



Shared Lives

Hertfordshire

Sharing the ordinary to create the extraordinary

Handbook

2022-2023

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WHAT IS SHARED LIVES?

The Shared Lives Scheme offers an alternative form of accommodation and support in people's own homes, either on a long-term basis or short-term basis, supporting adults over the age of 18 to live independent lives and have their health and well-being promoted. The scheme offers service users with a support need the opportunity to live within a supported family unit. Some of the service users within the scheme have complex physical/learning disabilities and health care needs, some individuals have been diagnosed with autism and others have a dual diagnosis of learning disability and mental health issues. We aim to extend the scheme to other service areas in future, including the likes of supporting older persons or helping those who have experienced domestic violence.

The Shared Lives scheme currently provides long term accommodation, short term accommodation, emergencies, regular short breaks also known as 'respite' and day service provision that is based from the Carers' accommodation.

Our Shared Lives Schemes provide the regulated activity of 'personal care' and are regulated by CQC under the Health & Social Care Act 2008. The Scheme is responsible for:

- Recruiting, training, and approving Shared Lives Carers.
- Matching individuals with suitable Shared Lives Carers.
- Liaising with Care Managers to facilitate the appropriate arrangement and smooth transition of Service users and Carers.
- Providing ongoing support and monitoring of Shared Lives arrangement for both Service users and Carers.
- To assist Service users to share in family life in the local community.
- To ensure each individual needs and aspirations are assessed and plans put in place to work towards these.
- To provide each Service user with an arrangement agreement and Service User plan setting out how their needs will be met and to regularly monitor and review each arrangement.

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- To provide the right support, advice, Monitoring and training to ensure Shared Lives Carers fulfil their role in providing a “high quality” service.
 - To ensure each Service user is safe in their arrangement by the provision of a comprehensive set of Policies and Procedures pertinent to all aspects of health, safety and risk assessment.

Shared Lives Carers are expected to adhere to the CQC Regulations and the Essential Standards and comply with the requirements of both Shared Lives Plus standards. Carers will be asked to follow the Scheme's aims and objectives and policies and procedures.

The ethos of the Shared Lives model is about ‘family living’ and sharing the life and home of the Carer. Service users and Carers live together and share their lives as if part of a family. The Shared Lives scheme recognises that no two families are the same and therefore each Shared Lives arrangement will have differences and will be individual in its nature. However, Carers are expected to support the individual to whom they provide a service to and play as much of an active part in the Carer's family life as the individual may wish to choose. We aim to:

- Give Service users the opportunity to live within an approved family as valued members of their community.
- Develop arrangements that provide good standards of individual care and support and encourage growth through goals set in a care plan.
- Provide a service that is flexible and sensitive to the needs of its service users.
- Offer consistent support and training for carers to enable positive interaction and outcomes for the service users.
- Promote good practice and values which include honesty, integrity, non-discriminatory attitudes, supportive networks, commitment, flexibility, a willingness to learn and good personal relationships.
- Review each arrangement annually and ensure that the carer is meeting the needs of the service user, the service standards and has appropriate Monitoring.

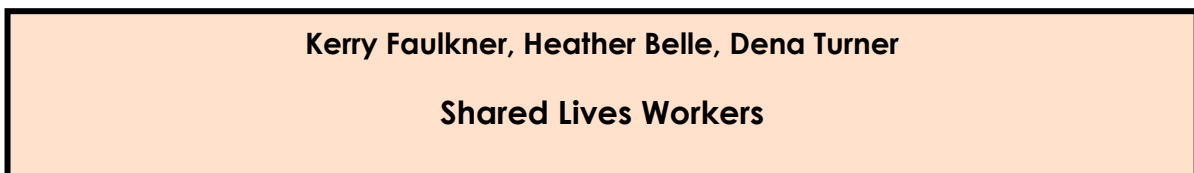
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- Constantly monitor, review and develop the Scheme using Quality Assurance Systems.

This handbook has been designed to outline the roles, responsibilities and expectations of all Shared Lives Carers approved through the Hertfordshire County Council Shared Lives Scheme. It also highlights the roles and responsibilities of the Shared Lives Team, Care Management and other supporting bodies. Hertfordshire Shared Lives recognise that Shared Lives Carers provide the opportunity for individuals to receive high-quality person-centred care that is tailored to the individual needs of the service users.

ORGANISATIONAL STRUCTURE

Hertfordshire County Council

Shared Lives



SHARED LIVES ARRANGEMENTS

Long Term Arrangements:

These are arrangements that are available to a person who wishes to live with a carer for a longer period of time. The Carer will support the person to develop their independence skills and encourage participation in the wider community and the carer's social network.

Short Term Arrangements:

These arrangements are open ended arrangements, which have recognised the needs of the vulnerable adult. The placement has clear objectives and outcomes for the customer.

Respite Arrangements:

This is support offered to parents, guardians and Shared Lives Carers who provide longer term care. Respite care is intended to give both the carer and the customer a break from each other. Respite breaks need to be planned well in advance.

Emergency

Arrangements: These are people who require a placement usually short term because their current living arrangements have broken down or they are moving from, for example hospital

Day Support:

This is a Day Care Support provided in the Shared Live Carer's home. It is available in sessions (length depends on individual's needs). These sessions involve activities and/or support which is agreed between the carer and the individual.

THE ROLE OF A SHARED LIVES CARER

Shared Lives Carers have a difficult and complex role. They are asked to share their lives and their homes with the people placed with them and to work with those people in accordance with the key principles of the Shared Live scheme, the requirements of the service user care plan and arrangement agreement and the Shared Lives Scheme policies and procedures.

They are expected therefore to have both a professional and an informal caring relationship with the people that they support. One of the key principles of Shared Lives is that the people in Shared Lives are able to be included in family life and develop friendships with a range of people who are part of the personal life of the Shared Lives Carer.

These requirements inevitably result in a tension between the professional and personal roles of Shared Lives Carer, and it is remarkable that these tensions are usually managed so well.

Shared Lives Carers are paid for their work and are self-employed. They have been through an intensive assessment and approval process and are both trusted and expected to use their own initiative and to work with a high degree of autonomy. They are however also expected to follow a detailed service plan, to work co-operatively and positively with a wide range of professionals and others involved in the life of the people placed with them and their work is subject to rigorous monitoring and review. There is a tension between these requirements which must be recognised and managed by the Shared Lives Carer and their Shared Lives Worker.

Shared Lives Carers are asked to provide care and support to the people in the arrangement. Service users placed with Shared Lives Carers are adults and citizens with the same rights and responsibilities as any other adult and citizen. It is very important that Shared Lives Carers understand that they are not 'loco parents' and cannot legally take decisions on behalf of the Service user e.g. They cannot give consent for any medical procedure proposed to be carried out on the person placed with them. The ultimate responsibility for decisions taken and their consequences must lie with the person in the arrangement, but the Shared Lives Carer should properly be involved in any decision about the level of support that they require and the type of risks that may safely be taken.

THE KEY RESPONSIBILITIES OF A SHARED LIVES CARER

The Shared Lives Carer has a wide range of responsibilities. They are responsible for:

- Working in accordance with the key principles of shared lives helping the person placed with them to live a normal life in the community, to share their family life, to stay well and to keep safe.
- Ensuring that the service user placed with them is treated with respect and dignity and supports them to express their views and to make choices and decisions.
- Respecting the right to confidentiality of the person placed with them and following their Shared Lives Scheme's Policy on Confidentiality.
- Working in accordance with the aims and objectives of the Shared Lives Scheme, the Shared Lives Carer Agreement and the Shared Lives Scheme's Policies and Procedures.
- Working to the principles and standards expected of social care workers as set out from time to time by government and regulatory bodies.
- Ensuring the health, safety and welfare of themselves, their household and any person placed with them.
- Working with the person placed with them in accordance with their care plan and the Arrangement Agreement.
- Taking full account of any written risk assessment, informing the Shared Lives Scheme worker of any additional identified risks for the person placed with them and working with the Shared Lives Scheme and others to develop strategies to manage those risks.
- Identifying any change in the needs of the person placed with them and bringing those changes to the attention of the Shared Lives Scheme and other relevant professionals.
- Keeping any records that are required by the Shared Lives Scheme in line with statutory requirements and the Data Protection Act 1998.

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- Working positively and co-operatively with professionals and other people involved in the life of the person placed with them.
 - Engaging positively in regular Monitoring and monitoring visits by the Shared Lives Worker, allowing access to their homes at all reasonable times.
 - Ensuring that Recommended training is regularly updated and attend any other training that is required or identified by the Shared Lives Scheme.
 - Participating fully in arrangement and Shared Lives Carer reviews.
 - Participating positively in any meetings with CQC inspectors that are part of the Shared Lives Scheme registration and inspection process.
 - Informing the Shared Lives Scheme worker of any serious accident or incident, as laid out in the Policies and procedures.
 - Ensure that all policies and procedures as set out by the Shared Lives scheme are adhered to.
 - Ensuring that the medication needs of the person placed are dealt with in accordance with the wishes of the individual and, the medication is managed in accordance with the policies of the scheme, noting and reporting errors or omissions and completing recording charts as required.
 - Ensuring that all nutrition and hydration needs of the individual are managed.
 - Reporting incidents and accidents any adverse events to the scheme promptly.
 - Working in partnership and treating shared lives workers in an appropriate and professional manner.

SHARED LIVES CARERS

JOB OUTLINE

Overall purpose of the post:

The Shared Lives Scheme involves a Shared Lives Carer sharing their home and their family (and community) life with any adult aged 18 years and over who has care & support needs. These needs may include adults with Learning Disability; adults with Dementia; younger adults with complex and or behavioural needs.

Shared Lives is delivered only by Shared Lives Carers who are assessed and currently approved by a registered Shared Lives Scheme. Shared Lives is always arranged and monitored by the Shared Lives Scheme.

Shared Lives may include:

- Long term accommodation & support
- Short breaks & respite
- Emergency Arrangements
- Day support

No more than three people are normally accommodated or supported at any one time by a Shared Lives Carer in their own home.

The Shared Lives Scheme involves the following processes:

- Matching: Shared Lives Arrangements are formed using a matching process. The process involves participants getting to know each other at their own pace, before making any commitment to sharing their home and family life.
- Monitoring & safeguarding by the Shared Lives Scheme: The Registered Manager of the Scheme remains ultimately responsible for the quality and safety of care and support in every Shared Lives arrangement. The Scheme undertakes quarterly monitoring visits with Carers and Service users to ensure

the arrangement is adequately meeting the needs of the service user, and also an annual review of all arrangements.

There is no guarantee of people being placed or the longevity of any arrangement as the service is based on needs of service users and referrals from Herts County Council. All arrangements are reviewed annually, and carers are expected to support service users to maintain as much independence as possible, and to support service users to move on to independent living wherever possible.

Principal Responsibilities:

1. To provide appropriate arrangements for service users, supporting their needs as per service user care plans, behavioural plan & risk assessments in their own home.
2. To adhere to Policies & Procedures of the Shared Lives Scheme, and arrangement agreement details between the service user and carer and Shared Lives Scheme.
3. To undertake all Recommended training requirements for approved carers and where necessary attend specialist training to meet specific needs of complex service users as per their care support needs.
4. To comply with the relevant legislation under the Care Act 2014 and CQC Standards.
5. To maintain effective communications with Shared Lives Team members, other agencies and family members where applicable, who are involved with the provision of support to the service user.
6. To maintain accurate records of all aspects of support provided to the service user, including financial transactions, medical reports, and daily routines, as well as ensuring the Service users care plan is up to date. Where there is any change in circumstances for service user or Carer, the Carer must notify Shared Lives Scheme with immediate effect.
7. To meet regularly with the Shared Lives Worker to undertake regular checks on the Carers compliance with the Scheme and legislation. The Carer is also

expected to attend Carers meetings with the Scheme to address general carer's issues and any relevant meetings with the Scheme or other professionals/family members regarding the service users' well-being and their arrangement.

