in tasks to increase your skills, confidence and independence
- SL Carers live in the home - so you do not have different Carers supporting your needs or have to wait for Carers to come 'on-shift'. This also means Service Users have more opportunity to become involved with Carer's families and day-to-day experiences.

What is the process for having a Shared Lives service?

If, following your assessment, it has been agreed that you will need the kind of support offered by Shared Lives; your case manager could contact the SLS. This is called a referral. Once this has been received, an SLO will look at all the available placements and see if any would be suitable to provide the support you need. This is called the 'matching process'. Areas looked at here will include, if you want a man or a woman to care for you, what your interests are, if you like pets and other aspects that are important for you. Visits can be arranged, where you can meet the Carer and see the room you would occupy; these include overnight stays, before you make a decision to move. If there are no suitable vacancies when we receive your referral you can choose to go on our waiting list.

Are all Shared Lives long-term?

Many placements are long-term; however, some are short-term (about 6 to 12 weeks). These are suitable for people who may need support before returning to their permanent home or onto more independent living. There are also some placements that offer short breaks (formerly respite). This can be for as short as an overnight stay or weekend, but usually for up to 2 weeks. These placements offer breaks for Service Users and/or their family.

How will you find the right Carer for me?

On your referral it will mention the sort of things you want and need support with. The SLO has information about the skills and knowledge of the Carers and what they can offer. We want you to like your Carer and their home, and hopefully share interests as these often help make placements successful. For example, if you really like animals or going on trips we could look for a Carer with pets, who also enjoys going on outings. We will look at different areas to match your needs, these will include the location of the placement, who else lives in the house, your plans and hopes for the future, your culture and religious beliefs, and the level of support you need. You will have an opportunity to meet and spend time with the Carer in the placement to see how you feel. If we cannot find an appropriate Carer for you we will not be able to make a placement. We would let you and your care manager know if this were the case.

Does it cost anything to have Shared Lives support?

If you are moving into a SL placement a financial assessment will be completed that will look at your income, savings, any property you may own and any benefits you may be entitled to. Your care manager can tell you more about contributions and costs. The cost includes accommodation, board and support. Exact details of what your contribution will be and how much money you will have for yourself will be detailed in your placement agreement.

What happens if I decide to move into a Shared Lives?

Your care manager will have completed your care plan for your Carer. Work can start on your **Placement Agreement and Service User plan**, which is a larger, more detailed plan. Your agreement and plan will detail what you and the Carer will agree to do during the placement. For example, your Carer will agree to attend and contribute to your reviews, whereas you may agree to respect the Carer's home. Your agreement will also detail all the support you require and how you wish this to be done. For example, it may say that you need support to maintain contact with your family and friends and your Carer may agree to help with transport.

The first six weeks at the placement gives you time to get to know your Carer and their family and decide if the placement will be suitable.

After this, an **initial review** will be held, which will involve your care manager, your Carer, your SLO, any family, friends or other professional, and yourself. It is at this review where you and your Carer decide if you would like the placement to continue.

What other meetings might I have?

During the year there will be a number of visits from your SLO to check that the placement is still working well. These are called monitoring visits and occur every 3 months. Annually there will be a placement review, which may include your care manager.

How do you choose Carers?

Carers are members of the public who wish to share their home and/or their time with Service Users. People who wish to become approved SL Carers for the Scheme have to go through a process of checks, interviews and training to make sure they have a safe home and the right skills for being a Carer. This process often takes several months to complete.

Once a Carer has completed this process a report is written about them and is given to the approval panel. The panel makes the recommendation on whether a person can be an approved Carer or not. SLOs will visit Carers to offer ongoing support.

Are there any rules in Carer's homes?

Each placement is different and homes often have some house rules. This may include where people can and cannot smoke in the house. House rules are usually made to ensure that everyone in the house can get along and respect each other's needs.

Can I still attend my college and see my friends?

People are supported to carry on attending the colleges, day centres and other activities that are important to them. It may be necessary to look at new transport arrangements or you may decide to attend different or more local venues.

What happens if I go to a placement in an emergency?

If you need accommodation in an emergency, and you and your care manager have decided to look at Shared Lives, there may not be time to go through all the usual processes. For example, you may not get a chance to meet the SL Carer's family beforehand, nor will you have an overnight stay. However, your SLO will ensure that you get appropriate support and some information, so that:

- You will still be made welcome in the SL Carer's home
- You will have your own room
- You will receive information about the placement within 24 hours
- Your SL Carer will have information about you so they can offer the right support
- You will receive the Service User Guide to Shared Lives and a Placement Agreement, which your SL Carer will help you with
- You will stay in the placement until an alternative placement has been found.

What do I do if I am not happy in my placement?

You may be able to sort things out by talking to your SL Carer directly. However, you may feel you still want to talk to your SLO. You will see your officer at least every 3 months where you will have an opportunity to tell them about anything you are not happy with. If you wish to speak to them before they are due to visit, you can call or get someone to call the Scheme to arrange a meeting.

What happens if a placement ends?

There are many different reasons why a placement might end. Either yourself, your Carer or care manager may decide it should. There is a 28 day notice period that everyone should give. This gives other parties time to prepare for moving on. Placements could end for some of the following reasons:

- You may be ready to move on to live more independently
- Your needs may have changed and these cannot be met in your current placement
- Your Carer's circumstances may have changed and they are no longer able to offer you a placement
- You wish to live somewhere different
- You do not like living with the other people in the placement

Your SLO and care manager will support you with the ending of a placement, and your care manager will support you with finding suitable alternative accommodation. If you wish to look for another Shared Lives then your SLO will match you with a new Carer.

What to do if you are unhappy about the care and/or support you are getting

If you are unhappy about anything connected with your Shared Lives you may be able to sort things out by talking to your SL Carer. If you feel unable to talk to them you can contact the SLO who visits your home. If you wish to speak to them before they are due to visit, you can call the Scheme or get someone to call on your behalf.

Often things can be sorted very quickly and easily.

Contacting the Shared Lives Scheme

Coventry Shared Lives Scheme is currently based at:

1a Lamb Street
Coventry
CV1 4AE

Tel. 024 7678 5339
e-mail:- SharedLivesScheme@coventry.gov.uk

If you are unhappy about other services or other things about your life, your SL Carer or SLO will help you to sort out any problems, or arrange for you to speak to someone else who can help.



Who are we and how to contact us

The Shared Lives team currently consists of:

1 Registered Manager

3 Shared Lives Officers

1 Senior Administrator

1 Responsible Individual - a Senior Manager

Registered Provider **Coventry City Council**
Earl Street
Coventry, CV1 5RR

You can contact us using the details on the previous page:

Our office hours are:

Monday - Thursday 8.30am - 5.00pm

Friday 8.30am - 4.30pm

For out of office hours emergencies please contact:

Emergency Duty Team Tel. 024 7683 2222



If you need this information in another format or language
please contact:

Telephone: 024 7678 5339

e-mail:- sharedlivesscheme@coventry.gov.uk