8. To demonstrate awareness / understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
9. Shared Lives Carers are self-employed and are responsible for their own Tax & National Insurance, although they can access the Shared Lives Tax break when they are registered with a Shared Lives Scheme.
10. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and any service user placed in your home, and to comply with relevant legislation and insurance requirements.

This job description reflects the major tasks to be carried out by the Carer and identifies a level of responsibility at which they will be required to deliver. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the Carer.

THE ROLE AND RESPONSIBILITIES OF A CARE MANAGER/ SOCIAL WORKER RESPONSIBLE FOR A SERVICE USER

In most cases service users receiving services from Shared Lives Carers will have been assessed and referred to Shared Lives scheme by a social worker or care manager. Where this is the case the role and continuing responsibility of the social worker or care manager should be included within the Shared Lives Agreement and should include the following:

- Completion of a Support Plan for the Service User which should include an overview of the Service Users' needs and a risk assessment and ensure that this is presented to the Shared Lives Scheme as part of the referral.
- Ensuring that the Service Users benefits are maximised and that funding for the arrangement is identified and arranged.
- Contribution to the production of the Support Plan which should be informed by the care needs assessment.
- Ensuring that the Service User has access to someone independent of the Shared Lives Scheme for support, advice and advocacy.
- Help with arrangements for the Service User to meet any potential Carers.
- Assisting the Service User with introductory visits and in their decision making about making an arrangement.
- Advising and supporting the carer to meet the specific needs of the Service User e.g., in maintaining links with family and friends and others.
- Making arrangements for and attending the review of the arrangement.
- Supporting the Service User to obtain any other services identified in the Needs Assessment or resulting from a review.
- Arranging emergency meetings when required.
- Finding suitable alternative accommodation for the Service User if the arrangement should need to end.
- Providing feedback to the Scheme on the quality of the service and any issues whenever necessary or when requested.

SUPPORT FOR SHARED LIVE CARERS

Shared Lives Carers undertake a difficult and complex role. They and their family are subject to many strains and pressures and Hertfordshire Shared Lives Scheme is committed to ensuring that they receive the support that they need to carry out their work.

Hertfordshire Shared Lives Scheme will:

- Allocate a named Shared Lives Worker to each Shared Lives Carer for ongoing support of their work.
- Provide each Shared Lives Carer with the information that they need in order to work in accordance with relevant legislation, the principles of the Shared Lives Scheme and the aims, objectives and policies and procedures.
- Provide support to each Shared Lives Carer through telephone contact and support visits at a frequency agreed with the Shared Lives Carer (at least every 12 weeks).
- Ensure and provide clear written advice about access to emergency and out of hours support. (Please see out of hours procedure)
- For planned arrangements: Ensure that the Shared Lives Carer has a copy of a comprehensive care needs assessment (which will include a risk assessment) for each person placed with them.
- For an emergency arrangement: Make sure that the Shared Lives Carer has sufficient information, before the arrangement begins, to ensure the safety of themselves, their household and the person placed.
- Make sure that the Shared Lives carer has any additional specialist advice and support that they need to meet the requirements of the person placed with them.
- Facilitate access to the aids and adaptations necessary to meet the requirements of the person placed.

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- Provide access to advice, guidance, training and learning to enable the Shared Lives carer to meet standards, develop their knowledge and skills and to meet the needs of the person placed with them.
 - Facilitate peer support for Shared Lives Carers including local Shared Lives Carer groups.
 - Identify where the Shared Lives carer needs additional help to carry out their work and work with the Shared Lives carer to identify possible Support Carers, assess and approve them and arrange and monitor their work.
 - Support Shared Lives Carers providing long term arrangements to take regular breaks.
 - Provide clear information to the Shared Lives Carer about payments for arrangements and ensure that the Shared Lives Carer is paid for their work (in accordance with the local payment structure and method of payment). Where problems in payments arise, the Scheme will support the Shared Lives Carer to resolve those problems.

SHARED LIVES WORKERS

JOB DESCRIPTION

Overall purpose of the post:

1. To monitor and support a case load of carers ensuring compliance with quality standards of care in line with the essential standards.
2. To recruit and assess new carers and co- ordinate the ongoing professional development of existing carers on the scheme.
3. To respond to referrals from care management for short breaks, longer term, day and emergency arrangements; matching referrals to Shared Lives Carers and coordinate an introduction process, judging the suitability of the arrangement and to ensure arrangement continues to be appropriate to the needs of the service user.

Principal Responsibilities:

11. Risk-manage the arrangement and support the service user in their arrangement, completing service user care plans, support plans and risk assessments.
12. Co-ordinate the completion of an Arrangement Agreement between the service user and carer and negotiate contract details on behalf of the carer agreeing arrangements costs with referring agencies.
13. Effectively manage a caseload of Shared Lives Carers and offer support and advice as appropriate ensuring that carers have sufficient training and resources to undertake their roles effectively and meet all of the needs of the service user in the arrangement. Carry out regular monitoring and support visits, carry out biannual medical and financial audits and hold Shared Lives Scheme Carer and Service user Reviews to assess support levels, outcomes, training needs, and the setting of objectives for the next year.
14. Facilitate and implement training opportunities for approved carers including the opportunity to complete The Care Certificate. Deliver training specific to the

Shared Lives Scheme so that carers have the knowledge to undertake their role and comply with the essential standards.

15. Promote the service and respond effectively and flexibly to referrals from referring agencies requesting accommodation for service users. Maintain effective communications with colleagues, other agencies and carers involved with the provision of services to vulnerable people and coordinate support from other agencies as necessary to ensure carers and service users have full time professional back up.
16. Maintain accurate case records and an up to date database, providing reports as and when required. To be fully involved in the development of business plans and team plans yearly.
17. Undertake assessments of potential Shared Lives Carers and present a comprehensive report with a recommendation as to whether or not the carer should be approved or de-registered to a panel of independent professionals including service managers to ensure that the potential carers are appropriately approved and supported effectively after approval. Demonstrate awareness / understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
18. Co-ordinate referrals from Care Management and other services requesting short breaks and emergency short breaks under the scheme, match these referrals to carers before introducing and starting the arrangement and judge whether the match is appropriate to be an ongoing service for the service user.
19. Performance manages carers in line with the Schemes performance management policy when poor practice or issues with the carer's service provision have been identified and to make recommendations for deregistration where standards cannot be met.
20. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the company.
21. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the Shared Lives Worker and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

SHARED LIVES CONTACT INFORMATION

Shared Lives Scheme Ware Road Day Centre Hertford SG13 7EQ Telephone 01992 588 031		
Danielle Carey	Danielle.Carey@hertfordshire.gov.uk	07976 612 387
Kerry Faulkner	Kerry.Faulkner@hertfordshire.gov.uk	07812 323 031
Heather Belle	Heather.Belle@hertfordshire.gov.uk	07580 743620
Dena Turner	Dena.Turner@hertfordshire.gov.uk	07812 324 180
Charlotte Kemble	Charlotte.Kemble@hertfordshire.gov.uk	07814 937 885
Eva Marinova	Eva.Marinova@hertfordshire.gov.uk	07976 612 318
Out of Hours Emergency Number: 0300 123 4042		

INFORMATION ABOUT FINANCING An ARRANGEMENT

Hertfordshire Shared Lives Scheme will work with the Care Management team to agree all funding calculations for individuals and confirm with carers what they need to invoice for. No arrangement can be guaranteed, and retainers are not paid between arrangements.

Carers are paid a set fee which is reviewed annually and will be dependent upon the level of support required. For longer term arrangements the total fee is made up from rent and household charges, personal contribution and Care and support charges.

Rent and household charges

This is the part that covers the rent and household costs associated with the provision of the accommodation by the Shared Lives Carer. The Carer will be responsible for applying for housing benefit from their local Housing office directly. Hertfordshire Shared Lives will support the service user and Carer to claim all eligible benefits so that they can meet their part of the cost.

Personal contribution

The service user is responsible for paying a weekly personal contribution direct to the Shared Lives Carer. This cost is only paid to long term carers towards their food and heating usage whilst living with the Shared Lives Carer.

Care and support charges

This is the part of the cost that covers the care and support offered by Shared Lives carer. The price for this will vary depending on the needs and expectations of the service user and the skill and knowledge required by the Shared Lives Carer to meet those needs and expectations. This cost will exclude any introductory and overnight visits required during the matching process.

Additional Day care support required from the Shared Lives Carer will be negotiated with the Care Manager to agree specific outcomes to be achieved before being added to the total cost of the weekly package.

As all Shared Lives Scheme Carers are recognised as being self-employed providers they are responsible to ensure they seek appropriate advice from their local tax

office. Carers need to inform the Inland Revenue when they are approved and are providing support in their home. Shared Lives Schemes have established an agreement with the HMRC that Carers pay little or no Income Tax on the income accrued from Shared Lives.

INVOICES/ PAYMENT PROCEDURE

Shared Lives Carers are responsible for submitting their invoices each month to the Shared Lives Team. To ensure that all payments are made in a timely manner and avoid any errors, all invoices should be either emailed to eva.marinova@hertfordshire.gov.uk or sent to Shared Lives Office, Eva Marinova, Ware Road Day Centre, Hertford, SG13 7EQ as per the payment schedule. The Scheme's administrator will forward details of the schedule and each month will circulate a reminder to carers to meet the deadlines.

CARER AND SERVICE USER PAPERWORK/FILES

Hertfordshire Shared Lives Scheme is required to keep the following information about each carer within the service:

- Carer's application, assessments and references;
- DBS, Proof of identity,
- Records of approval and termination;
- Record of arrangements;
- Record of supporting visits;
- Record of Training courses attended.
- Yearly review notes.

The following records are kept for each Service user:

- Name, Address and telephone number of next of kin
- Name and telephone number of doctor and care manager
- Date Service user was placed with carer and when they leave
- Details of medication, what it is, when it is taken and signed
- Care plans
- An activity timetable of service user's daily activities.
- Details of Service user's finances, received, given and signed by Service user
- Records of Achievements and unusual incidents
- Record authorised visits from professionals

This information is kept in a locked cabinet in the Shared Lives Worker's place of work. The rules of confidentiality are always maintained.

TRAINING

New carers will be expected to attend and complete key Recommended training either via online or face to face training within 3 months of being approved at Panel. Where specialist training is required to meet the needs of an individual the scheme manager will discuss training requirements with the training providers to seek appropriate course as necessary.

RECOMMENDED TRAINING

- Safeguarding Adults
- First Aid (online)
- First Aid (classroom if available)
- Mental Capacity Act (MCA)
- Deprivation of Liberty safeguards (DoLS)
- Health and Safety

OPTIONAL TRAINING

- Control and administration of Medication
- Moving and handling
- Epilepsy

It is vital Shared Lives carers attend regular training to stay compliant with essential standards of the scheme. Training sessions must be attended, when Shared Lives carers are booked onto a course, non-attendance may result in Shared Lives carers being charged.

The Care Certificate is recommended, and new employers are expected to complete.

The Care Certificate is an identified set of standards that health and social care workers adhere to in their daily working life. The Care Certificate gives everyone the confidence that workers have the same introductory skills, knowledge, and behaviors to provide compassionate, safe, and high-quality care and support.

The Care Certificate sets out explicitly the learning outcomes, competences and standards of care that will be expected in both sectors, caring, compassionate and provide quality care. The Care Certificate standards are listed below:

The Standards:

1. Understand Your Role	9. Awareness of mental health, dementia and learning disabilities
2. Your Personal Development	10. Safeguarding Adults
3. Duty of Care	11. Safeguarding Children
4. Equality and Diversity	12. Basic Life Support
5. Work in a person-centered way	13. Health and Safety
6. Communication	14. Handling Information
7. Privacy and Dignity	15. Infection Prevention and Control
8. Fluids and Nutrition	

Although the Care Certificate is designed for new staff who are new to care and offers this group of staff their first step on their career ladder, it is also offers opportunities for existing staff to refresh or improve their knowledge. Shared Lives Carers' usually have previous care experience and therefore are not required to complete the care certificate in full. However Shared Lives Carers' are expected to complete the self-assessment tool to ascertain their abilities and any gaps in their knowledge.

SHARED LIVES PLUS

Shared Lives Plus is the UK network for Shared Lives and Home share. Their members are Shared Lives carers, Shared Lives schemes, and Home share providers

Shared Lives Plus offers carers and schemes advice and guidance to enable people to achieve goals such as:

- Being in control of their services and their lives.
- Pursuing ordinary lives within their chosen families and relationships.
- Being valued by their communities and feeling like they belong.

It allows members to learn and communicate with other Shared Lives carers to personalise their approach and deliver and accommodate service users in a way which:

- Are built around individuals, their strengths and potential;
- Promote equality and value diversity;
- Are safe but support people to take risks in pursuit of their goals;
- Are cost-effective, with consistently better outcomes than alternatives.

By joining and becoming a Shared Lives Plus members it allows access to:

- Resources, training, insurance and one-to-one support;
- Enable members to talk to, support and learn from each other;
- Ensure that members can act as a network to influence national and local decision makers and the development of a more personalised social care system;
- Raise awareness of the value of members' work;
- Commission research and strengthen the evidence base for our work.

Public Liability insurance

Full Members of Shared Lives Plus are now covered under our group Public Liability insurance policy. This cover includes:

- Public & Products Liability £10,000,000.
- Abuse sub-limit any one period of insurance £5,000,000.
- Malpractice GBP £5,000,000.
- Professional Indemnity (including Libel and slander) £2,000,000.
- Employers' Liability (Contingent) £10,000,000.
- Loss of Registration £5,000. The total amount payable under this section for all members shall not exceed the sum insured of £50,000 any one period of Insurance and £5,000 any one claim.

There is no membership distinction between approved Shared Lives carers who provide longer term arrangements, respite arrangements, short breaks or day support in their own homes. All are eligible for the same membership terms and public liability cover.

The shared lives plus website is: <http://www.sharedlivesplus.org.uk/>

SECTION 1- PROCESSES FOR SHARED LIVES ARRANGEMENTS

Herfordshire Shared Lives Guidance

Assessment of Needs

It is important that we know about a person's physical, social, emotional and cultural needs and their hopes and wishes, so that we can meet these within the Service Shared Lives scheme.

Before making a Shared Lives arrangement, we will always ask for a written assessment of the person's needs and their aspirations. This can be a local authority community care assessment or a self-assessment. The person's Care Manager or other appropriate professional will have discussed this with the person before and it will cover things like the person's:

- accommodation and personal support needs
- community, family and social contacts
- education, training, and/or occupation
- leisure activities
- cultural and faith needs
- physical and mental health care
- any special equipment or treatment or rehabilitation the person requires
- how the person communicates
- having adequate money
- whether there are particular risks in the person's day-to-day life, and how these can be managed
- What changes or wishes the person has for the future.

If the person does not already have an up-to-date assessment of their needs, then we will ask a suitably qualified person to discuss these areas with the person and/or the person's representative, and then to let us know about the needs they have agreed together.

We will use this information to find Shared Lives carers who may be able to meet these needs. If we find Shared Lives carers who are suitable for the person, we will share this information with them so that they can also think about providing a service for the person, and whether they will be able to meet the person's needs. The Shared Lives worker will give the person information about the Shared Lives carer too, so they can also think about whether that arrangement would be right for them. This process is called matching.

If the arrangement goes ahead (after all the necessary introductions, visits, etc.) the Shared Lives carer will be given a copy of the person's needs assessment, or a summary of this, to keep for as long as the arrangement continues. Another copy will be kept on the database, and we will also make sure that the person has been given a copy too.

The person's assessment of needs will be the starting point for planning the details of the person's Shared Lives arrangement. The plan will be agreed between the person and/or the person's representative, the Shared Lives carer and the Shared Lives worker, and is called a Care Plan.

The Care Plan and the arrangement will be reviewed regularly (at least once every year), which means that if the person's needs or wishes change over time the plan and/or the arrangement can be changed too.

The Matching Process

A Shared Lives arrangement can only be successful if the Shared Lives carer is able to meet the person's needs and if the person and the Shared Lives carer(s) and other people in their household all get on well together. The Shared Lives scheme therefore gathers together all the important information about the person and about our Shared Lives carers and we use this to work out which Shared Lives carers will suit the person. This is known as matching.

How matching will happen?

All our Shared Lives carers have been properly recruited, assessed and trained by us before they are able to start working with the person or anybody else who requires support. During this time, we build up our knowledge of them and their families and of the skills and experience they have to enable them to support someone.

Once we receive a referral for the person who will be using or living in a Shared Lives arrangement, we start to build up our knowledge of the person and their needs, wishes and aspirations.

These are the sorts of things we take into account when working out which of our Shared Lives carers might be suitable for the person:

- the person's assessed needs and wishes
- any identified risks/ risk management
- the skills, knowledge and experience of the Shared Lives carer(s)
- the personal interests that the person and the Shared Lives carer(s) have
- the location of the Shared Lives carer(s) home
- the facilities and accommodation the Shared Lives carer(s) can offer the person
- the cultures and/or faiths that are important to the person and the Shared Lives carer(s)

If we find any Shared Lives carers whose skills can be matched with the person's needs, we will give the person and/or the person's representative information about all of them. The information will be in a format that the person can understand easily. We will also give information about the person to those Shared Lives carers that we think will make a good match with the person.

If the person and/or the person's representative would then like to meet up with one or all of the Shared Lives carers we will make arrangements for this. This enables the person and the Shared Lives carer(s) to find out more about each other and to see for themselves whether the person has things in common after all. This kind of visit is called an introduction and is part of the matching process. An introduction can include an overnight stay if the person is thinking about having short breaks with the Shared Lives carer(s) or of living with them for a while.

We will make sure that the person and/or the person's representative understands the matching process and also that all our Shared Lives carers understand it too. As it is so important that the person and the Shared Lives carer(s) get on well together, they both have a say in whether the arrangement could be a suitable one. It will not cause a problem if either the person or the Shared Lives carer(s) does not wish to go ahead with more introductory visits or with making a longer-term arrangement.

The decision about whether a Shared Lives arrangement is right for the person is a very important one. We understand that it takes time and proper information to make this sort of decision and that the opportunity for the person and the person's family or representative to visit and 'test drive' an arrangement will be a helpful part of that process.

How will introductions take place?

An essential part of making a decision is having all the information the person needs beforehand.

The person will be given information about the Hertfordshire Shared Lives scheme and about any Shared Lives carers who may be suitable for the person as part of our referral and matching procedures. Visiting the Shared Lives carer(s) adds to this by giving them and the person and/or the person's representative an opportunity to experience the arrangement directly. The Shared Lives carer(s) can also visit the person if the person wishes.

The person will usually be able to:

- meet the Shared Lives carer(s) and other members of their family or household and find out what they are really like
- see the house, the bedroom (if the person will be staying there) and the neighbourhood
- have a meal there
- have an overnight stay (if the person will be having short breaks or living there)
- see what kinds of records are kept by the Shared Lives carer(s)
- speak in private with other people who are already making use of a Shared Lives arrangement
- Ask any questions they may have.

The person and/or the person's representative can visit as many times as the person wishes until the person feels comfortable about going ahead with a longer-term arrangement. However, either the person or the Shared Lives carer(s) can call a halt to the introductions at any point if they do not feel the arrangement will be suitable after all.

Even if the person does decide to go ahead with a longer-term arrangement, there will still be a trial period when the person can change their mind. The length of the trial period will be agreed at the start of the arrangement and written in the Arrangement Agreement.

Deciding that one Shared Lives arrangement is not right for the person does not mean that the person cannot try another one. The Shared Lives worker will discuss this and will arrange introductory visits to another Shared Lives carer(s) if appropriate.

Introductory visits play a big part in making sure an arrangement is right for everyone involved. We therefore try to avoid making Shared Lives arrangements in emergencies, when this kind of opportunity may not be possible. However, we have a separate procedure which we follow if an emergency situation arises and there really is no time for the person to get to know the Shared Lives carer(s) before the person goes there. The person's Shared Lives worker will explain more about this if it affects the person.

Shared Lives carers support no more than three service users at any time.

Hertfordshire Shared Lives Guidance

Emergency Shared Lives Arrangements

In order to be sure that any Shared Lives arrangement will meet the person's needs and wishes, the Hertfordshire Shared Lives scheme follows its procedures for referrals, matching and introductions whenever possible. However, we understand that traumatic events can occur in a person's life which mean an arrangement may have to be made with minimal matching and without opportunity for the person to 'test drive' the arrangement. In these circumstances we must still make sure that the person and the Shared Lives carer(s) and their family will be safe, that the person's needs will be met as effectively and quickly as possible and that the needs of the Shared Lives carer(s) and their family have also been considered.

An emergency situation is not the same as an urgent one. It is sometimes possible to set up an arrangement urgently (i.e., in a short time) whilst still following usual procedures for referrals, matching and introductions. We will always try to work with the person and their family, Care Manager / other appropriate professional and the Shared Lives carer(s) to follow these procedures wherever possible. Emergency arrangements are considered only as a last resort.

In an emergency situation, this is what will happen:

1. We will ask the person, their family and Care Manager / other appropriate professional for enough information about the person so that the Shared Lives carer(s) can support the person effectively during this difficult time.
2. We will require any current risk assessment/risk management plans which must include any known risks that the person may pose to themselves, the Shared Lives carer or the Shared Lives carer's family. We will pass this information on to the Shared Lives carer(s) before the arrangement starts. We will not be able to arrangement without this information.
3. We will ask the Shared Lives carer(s) to introduce the person to everyone in their household and to give the person all the immediate information they need about the facilities and support available, including whether there are any house rules. We will make sure the person has all the other useful information (such as the Service Guide) within 1 working day.
4. We will obtain full written information about the person's needs and a copy will be given to the Shared Lives carer(s) within 1 working day.
5. In order to prevent emergency arrangements drifting into longer term arrangements a planning meeting will be held within 5 working days of the arrangement starting. This will include the person and/or their representative, the Shared Lives carer(s), Shared Lives scheme worker and Care Manager / other appropriate professional. This meeting will decide whether the arrangement should continue, for how long and whether any additional services are required. If the meeting decides that the arrangement should not continue, a plan will be agreed for making alternative arrangements.

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6. A Shared Lives Arrangement Agreement and Service user Care Plan will be completed within 5 working days, and everyone will be given copies of these.
 7. The arrangement will be reviewed at least every 4 weeks (or more often if required) for as long as the emergency arrangement continues.

When an emergency arrangement has been set up this does not necessarily mean that it can, or should, continue on a long-term basis. It will usually only continue for an agreed period of time which will be written in the Shared Lives Arrangement Agreement.

The arrangement will only continue for longer than this agreed period if everyone is certain it can meet the person's needs and if the person and the Shared Lives carer(s) would like it to. In this case, the arrangement changes from being an emergency one to becoming a long-term arrangement and this change will be recorded in the review of the Shared Lives Agreement.

If at any time it becomes clear that the emergency arrangement cannot meet the person's needs or the needs of the Shared Lives carer and their family or the person does not wish it to continue, the person's Care Manager / other appropriate professional will work with the person to find an alternative. This may include looking for a more suitable Shared Lives arrangement if the person wishes.

SECTION 2- PROCEDURES FOR SHARED LIVES CARERS

Herfordshire Shared Lives Guidance

Shared Lives Carer Agreement

The Shared Lives carer agreement outlines the role and responsibilities of the Shared Lives carer(s) in working with the Shared Lives scheme and the role and responsibilities that the Shared Lives scheme has in supporting and working with the Shared Lives carer(s). It also sets out the terms and conditions for the Shared Lives carer(s) approved by the Shared Lives scheme. It follows the guidance and model documents produced by Shared Lives Plus.

Terminology used in the Shared Lives carer's agreement

Person means the person/service user requiring support who will be using or living in the Shared Lives arrangement.

A Shared Lives carer is a self-employed person who, under the terms of a Shared Lives carer agreement provides, or intends to provide, personal care and support. They share their home and their family (and/or community) life to the person using or living in a Shared Lives arrangement. In Shared Lives day support arrangements, this can be using the home as a base and then visiting the community. The use of the term 'and/or community' above takes account of: 'and' - that all Shared Lives involves sharing the community life of the Shared Lives carer; 'or' - that some Shared Lives carers (e.g., single Shared Lives carers who do not have regular contact with their families) may not consider themselves as having a 'family life' to share.

Shared Lives workers/workers are individuals employed by a Shared Lives scheme and who have the competencies, qualities and experience needed to carry out the necessary tasks of the scheme including Shared Lives carer recruitment, approval and training; setting up, supporting, monitoring, and reviewing of Shared Lives arrangement.

Shared Lives scheme manager is registered with the Care Quality Commission and has overall responsibility for the quality and safety of care and support of all Shared Lives arrangements within their Shared Lives scheme. The scheme manager has legal accountability for the final decision on approval of new Shared Lives carers, continuing approval and de-approval of exiting Shared Lives carers.

Shared Lives schemes are run by local authorities, health trusts or independent (profit-making or non-profit making) organisations. All Shared Lives schemes are responsible for recruiting and training Shared Lives carers; matching people with

suitable Shared Lives carers; making Shared Lives arrangements and providing ongoing support and monitoring of Shared Lives arrangements. The care they provide is mainly for people aged 18+ and in some cases 16+ where they meet the eligibility for adult services or in Scotland are a supported lodging scheme.

Shared Lives arrangement agreement is a written agreement made in relation to each individual Shared Lives arrangement. It is an agreement between the person who will be making use of or living in a Shared Lives arrangement, the Shared Lives carer, the scheme and anyone involved in commissioning the service (care manager, social worker, and family member). The agreement incorporates the responsibilities and expectations of all those involved in the arrangement and includes details of the plan of care for the person using the service. It must be signed by all relevant parties before the commencement of the Shared Lives arrangement.

Hertfordshire Shared Lives Guidance

Supporting and Reviewing Shared Lives Carers

The Hertfordshire Shared Lives service scheme values its Shared Lives carers and depends on them to provide good quality support and care to people in Shared Lives arrangements. We therefore regularly review the work of Shared Lives carers and provide ongoing support for them in order to make sure they have the resources, skills and knowledge to fulfil their responsibilities and meet the needs of the people they are supporting.

The role and responsibilities of Shared Lives carers are outlined in the Shared Lives carer agreement, together with those of the Scheme. The support that Shared Lives carers can expect from the Scheme includes:

- induction training or other learning opportunities which meet the requirements of the sector skills council for the country's common induction standards
- a full review of their work and approval status at least once a year (and more often if necessary) which includes a learning and development plan for the coming year
- ongoing learning and development opportunities which can be tailored to the Shared Lives carer's individual learning style
- having a named Shared Lives Worker
- regular telephone calls and visits (at least once every 3 months) from their own Shared Lives Worker and, if different, from the Shared Lives Worker who is responsible for the person they are supporting
- regular reviews of the person's Care Plan and Shared Lives arrangement agreement so that the person's changing needs and wishes can be responded to, including whether the arrangement should continue
- the provision of a Shared Lives carer's handbook containing essential information about the aims and objectives and operation of the service and reference documents including copies of relevant guidance and procedures
- regular breaks up to a maximum of 42 nights per year for Shared Lives carers who are providing long-term accommodation and support for a person
- Facilitating peer support between Shared Lives carers including meetings.

The annual review will cover:

- the Shared Lives carers' work with each person they have been supporting
- feedback from the person(s) using or living in Shared Lives arrangements with the Shared Lives carer, and feedback from their family or representative and their Care Manager and other relevant professionals
- an overview of the Shared Lives carers' achievements during the past year

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- any outstanding objectives or actions from the previous year
 - the records they have been keeping
 - evidence of maintaining and continuing to develop the knowledge and skills required for their work
 - their learning and development need for the coming year and how these will be met
 - their accommodation and updating of any risk assessments relating to this
 - their current health and lifestyle and family circumstances
 - the views of others in their family or household
 - any required update of formal checks
 - the categories of their approval and whether these should be changed
 - Their experiences of being part of the Scheme and any comments or suggestions they have for improving the service.

Shared Lives carers will be given a copy of written guidelines for the review and the date will be arranged well ahead so that they have an opportunity to prepare for this. They will also be able to comment or add to the written report of the review and will be given a copy of the final report.

Additional reviews will be carried out at the end of the Shared Lives carers' probationary period, or if any serious complaints or concerns have been expressed about the working practices or conduct of the Shared Lives carers, or if an allegation of abuse or neglect has been made against them and upheld after investigation, or if their health or family circumstances have changed significantly.

If the review of the Shared Lives carers indicates that there may be reasons to change or end their approval the review report will be presented to the Shared Lives Panel for a recommendation which will inform a decision by the Scheme manager or other senior manager. The Shared Lives carers will be given information about their right to appeal against the decision and how to do this.

Shared Lives Review procedure

Every approved Shared Lives carer will have an allocated Shared Lives Worker who is employed by a Shared Lives scheme. The Shared Lives Worker is responsible for giving the Shared Lives carer and other household members the support they need and also for monitoring their work.

The Shared Lives Worker is also responsible for working with the Shared Lives carer to review the Shared Lives carer's work every year, giving them advice, support, feedback and the opportunity to identify and plan to meet any learning and development needs.

The Review process needs to address any areas of concern or development arisen throughout the year, along with the Carers compliance with the Scheme's standards and training requirements. It should also highlight any successes, achievements and good news stories the carer has been involved with throughout the year.

The review gives the Shared Lives carer the opportunity to comment upon the support and learning offered by the scheme and make suggestions for any improvement. The Shared Lives carer may also use the review to request a change in their approval status.

If the Shared Lives carer requests a change in their approval status their allocated Shared Lives Worker will need to find out the reasons for this request. If the request is for a decrease in approval e.g., long term Shared Lives carer to short breaks or day support, then the Shared Lives carer and Shared Lives Worker will need to look at the implications of this decision on any existing arrangements to ensure the people in these arrangements are not left without any support or somewhere to live. Shared Lives carers should provide the relevant amount of notice, as outlined in the Shared Lives carers agreement and Shared Lives arrangement agreements.

In the event that the request for reduced approval status is due to ill health or change in circumstances of the Shared Lives carer that impacts on their ability/availability to provide care and support to people using or living in Shared Lives arrangements with them, then the scheme will look at this on a case by case basis, in partnership with the Shared Lives carer, to see if there is any support that can be provided to identify a course of action going forward.

When a Shared Lives carer requests an increase in their approval status e.g., day support or short breaks to long term support, they will need to work in partnership with their allocated Shared Lives worker to explain their reasons for wanting to change and to demonstrate they have the necessary knowledge, skills, experience and values to provide the care and support required of approval status they are applying for.

In all cases the review process results in a written report giving clear evidence of the Shared Lives carer's successes and challenges. In most cases the report will be jointly agreed between the scheme and the Shared Lives carer. Where the Shared Lives carer does not agree with the conclusions they will be invited to submit a separate response which will be included in the report.

Occasionally, in addition to the annual Shared Lives carer review, a review is held because of a significant change in the Shared Lives carer's circumstances, because there are concerns about their knowledge and skills or because an allegation against the Shared Lives carer has been made and investigated.

In these circumstances the Scheme may request the Shared Lives Carer be invited back to Panel to address the changes or concerns. A report will then be presented to Panel detailing this information and Shared Lives Carer will be invited to attend the meeting with a representative if they wish. The Panel members will discuss the report and will make a recommendation on the status of the review based on clear evidence presented to them. The recommendations will be given to the Scheme manager who will make the final decision on any change in approval status of a Shared Lives carer.

Where applicants wish to appeal the Panel decision regarding their review they will be given copy of the appeals process and will be invited to submit their challenge in writing within 14 days of the Panel date.

Non-Compliance Policy

It is a requirement that Shared Lives Carers are co-operative with the Scheme at all times. This includes complying with all policies and procedures, communicating effectively (including responding to correspondence and returning telephone calls), co-operating with monitoring visits and complying with all aspects of the carer's contract.

Monitoring and Monitoring visits: - The Scheme has a duty to monitor all carers once they are approved, with a target to see each carer at least every 12 weeks, irrespective if they have a customer placed with them or not.

Monitoring visits will be arranged at a time convenient to both the carer and the Shared Lives Officer. It is accepted there may be times where visits need to be cancelled with good reason at short notice (sickness, emergencies). In situations where a visit is cancelled with good reason then a new meeting will be arranged within 7 working days.

If two meetings are cancelled or the carer is not at home at the designated time, then a third must be arranged within 2 working days. The Scheme Manager will write to the carer reminding them of their responsibilities in terms of co-operating with the scheme. The Shared Lives Worker will arrange to visit the customers residing with the carer, at their day activities to check their well-being, within 2 working days.

If a third meeting is cancelled a spot visit will take place with the designated Worker and scheme manager. If necessary, safeguarding and Care Management teams will be notified, and the performance management procedure will commence for the Carer. Their suitability will be reviewed and taken back to panel to make a decision regarding the carer's future on the scheme.

If a Carer is non-compliant regarding completing monthly reports for more than 3 months without any improvement the performance management procedure will be initiated.

If a Carer does not attend / complete Recommended training for more than two quarters without any improvement the performance management procedure will be initiated.

Where a carer fails to communicate with the worker regarding key issues or concerns either about themselves or their service users, i.e., financial, medication, accidents, holidays, etc., the performance management procedure will be initiated.

Shared Lives Performance Management Policy

The aim of this policy is to provide a management framework for Shared Lives Scheme to manage Shared Lives Carers performance standards.

It is our policy to ensure that concerns over performance are dealt with fairly and transparently, and that steps are taken to establish facts and give carers the opportunity to respond before any formal action is taken.

This policy applies to all Shared Lives Carers, it does not form part of the Shared Lives Carers agreement, it relates only to poor performance.

In the first instance, performance issues should normally be dealt with between Shared Lives Workers and Shared Lives Carer/s in the Support & Monitoring process. Shared Lives Workers should work with Shared Lives Carer/s to identify how SL Carer/s can resolve any issues i.e., through training, Monitoring, experience, etc., and will ensure SL Carer/s are offered reasonable help and encouragement to reach satisfactory level of performance, before any formal action is considered.

SL Carer/s must be made aware of any concerns regarding their performance. Any additional visits/informal discussions must also be recorded, signed and a copy given to SL Carer/s. Where possible an action plan may be devised to:

- Clarify the required standards of Care
- Identify areas of concern
- Establish likely causes of poor performance and identify any training needs
- Set targets for improvement and timescale for review (anticipated timescale should fall within three months).

Where there is no satisfactory improvement within the agreed timescale the SL carer/s will be invited to a review meeting.

Shared Lives Carer Review Meeting

Present at the review meeting will be the Shared Lives Manager, Shared Lives Worker & Shared Lives Carer/s. The Shared Lives Carer/s will be invited to the meeting with no less than 3days notice, of the date, time and venue.

The SL Carer has the right to be accompanied at the review meeting. The companion may be a work colleague, or friend. The meeting will be arranged on no more than two occasions and the team hold the right to hold the meeting in the SL carer/s absence if they repeatedly do not commit to a date.

The aim of the meeting will be to:

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- Set out the required standards that Shared Lives Manager believes the SL Carer may have failed to meet and going through any relevant evidence that they have gathered.
 - Allowing the SL Carer/s to ask questions, present evidence, respond to evidence and make representations.
 - Establishing the likely causes of poor performance including any reasons why any measures taken so far have not led to the required improvement.
 - Identifying whether there are further measures, such as additional training or Monitoring, which may improve performance.
 - Where appropriate, discussing targets for improvement and a timescale for review.

Possible Outcomes of the meeting:

- There are still concerns regarding performance - an improvement plan will be devised that provides clear targets and timescales.
- There are no concerns regarding the SL carers performance – no further action is required

The SL Carer will be notified in writing of the decision without unreasonable delay. Where possible this should be explained to the SL Carer in person.

If it is decided that an improvement plan is required, no new arrangements will be explored with the SL carer/s whilst this is in place.

IMPROVEMENT PLAN

Following the review meeting, if it is decided that the SL Carer's performance is unsatisfactory, they will be given an improvement plan, setting out:

- The areas in which they have not met the required performance standards.
- Targets for improvement.
- Any measures, such as additional training or Monitoring, which will be taken with a view to improving performance.
- A period for review.
- The consequences of failing to improve within the review period, or of further unsatisfactory performance.

At the end of the review period a review meeting will be held to see if the SL carer has met the improvements required.

If the manager considers the SL Carer has met the improvement required, the SL Carer will be informed in writing and no further action will be taken.

If the Shared Lives Manager is not satisfied with the response of the SL Carer to the improvement notice, the matter may be progressed to a Panel Hearing; or if the

Shared Lives Manager feels that there has been a substantial but insufficient improvement, the review period may be extended.

PANEL HEARING

If the SL Carer's performance does not improve within the review period set out in an improvement plan, or if there is further evidence of poor performance while the SL Carer's improvement plan is still active, a Panel Hearing will be held by the Independent Shared Lives Panel members.

The Panel Hearing will occur if:

- The SL Carer's performance has not improved sufficiently within the review period set out in the improvement plan;
- The SL Carer's performance is unsatisfactory while the improvement plan is still active.

The Shared Lives Panel members are independent of the Shared Lives Scheme and chaired by an independent representative and have the right to De-Approve any Shared Lives Carer.

The SL Carer will be given at least 3 days' notice in writing of the date, time and venue of the Panel Hearing, and his/her right to be accompanied.

At the Panel hearing, the Shared Lives Manager will advise the Panel members of the process followed to date and the outcomes. The SL Carer will be given the opportunity to present their case.

The Panel chair will discuss the evidence presented by both parties and may seek further clarification on details as necessary. The panel will consider the safety of service users placed with the carer as paramount concern.

Following the hearing, the following options are available to the panel

- Dismissing the carer from the Scheme, following their De-Approval.
- Extending an active final written warning and setting a further review period (in exceptional cases where we believe a substantial improvement is likely within the review period).
- Dismissal will normally be with full notice or payment in lieu of notice.

Guidance on Shared Lives Support Carers

As a Shared Lives arrangement is intended to provide the individual with a shared life experience with the home and family life of the Shared Lives carer(s) it will normally be assumed that most of their needs, including any personal care needs, will be met by the Shared Lives carer(s). However, it should be recognised that each individual will have needs and a life that extends beyond that of the Shared Lives carer and proper account of this and how the person will need to be supported in this will need to be included in their care plan for the arrangement. This may involve the person taking part in daytime activity outside of the Shared Lives arrangement or going on holiday without their Shared Lives carer but with support. Occasionally they may have high levels of care where some additional support alongside the Shared Lives carer may be appropriate. Support carers may be identified to fulfil some of these additional support needs.

Shared Lives carers are part of a paid for regulated workforce and as such do need significant breaks from their caring responsibilities. This may range from having just a few hours off in an evening through to going away on holiday on their own. How the needs of the person in the Shared Lives arrangement are met during these times should be determined on an individual basis and take account of the wishes of the individual. If, for example, the person living in the Shared Lives arrangement wishes to remain at home whilst the Shared Lives carer is away then a Shared Lives support carer who is known to them may live in and substitute for the Shared Lives carer.

This guidance is intended to draw a distinction between those Shared Lives carers who have a primary role in providing support and/or care to individuals using Shared Lives arrangements and those Shared Lives support carers who are in a supportive role to them. The term Shared Lives carers will only include approved Shared Lives carers who use their home as a base for the provision of short breaks or respite care, longer term care or day support. In all cases they will have been approved by the scheme as Shared Lives carers and have a primary caring role in relation to the individual supported.

Shared Lives support carers are people who are identified from within the family and community network of the main Shared Lives carer or from elsewhere to provide additional support to or substitute for the Shared Lives carer in the main carer's home or using that as their base. They will have a specifically defined role in relation to the support they give which will be defined and agreed by the scheme. They may be unpaid approved volunteers (receiving expenses only) or be paid. This does not affect the ordinary (unpaid) friendships and relationships people using Shared Lives may have in their community.

There is nothing to prevent approved Shared Lives carers, with the agreement of the scheme, also acting in the role of Shared Lives support carer to other approved Shared Lives carers, without the requirement for further formal approval by the scheme.

Definition of a Shared Lives support carer

A Shared Lives support carer is someone on whom the main Shared Lives carer may rely on to help them meet the requirements of the Shared Lives arrangement agreement or the individual's personal plan either by:

- providing additional support alongside the Shared Lives carer, or
- Substituting for the Shared Lives carer when they are not available.

This may apply whether the Shared Lives support carer is paid or not and assumes that they have agreed to take on a particular responsibility.

A Shared Lives support carer is not:

- a member of the household who has no formal/informal role other than as a family member;
- someone who is voluntarily supporting the wishes and aspirations of the service user e.g., a neighbour accompanying the person to access a local facility;
- a member of the person's own family;

Shared Lives support carers have a defined role relating to a duty of care rather than a non-specific or unfocused role.

Shared Lives support carers provide support using the main Shared Lives carer's home as a base.

Additional Considerations

Someone who may be called upon to support in an emergency or unusual circumstance does not necessarily have to be formally designated as a Shared Lives support carer. Shared Lives Plus recommends that the following risk-related questions are used in order to determine whether or not the person should be regarded as a Shared Lives support carer:

- Will the person need personal care?
- Will the care/support last for more than a day or overnight?
- Will the person supporting be alone with the person supported for more than a day?
- Does the person to be supported have capacity under the relevant mental capacity legislation for the country?

N.B. It is conceivable that as part of everyday life any member of the public may find themselves needing to act in an emergency to protect the safety of others. Where it has not been possible to anticipate a situation then people should be expected to act reasonably to ensure the safety of everyone concerned.

If the person has no personal care needs, the support is one-off, does not involve an overnight stay of more than one night in any one month, will be provided in a place where others are about and the person supported is able to communicate their

wishes, then it should not be necessary to designate the person as a Shared Lives support carer.

If the person has personal care needs which the supporter is expected to meet and involves an overnight stay or time alone with the supporter and the person to be supported lacks capacity, then the person providing support should be designated as a Shared Lives support carer.

For situations that fall between these two extremes a balanced judgement will need to be made about whether the person should be regarded as a Support carer. This judgement will need to take into account the balance of probability of risk to the safety, wellbeing or security of both the person being supported and the supporter.

Recruitment

Shared Lives support carers can be identified either by the Shared Lives carer or the scheme. Identification most commonly will take place:

- During the Shared Lives carer assessment when the scheme and potential carer think about the key people that will be relied on to support the work of the Shared Lives carer.
- In response to a particular need for additional support.
- Where the scheme is looking to provide more effective support to their Shared Lives carers. In this situation Shared Lives support carers may be part of a bank of Shared Lives support carers who can be deployed flexibly to support either specific or a group of Shared Lives carers.

A proportionate approach needs to be adopted which focuses on providing evidence that the applicant has the knowledge and skills required to meet the needs of the named individual to be supported and which takes into account the level of support they will be giving and whether that support will be provided alone or in the company of the main Shared Lives carer. It should also take into account the quality of any relationship between the potential support carer and the person to be supported and their wishes and feelings about the support to be provided.

Shared Lives support carers will be expected to complete the same application form and provide the necessary references, and Criminal Records checks. They will be invited to attend a formal assessment interview which focuses on their suitability to support the individual placed with the main Shared Lives carer. The decision to approve the Shared Lives support carer will be taken by the scheme manager, with the advice of the shared Lives Worker who supported the assessment of the applicant's suitability. **The assessment report for the Shared Lives support carer does not have to be presented to Panel for recommendation; however, we recommend that they do go through panel to ensure a robust recruitment procedure.**

Support Carers will be expected to undertake any Recommended training and regular refresher training as necessary. They will be provided with sufficient information to ensure the Shared Lives support carer can care safely and competently for the person in the Shared Lives arrangement.

Payments to and employment status of Support carers

Shared Lives Carers should not directly employ staff to provide care for the people that they support.

The scheme has written guidelines on payment levels.

Method of payment employment and tax:

- Any payment will be paid direct to the Shared Lives support carers by the scheme and usually this will be on a casual employment basis.
- Where the Shared Lives support carer is substituting for the main carer by living in at the Shared Lives carers home whilst the Shared Lives carer is away then the scheme must be informed of any arrangements
- NB If the payment were included in the fee paid to the main Shared Lives carer to be passed on to the Shared Lives support carer this would risk the Shared Lives carer being seen as an employer of the Shared Lives support carer. This could have a consequent impact upon tax and National Insurance treatment and public and employer insurance requirements and also give them all of the responsibilities of an employer. It could also risk them being viewed by the Regulator as a Care Home with all of the consequences attached to that.
- The amount should be fair, reasonable and proportionate to the level of support given.
- The amount payable needs to be clearly stated.

Any income, no matter how small, received for providing any type of work including care and/or support may be declarable to HMRC. This will be self-declaration as a self-employed person registered with HMRC.

Insurance

Shared Lives support carers will need to be covered by public liability insurance. The Shared Lives scheme and the main Shared Lives carer should check to see whether this is the case and under what circumstances the Shared Lives support carer is covered by any insurance:

- Shared Lives Plus' recommended public liability insurance policy gives public liability cover for the main carer/s and any Shared Lives support carers identified in the Shared Lives arrangement agreement, the Service users Care Plan.
- Shared Lives support carers that are not included in a Shared Lives carer's policy or not covered by the scheme's policy will need their own public liability cover. Shared Lives Plus' insurance brokers Towergate can advise on this.

Support, monitoring, review

Support and monitoring should be proportionate to the level and frequency of support provided by the Shared Lives support carer but should help to ensure that s/he is not isolated.

Opportunities for assessing the performance of the Shared Lives support carer could be provided by:

- Regular monitoring visits (particularly including visits when the main Shared Lives carer is away).
- Feedback from the Shared Lives carer at the end of each period of support.
- Consideration within the Shared Lives carer's review (which provides an opportunity to evaluate the quality of the support provided by the Support carer) and in arrangement reviews.

Hertfordshire Shared Lives Guidance

Learning and Development

The Hertfordshire Shared Lives scheme understands that learning and development are essential to the role of Shared Lives carers and Shared Lives workers who play a crucial role in promoting positive experiences and outcomes for people using or living in a Shared Lives arrangement and should have opportunities to develop their skills and knowledge.

Shared Lives workers and Shared Lives carers are recruited through a process which includes taking up references, Disclosure and Barring Service checks, and consideration of their previous experiences and working history. Selection depends on demonstrating they have the skills, knowledge and abilities to support people. Managers and Shared Lives workers may also be required to have relevant qualifications.

The Care Quality Commission require that people who use adult social care services will receive care and support from people who:

- Meet the Essential Standards
- Meet any additional learning and or qualification requirements of that council
- Have the knowledge and skills to meet the care and support needs of any individual placed with them

Learning and development opportunities can take many forms, such as:

- Group learning led by suitably skilled people
- One-to-one input / individualised learning and development meetings
- Taking part in external training courses
- Log on to Care eLearning
- Shadowing more experienced people
- Peer group discussions
- Use of resources such as DVD's / online training courses/ workbooks / reading materials / the internet
- Research
- Hearing about the experiences of people who use services and their families

Shared Lives Workers

All Shared Lives workers undertake a full induction that covers:

- values underpinning the service
- the Shared Lives scheme's policies and procedures
- Shared Lives Plus guidance on the Shared Lives Plus website
- up-to-date knowledge and good practice guidance specific to Shared Lives

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- how Shared Lives differs from other services
 - the importance of listening to people who are using or living in Shared Lives arrangements and of the link between continuous development of Shared Lives workers and the continuous improvement of the quality of the scheme and outcomes
 - The sharing of responsibility for continuous development between Shared Lives workers themselves and the service.

All Shared Lives workers, including scheme managers, have an annual appraisal of their work which includes identifying any learning and training needs and ways of meeting these.

Shared Lives carers

It is the responsibility of the Shared Lives scheme to compile training and development programmes suitable to meet the needs of Shared Lives carers and the training will, where appropriate, be specific to the service user group the Shared Lives carers will be supporting.

Shared Lives Plus has produced a set of comprehensive training materials. These materials have been specifically written for Shared Lives and can be used by Shared Lives workers, training departments or the Shared Lives Plus independent trainers to work with Shared Lives carers or for groups of carers to undertake training under the aegis of a shared Lives worker or trainer or an approved Shared Lives Plus trainer.

All

Information about individual and collective training needs should be gathered together and analysed each year and training and development opportunities planned and delivered on the outcome.

Learning and development opportunities provided by the Shared Lives scheme are evaluated as part of the scheme's annual quality assurance assessment, along with feedback received from people who use and live in Shared Lives arrangements, Shared Lives carers, Shared Lives workers and any other people involved in the scheme.

SECTION 3 - SUPPORTING PEOPLE IN THEIR DAILY LIVES

Hertfordshire Shared Lives Guidance

Service User Support Plan, Monitoring and Review of Shared Lives Arrangements

The Hertfordshire Shared Lives scheme aims to deliver the support a person, who will be using or living in the Shared Lives arrangement, requires in a way that is personalised and fair, and which meets their current and changing needs and wishes safely and effectively.

Before beginning a Shared Lives arrangement, the person's Shared Lives worker will meet the person and/or their representative to agree the way in which their needs and wishes will be met in the arrangement. The decisions reached together will be written down as a support Plan. The plan will be discussed with the person and their Shared Lives carer(s), and a copy given to them so that they know how best to support the person.

The support Plan will aim to maximise the person's independence. It will be based on information from the assessment of their needs and wishes and will include information and decisions about:

- what the person prefers to be called
- any communication needs and how these will be met
- whether the person requires support in speaking up for themselves or making decisions and, if so, how this will be provided
- the people who are important to the person and arrangements for staying in touch with them
- the person's social, cultural and spiritual needs and how these can be met
- any specialist equipment the person needs and how this will be provided
- what food and drink the person prefers and any special dietary needs
- the person's activities and leisure interests
- the person's personal care and health needs, including arrangements for taking medication
- decisions on potential risks, including any restrictions to the person's choices and freedoms which may be necessary for their own safety or the safety of others
- the person's hopes and wishes for the future
- any other services the person receives and how these will be co-ordinated with their Shared Lives arrangement, if necessary
- the name of an independent person or organisation who can be contacted if the person wishes to make a complaint or raise a concern
- how often the person's plan will be reviewed and who should be involved in the reviews

The person and/or their representative will be given a copy of their Care Plan. It will be in a format that the person can easily understand. The plan will be reviewed 3 times per year or sooner if the person's needs or circumstances change, or if the person requests a review.

The Service user Care Plan is part of the Shared Lives Arrangement Agreement which explains the terms and conditions for the person's Shared Lives arrangement. The Shared Lives Arrangement Agreement will be reviewed at least once a year or sooner if required.

If the Shared Lives arrangement is funded by the Local Authority, the person's Shared Lives worker will seek to involve their Care Manager in the annual review of the arrangement so that it can be co-ordinated with the review of the Care Plan and / or care package if possible.

The person's Shared Lives worker will make regular monitoring visits (at least once every 3 months) to see the person and/or the Shared Lives carer(s), in order to make sure the arrangement is working well for the person and everyone else involved in it. Unannounced visits will be made to the Shared Lives carer(s) throughout the year or if there are any concerns about an arrangement or the care or support that is being provided. The Shared Lives worker will also meet with the person at least once a year in a setting away from the Shared Lives carer(s) and their home to make sure that the person has an opportunity to discuss the arrangement without being influenced by it.

Personal Care and Support of Service Users

Some people require support to meet their personal care needs. Hertfordshire Shared Lives scheme understands the importance of responding to individual needs and preferences around this and of providing support in ways that maintain privacy, dignity and self-respect.

Before providing any arrangements, Shared Lives carer(s) receive information and training that enables them to provide personal care safely and sensitively. This includes the following practices:

- closing doors and knocking before entering wherever possible to provide privacy
- allowing the person time on their own in the bathroom or toilet, wherever possible
- explaining clearly to the person what they are doing
- using respectful language
- being flexible about the times of bathing, getting up, going to bed, etc. (within normal family schedules)
- enabling the person to do as much as possible for themselves

Shared Lives carer(s) will be made aware of an individual's needs and preferences around personal care at point of referral and these will be explained in the person's Care Plan and regularly reviewed as part of the Shared Lives arrangement. Where the person expresses their own preference, this will be respected. If the person is not able to express a preference or make choices for themselves, we will ask their family or representatives, or try to work out their preferences in other ways (such as Lifestyle Planning). As the person and their Shared Lives carer get to know each other this can lead to increased trust and confidence and they may be able to communicate in different ways at a later stage, even if not at first.

If a person's cultural or religious customs have implications for their personal care, the Shared Lives carer will be properly informed about these. Wherever possible and when the person requests it, the Shared Lives carer(s) providing intimate care will be of their preferred gender.

If a person requires support with moving and handling, their Shared Lives carer(s) will be provided with specialist training and/or equipment to enable them to undertake this. These will be provided after assessment by an appropriate professional as will any technical aids or equipment to enable the person to do as much as possible for themselves. The use of aids and equipment will be kept under review as part of the person's Care Plan and reassessments arranged when necessary

When a person's care is shared between a Shared Lives arrangement and the person's family and/ or other service provider, or between two different Shared Lives arrangements, their Shared Lives carer will work in partnership with the person's family or other supporters or Shared Lives carer(s) in order to ensure that there is consistency and continuity of care.

If the person requires support to understand the nature of relationships and how to stay healthy and safe within them, their Shared Lives carer(s) will provide this in a way that is sensitive to their needs and/or will ask for appropriate professional help with this with the person's agreement.

A sexual relationship that the person has not consented to is wrong and illegal. If this appears to be happening, the implications will be discussed with the person so that the person can make an informed decision about what action to take. If the person does not have the capacity to give consent and/or to make choices and decisions about this, this will be discussed with their representative and/or Care Manager and/or other appropriate professionals, in order to make decisions and take actions that are in the person's best interests. In these situations, we will follow guidance in the Mental Capacity Act 2005 Code of Practice.

If at any time the person's Shared Lives carer(s) becomes concerned that the person may be involved in an abusive friendship or relationship she/he will immediately inform the Shared Lives worker. The scheme will then follow the guidance for Safeguarding against Abuse and Neglect

It is illegal for a care worker to have a sexual relationship with a person he or she is involved in providing care for if that person has a mental disorder. This applies to Shared Lives carers and Shared Lives workers and any incident or concerns about this will be reported to the Police.

Family, Friends, Culture and Community

People in Shared Lives arrangements have the opportunity to live an ordinary life in their community. This includes being able to maintain and develop personal and family relationships, pursue their own cultural and religious customs and be active members of their local community in ways that they wish.

In order to make this happen Shared Lives carers will have been provided with the information about the person's particular needs and wishes as outlined in the Care Plan. In addition to this Shared Lives carers will undertake learning around a person's human rights and develop an understanding on how best to support people in their daily lives.

Important information about friendships and relationships will be recorded in the care plan and areas where the person needs support from a Shared Lives carer will be identified.

This may include support with the following:

- making or receiving phone calls
- remembering or making arrangements for meeting up with someone
- remembering birthdays and/or shopping for cards or presents
- attending social and/or cultural and/or religious events that the person wishes to take part in
- shopping
- hospital and GP appointments
- chiropodist
- arranging a holiday

In a Shared Lives arrangement, the person will be supported to continue to live their life in line with their cultural, religious beliefs and customs. This will be recorded in the Care Plan and taken into consideration when matching the service user with the Shared Lives carer(s). The Shared Lives carer(s) will be provided with information and guidance in order to understand and respect the person's cultural and religious needs.

This may include support with the following:

- Communication
- Food and drink
- Periods of fasting
- Clothing
- Religious festivals including regular attendance at places of worship
- Contact with communities
- Personal care needs

The Hertfordshire Shared Lives scheme recognises the importance to a person to be able to continue or receive support in maintaining links with their family, friends and community, and if they wish to build new links and friendships.

Information about this will have been included in the person's Care Plan and may include the following:

- Social activities
- Day centre
- Clubs/groups
- Volunteering
- Employment
- Education/colleges

The Shared Lives carer(s) will be provided with information about the person's particular needs and wishes which are included in the care plan. This will provide a picture of what the person's interests are, activities they like to do and the relationships that are important to them. If the person requires support from the Shared Lives carer(s) to maintain or develop any of the above, the plan might cover the following:

- Including the person in activities and events with the Shared Lives carer(s)/family
- Finding out about groups in the community that have similar interests
- Helping the person to join groups
- Identifying new activities
- Support in making arrangements for meeting up with people or attending groups
- Attending educational/ courses/colleges
- Finding and maintaining employment
- Helping the person to develop new skills
- Being politically active and voting
- Advocacy on the person's behalf where there has been discrimination, antagonism etc.

Friendships and relationships are important to everyone. The Hertfordshire Shared Lives scheme recognises each person's right to lead the kind of life the person wants and their right to personal, intimate and family relationships. People in Shared Lives arrangements have the same opportunities to develop and maintain a range of relationships as anyone else in the community.

In a Shared Lives setting friends and relatives will be welcome to telephone or visit the person. The Shared Lives carer(s) will respect the person's choice and privacy in relation to this and the person's family/friends will also be expected to act responsibly and show consideration to other people in the household.

If the person has made a choice not to have contact with their relatives or friends, the Shared Lives carer(s) will respect their choice in exercising their rights.

There are sometimes risks associated with relationships including the risks of abuse or neglect. The person's right to lead the kind of life they want, with relationships that the person chooses, may sometimes have to be balanced with their right to be safeguarded from harm. There is more information about this in our policy on Safeguarding against Abuse and Neglect.

Hertfordshire Shared Lives scheme recognises everyone will have an expectation to lead the kind of life they want and to have the same opportunities as other people in the community. This includes opportunities to enjoy good health and to access the resources that are available in community health, hospitals and other specialist facilities.

Shared Lives carers will recognise the importance of enabling the person to do as much as possible for themselves in relation to their own health and wellbeing.

It is important that the person is supported to maintain good health and stay as fit and healthy as possible. Support needs may include:

- Information on nutrition and healthy eating
- How to exercise safely in order to maintain fitness
- Maintaining GP appointments
- Information on Health and wellbeing clinics
- Maintaining hospital appointments
- Arranging and attending health screening or routine check ups
- Advice and information on sexual health
- Information on community resources

In a Shared Lives arrangement, the person, wherever possible, will be able to continue to see their own doctor or dentist and any other health professionals who are working with them. If this is not possible then alternative arrangements will be discussed with the person and/or their representative in order for them to have information that enables them to make choices on options available to them.

As in all Shared Lives arrangement information about a person's health and health care needs will be recorded in the following:

- Care Plan
- Risk assessment

If the person has any health care needs that have been identified in the Care Plan the Shared Lives carer will be able to support the person in this by following any recommendations or guidance provided by the person's health care professionals.

Shared Lives carers can help the person (if required) to arrange and maintain appointments with those involved in their health care. If the person has communication difficulties it is usually the

Shared Lives carer who supports them but, in the event, that an interpreter is required this can be arranged by the Shared Lives worker or care manager.

If the person has been assessed under the Mental Capacity Act 2005 as lacking capacity to make an informed decision about any element of their medical treatment or healthcare this will be discussed with the person's representative/family member(s), care manager and medical professionals to agree a way forward that is in their best interest. It must be remembered that an assessment under the Mental Capacity Act is an assessment of the person's ability to make a particular decision; it is not a blanket assessment.

It is important to note that if a person has a Learning disability, they are entitled under NHS Guidelines to receive an annual health care check. This is usually arranged by the person's GP and other health professionals.

In the event of the person in a Shared Lives arrangement having an accident or serious illness that adversely affects the person's health, safety or wellbeing the Shared Lives carer will be responsible for informing the Shared Lives scheme immediately and record the details as required.

The Scheme will take responsibility for notifying the Care Quality Commission and/or other regulatory bodies when this is necessary.

Communication, Choices and decisions

The person using the Shared Lives scheme has the right to make informed choices and decisions. The Hertfordshire Shared Lives scheme therefore aims to encourage and support the person to make appropriate choices and decisions in all areas of their life.

We recognise the importance of communication and how this provides information about the person's wishes and choices. Good communication is essential in order to create an environment of openness and trust.

Shared Lives carers aim to support a person in their daily life and in any activities and goals the person has chosen as part of their care plan. Communication is essential with all those involved in the person's care in promoting their wellbeing and choice.

- The Shared Lives carer(s) and Shared lives worker will help the person to identify and make choices about the things they would like to do and achieve while having regard for their safety and well-being
- Where there are difficulties for the person around communication, we will support them to communicate in a way that best suits their needs
- The Shared Lives carer(s) and Shared lives worker will enable them to make use of specialist aids/ interpreters /visual aids/ special equipment where needed
- Prior to the arrangement, the scheme will provide information in a format that the person understands
- With the person's permission the scheme will seek guidance if required from the person's family or other people who know the person well
- The person's communications needs will be recorded in the person's care plan and reviewed accordingly
- Wherever possible the person will be supported by an independent advocate who will when needed represent them and speak on their behalf
- If any risks have been identified which may restrict the person's choice these may be discussed with the person and/or their representative as part of their service user plan

We will make every effort to enable the person to have choice and control in their life however, if it appears the person does not have the capacity to make informed decisions, we will discuss this with them (where possible), their family/representative and care manager.

Where a person lacks capacity, we will follow the guidance under The Mental Capacity Act 2005

Responding Positively to People whose Behaviour Challenges Services

The Shared Lives scheme recognises that everyone has a right to lead the kind of life they want and to and have the same opportunities as other people in the community. We also recognise that some people have risks associated with their individual character, history or method of communication and that these risks need to be managed in ways that prevent harm to themselves (including their reputation) and/or harm to other people. It is important that Shared Lives carer(s) understand and balance these rights and risks when necessary, in order to support the person appropriately as well as safeguard him/her and others from harm.

Shared Lives carers will receive information and training to enable them to understand that the reasons for a person's behaviour can be complex and can take time to understand. For example, the behaviour may be a way of:

- communicating something
- responding to pain
- dealing with certain situations
- expressing emotions or frustrations

If Shared Lives carers require specialist training and/or professional guidance in order to understand a person's behaviour and how to respond to it, this will be provided before the Shared Lives arrangement begins and on an ongoing basis when necessary. The arrangement will not go ahead or continue unless:

- a. Shared Lives carers have the knowledge and skills to support the person safely and constructively
- b. They have clear written guidelines on how to do this.

The guidelines will describe:

- how to work positively with the person and carry out a support role safely and effectively
- what behaviours are seen as challenging
- how to avoid situations that trigger the behaviour
- possible warning signs and ways to defuse a situation
- when restrictive physical intervention can be used (if at all)
- the need for reporting and recording incidents

If the person sometimes acts in ways that might cause a significant risk to themselves or others this will be discussed with them and their representative and actions agreed with them to remove or reduce the risks if necessary. If there are likely to be any restrictions on the person's choices and freedoms schemes should refer to separate guidance on Restriction or Deprivation of Liberty in Shared Lives which now apply in all settings. Where people have capacity, full account needs to be taken of the Human Rights Act. These will also be discussed and agreed with the person/their representative as part of their Care Plan. Their needs and wishes and the ways of meeting these will be regularly reviewed as part of their Care Plan. This will happen at least once a year or more often if the person/their representative request it or their circumstances change.

If the person sometimes acts in ways that are abusive to others, this does not mean they cannot make use of a Shared Lives arrangement. However, other people have a right to live lives that are free from violence and/or abuse and/or harassment and bullying. The person may not be able to start a Shared Lives arrangement, or the arrangement may have to be brought to an end if their behaviour cannot be safely managed in the arrangement and/or the levels of risks for other people are unacceptably high.

The Shared Lives carer(s) will support the person in the daily life and activities and goals the person chooses as part of their Care Plan. If the person requires support, to enable their voice to be heard or to make choices and decisions, the Shared Lives worker will work with the Care Manager to seek appropriate advocacy support as needed.

The Shared Lives worker will visit the person and their Shared Lives carer(s) regularly in order to monitor the arrangement and make sure that everyone has the practical and professional help that may be needed. The Shared Lives carer(s) will record the details of any incidents and keep their Shared Lives worker informed about these. The Shared Lives worker will take responsibility for notifying if required the Care Quality Commission (CQC) and/or other regulatory bodies of any events which adversely affect the person's health, safety or well-being when this is necessary.

Restrictive Physical Intervention

Restrictive physical intervention is a term that covers a range of actions and means using force (or the threat of force) to restrict a person's movements or mobility, or to stop them from harming themselves, or from having dangerous or harmful contact with another person or the things around them, or to stop them from committing an offence. The use of force may involve bodily contact, mechanical devices or changes to the person's environment and this guidance has been drawn up in line with government guidance.

People can sometimes become aggressive or violent towards themselves or others. The Hertfordshire scheme works to prevent this sort of occurrence if at all possible,

but also prepares its Shared Lives carer(s) and Shared Lives workers to deal with these situations if they arise. Under common law Shared Lives carer(s) and Shared Lives workers have a duty of care and can take action when necessary to prevent harm to a person who is in a Shared Lives arrangement and/or to other people. The seriousness of this kind of action is understood by Shared Lives carer(s) and Shared Lives workers, so physical intervention is used only as a last resort and only in the person's best interests.

The Shared Lives scheme provides information, training, guidance and support to Shared Lives carer(s) so that they understand:

- their responsibility to protect themselves and everyone in their households from injury or harm
- the principle of keeping the person's best interests in mind at all times
- the possible causes of aggression or violence
- how to defuse a situation which could lead to aggression or violence
- how to manage aggressive situations in order to avoid the use of physical intervention
- that physical intervention can be used only as a last resort
- that the action taken, or amount of force used must be the absolute minimum necessary and for the shortest possible time
- the need to do everything possible to prevent injury or distress and to preserve the person's dignity
- that they can ask for police assistance, if necessary
- that it is never acceptable to use physical intervention (including sedation) as a form of punishment, with unkind feelings towards the person, or for the convenience of the Shared Lives carer(s) or anyone else
- their legal position if they use restrictive physical intervention
- The need to record and report all such incidents to the scheme within 24 hours, with a copy of the written record being sent to the scheme as soon as possible.

If the person sometimes acts in ways that might cause significant risk to themselves or others physical intervention could become necessary in order to keep the person or other people safe, the ways of dealing with this will be explained in the Care Plan. A risk assessment and behaviour management plan where necessary will be included as part of this and will be drawn up with the involvement of appropriate professionals and in accordance with DoLS guidance. This may require Court of Protection authority. The person's Shared Lives carer(s) will also receive specialist training and specialist professional support for this aspect of their work.

After receiving a report about the use of physical intervention, the Shared Lives worker or scheme Manager will notify, if required, the Care Quality Commission (CQC) within the required time frame. They will also make sure that the person, the person's Shared Lives carer(s) and other people are provided with appropriate support following the incident, if needed.

The incident will be reviewed together with the person and/ or their representative, their Care Manager and/or other appropriate professionals. The aim will be to improve understanding of the incident and see whether any new or additional steps can be taken to prevent the same thing happening again. If there are any concerns about the appropriateness or effectiveness of the physical intervention, these will normally be addressed through ongoing training, support and Monitoring. However serious concerns may also be addressed through the procedures for Safeguarding against Abuse or Neglect. The person and/or their representative also has a right to raise concerns through the procedure for Complaints and Concerns.

The scheme will keep a record of all incidents involving the use of restrictive physical intervention and this will be available for inspection by CQC and other regulatory bodies.

Hertfordshire Shared Lives Guidance

Dealing with Emergencies and Crisis

Emergencies or crises can happen at any time in a Shared Lives arrangement. There are many reasons why a crisis may happen including a life event, or physical or emotional crises. Emergencies or crises could directly involve the service user or the Shared Lives carer/family. The most important thing is that everyone connected with the Shared Lives arrangement knows and understands what their role is and more importantly what to do when an emergency or crisis happens.

Hertfordshire Shared Lives Scheme aims to provide information to Shared Lives carers in order to deal safely and sensitively when an emergency or crisis occurs via training and on-going support so that they:

- Understand their role when an emergencies or crisis happens
- Understand the needs of the person using or living in the Shared Lives arrangement
- Understand the importance of reporting incidents
- Understand the role of Emergency Services NHS or Police
- Understand the role of Local Authority/Social Services/EDT (emergency duty team)
- Understand the scheme's policies and procedures on Safeguarding
- Are able to respond to an emergency or crisis that is consistent with any recommendations within the Service users Care Plan.

All Shared Lives carer must report all emergencies or crises to the Shared Lives scheme. This will include reporting any incidents or concerns to the Out of Hours Service.

Emergency or crisis situations are often unexpected and can be stressful to manage. Whenever possible the Shared Lives carer and the Scheme will try to reduce any potential emergency or crisis developing for the service user. It is therefore important that any potential risk for the service user that could result in an emergency or crisis situation is recorded in the following:

- Care Plan
- Risk assessment
- Shared Lives Arrangement Agreement
- Other professional reports/information

As part of the Care Plan and Shared Lives Arrangement Agreement contingency plans in the event of an emergency or crisis are to be recorded. This might include information such as:

- Emergency contact numbers
- Family or friends' contact numbers

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- Schemes Out of Hours numbers
 - Local Authority Emergency numbers
 - Relevant information about the person's wishes on who to contact
 - Emergency accommodation and respite
 - Alternative care arrangements

If the emergency or crisis affects the ability of the Shared Lives carer to continue providing a Shared Lives arrangement then the scheme, in consultation with the person using or living in the Shared Lives arrangement, family representatives, and care manager will explain the reasons why and assist in making alternative arrangements as quickly and as smoothly as possible.

It is the responsibility of the Shared Lives carer to inform the Shared Lives scheme immediately if an emergency or crisis happens and to record this in line with the scheme's procedures on recording incidents.

It is the scheme's responsibility to notify the Care Quality Commission.

This will include, where appropriate, informing other professionals involved in the person's care.

Hertfordshire Shared Lives Guidance

Missing Persons

Hertfordshire Shared Lives scheme has responsibilities to protect and promote the health, safety and well-being of people in Shared Lives arrangements. Mostly people will spend time out and about in the community without there being any cause for concern. However, some people can be confused or easily disorientated and may become lost. There is also a chance of accidents or other mishaps, so Shared Lives carers need to know what to do if the person they are supporting does not come home when expected or appears to be missing.

Because the people in Shared Lives arrangements are all different it is difficult to give definite rules about what Shared Lives carers should do when a person does not come home when expected or appears to be missing. For one person it might just mean s/he has missed the bus while for another person it could mean s/he is in great danger.

Just as happens in ordinary families, it is helpful if the person lets their Shared Lives carer(s) know if they are going out, roughly what their plans are and/or when they expect to be home again. This helps to avoid false alarms. If the person changes their plans, again it is helpful if the person lets their Shared Lives carer(s) know this.

If the person does not return when expected or appears to be missing the person's Shared Lives carer(s) will:

- check around the house and garden and/or immediate neighbourhood
- try to contact the person on a mobile phone or some other way
- check with other people or places the person was planning on visiting (if known)
- check with the person's friends or relatives to see if the person is with them
- contact the person's Shared Lives worker or the scheme or the out-of-hours emergency service to let them know and to agree what further action is necessary
- inform the police if the person is likely to be at immediate risk, or when it has been agreed with the scheme or out-of-hours emergency service that this is appropriate
- provide the police with a description and any other information they may need (or, if appropriate, work closely with the person's family to do this) following the Adults at Risk of Going Missing Guidance 2017

Once the person has been found, the Shared Lives carer(s) and/or Shared Lives worker will make sure that all relevant people are informed – such as the police, the person's relatives, etc. The Shared Lives worker or scheme will also take responsibility for notifying, if required, the Care Quality Commission when the person is missing for more than 12 hours and when the person has been found again.

The Shared Lives carer(s) will support the person in the daily life and activities and goals the person chooses as part of their Care Plan and will respect the person's choices and freedom and dignity. If the person has a tendency to wander away or to get lost the risks around this will be properly assessed and a risk management plan will be included in the persons Care Plan. If there are likely to be any restrictions on the person's choices and freedoms these will also be discussed and agreed with the person as part of the person's Care Plan.

SECTION 4- HEALTH & SAFETY

Herfordshire Shared Lives Guidance

Health and Safety

Although Shared Lives Carers are recognised as self-employed under the health and safety at work act 1974, Shared Lives Carers have a duty of care and a responsibility to safeguard the health and safety of anyone using or living in a Shared Lives arrangement.

All Shared Lives carers have personal responsibility for:

- ensuring their house is safe from any hazards including fire risks and risks of trips and falls
- working safely and efficiently
- following instructions for using any special equipment that the person needs, so that the person and they stay safe
- using protective clothing and other protective equipment where necessary
- reporting any accidents or dangerous occurrences that have led to injury or damage, or which could do so
- assisting in any investigations of accidents, in order to prevent the same thing happening in the future

Shared Lives workers and Shared Lives carers are provided with training and information so that they understand the importance of health and safety issues, the relevant legislation, their own responsibilities and the safe working practices that apply to them. Their continuing training needs are identified through Monitoring and regular review of their work and through visits to Shared Lives arrangements.

Health and Safety Checklist

The health and safety checklist should be completed by the Shared Lives worker together with the Shared Lives carer(s) to identify any areas of the home which may present a risk to health and safety in the home. The health and safety checklist should be completed annually as part of the Shared Lives carer assessment.

Although the checklist focuses on the bedroom and communal areas used by the person in the Shared Lives arrangement, Shared Lives carers and the scheme worker will work together to consider and recognise any other risks or hazards which may impact on the safety of the whole household. Anything which comes to the attention of the scheme will need to be looked into.

In cases where a conflict arises between the scheme's wishes to check the whole property verses the Shared Lives carer's right to privacy, then the scheme and the Shared Lives carer should try to come to agreement about how to move forward.

Shared Lives carers or schemes that are members can also contact Shared Lives Plus for additional advice or support if there is any conflict regarding health and safety between the Shared Lives scheme and the Shared Lives carer.

Hertfordshire Shared Lives Guidance

Risk Assessment and Risk Management

Taking risks is a normal part of a lifestyle that maximises independence. The Shared Lives carer will support the person living in the Shared Lives arrangement to have the kind of life and experiences that the person wants, doing the things that are important to the person and enabling the person to take risks in a responsible way.

If every day events and activities could involve some hazards or potential harm for the person or other people around them, the person will be able to discuss these risks with their Shared Lives carer(s) and/or Shared Lives worker (and other people when appropriate) and then, if necessary, agree actions for reducing those risks. This process is called risk assessment.

The Shared Lives scheme provides Shared Lives carers and Shared Lives workers with training, information and ongoing support to enable them to identify hazards and assess risks, to take actions to reduce or remove the risks when appropriate and to record discussions and decisions about this. The Shared Lives worker will complete any risk assessments as required which will be added to the service users care plan.

A copy of the person's risk assessment will be given to other people who are involved in supporting the person and who need to know how to keep the person safe; or need to know how to keep other people around the person safe (including them).

Any risk assessment will be reviewed regularly, and the person and/or the person's representative will take part in the reviews. This will happen at least once a year, or more often if required, and will usually take place alongside a review of the person's Care Plan.

A risk assessment is also made of the person's Shared Lives carer(s) home before they start supporting anyone in a Shared Lives arrangement, and action is taken when necessary to reduce any hazards at the home. This risk assessment of the Shared Lives carer(s) home is reviewed at least once a year. This usually is completed at the time of the annual review.

Fire Safety Policy

The Shared Lives scheme manager is responsible for ensuring that scheme workers understand the Fire Safety Code of Practice and provide Shared Lives carers with the scheme policy and procedure on 'Fire Safety' and with any support and learning that they need to put the policy and procedure into practice.

The Shared Lives worker together with the prospective Shared Lives carer will carry out, as part of the assessment process, a health and safety and fire safety risk assessment of the prospective Shared Lives carer(s) home. This will be reviewed by

the Shared Lives worker and will be included in the papers presented to the Shared Lives Panel which recommends whether the prospective Shared Lives carer can be approved. Any decision to approve a prospective Shared Lives carer will be made by the Shared Lives manager and be dependent on them providing a safe environment for any person placed with them.

The risk assessment carried out by the Shared Lives carer and Shared Lives worker may identify that an individual using or living in a Shared Lives arrangement will need additional fire precautions e.g., where the service user has mobility problems, which may seriously impede their safe evacuation from the house in the case of a fire or if they are inveterate smokers. In such cases the Shared Lives carer with support from the Shared Lives scheme will seek advice from the local Fire and Rescue Service. Where the service user's bedroom is in the basement of the house, there must be a direct escape route from the basement.

Evacuation Plan

It is important that Shared Lives carers know what to do in the event of an emergency and that they make an emergency plan. This should include:

- The immediate priority is the safe escape of all members of the household and firefighting should be avoided.
- An identified external assembly point.
- Escape routes that are known, unobstructed and free from trip hazards.
- The means of raising the alarm in the event of fire.
- How to call the Fire and Rescue Service in the event of fire.

Shared Lives carers need to ensure that the evacuation plan is explained to, understood by and practiced by each of the people being supported.

Hertfordshire Shared Lives Guidance

Accidents, Incidents and First Aid

Shared Lives workers in conjunction with Shared Lives carers complete risk assessments on Shared Lives carers' homes in order to identify potential hazards and how to take action to reduce these. Shared Lives carers homes are maintained in good order and gas appliances are checked annually. There is a legal requirement to regularly check electric appliances, and to visually inspect wires, plugs and extension leads.

Shared Lives carers are responsible for recording all accidents/incidents or dangerous occurrences which involves a person in a Shared Lives arrangement. All accident reports must be sent to the Shared Lives Scheme within 48hours maximum of occurrence. Additionally, if there is an incident or accident involving the Shared Lives carer or member of their family which impacts on the Shared Lives arrangement then, then this should be reported to the scheme without delay.

Accidents or dangerous occurrences involving Shared Lives workers will be recorded by the Shared Lives scheme manager. The scheme manager will take responsibility for ensuring that all accidents and dangerous occurrences are collated and reported, if required to the Care Quality Commission.

Each accident or dangerous occurrence will be reviewed with the Shared Lives carer by the Shared Lives worker and/or scheme manager in order to learn from the episode and take preventative action where necessary. Any action taken will be recorded by the Shared Lives worker.

The reason why accidents and dangerous occurrences are recorded and reported is not to find someone to blame but to ensure that a safe environment is provided and to minimise the risk of injury in the future. Shared Lives carers and Shared Lives workers are aware of this.

First Aid

Shared Lives carers will be given basic first aid training. This will include an understanding of their own limitations and when it is appropriate to seek assistance from another person or professional who has been specially trained in first aid.

A first aid box will be available at the Shared Lives carer(s) home. It will be clearly labelled and show what is in the box.

Before giving any medication or dressings, the Shared Lives carer or trained first aider will check a person's Care Plan to find out if they have any special requirements and to make sure they do not have any allergies or other reasons why they should not receive treatment.

The emergency services, GP or other health professional will be informed when

appropriate and follow up treatment obtained when necessary. The person's family or main support provider will also be informed when this is relevant to their situation.

Medication Procedure for Shared Lives Carers

The Shared Lives Scheme enables each person to take responsibility for their own medication wherever possible. Where a service user can be enabled to self-medicate with additional support, or where they can self-administer parts of their medication, such support is provided. However, if this is not possible Shared Lives carers must understand the principles behind the safe handling of medication, as well as the Shared Lives scheme's procedures for the control, administration, recording, safe keeping, handling and disposal of medicines.

During assessment or review of a service user the Scheme will ascertain what support the service user needs, it should be assumed that they may wish to be responsible for the custody and administration of their own medicines.

All carers and service users need to fill out a medication form that states the medication the service user is on, how the medication is administered and how it is stored; this agreement is then signed by the service user; the care plan will be updated to reflect what support is required.

Shared Lives carers will receive appropriate training about the general principles of handling medicines before any Shared Lives arrangements commence and will be expected to attend annual refresher courses thereafter.

Where support is required for administration of medication, the SL carer will be advised to request all medication be dispensed in blister packs from the local GP/Pharmacy, with corresponding printed MAR sheet. The SL Carer will be responsible for checking the quantity of medication prescribed and recording volumes and dates on the MAR sheet each month. Any disparity in the prescribed dose and the quantities received must be raised immediately with the pharmacy/GP as appropriate and recorded on the daily record sheet for the individual.

Where Blister packs are not available SL Carers must record all medication as per the pharmacy label and ensure the volume of medication is recorded each month on the MAR sheet. Medicines will only be administered by Shared Lives carers if they are in their original containers or in a dosage system used by the person's pharmacist and clearly labelled with their name, the dosage, instructions and expiry date. The SL Carer must not deviate from the prescribed doses and any anomaly must be reported back immediately to the GP.

Medicines prescribed for a person will not be given to any other person or used for a different purpose. If any mistakes are made in administering medicines the SL carer will report this to the persons GP straight away and will take any remedial action the

GP advises. They will also complete an incident report and forward to the Shared Lives Worker immediately.

Shared Lives carers will not administer any non-prescribed medication or 'home remedies' or dressings without the guidance of a health professional, unless this has been explicitly included in the person's Care Plan or, in the case of first aid, if they have been specially trained for this. SL Carers will not administer any injections to service users unless specifically trained and accredited by a trained healthcare professional.

All medicines must be kept in a lockable cupboard and should not be mixed with other people's medication. The SL Worker is responsible for completing a risk assessment regarding the safe storage of medicine. Where a service user self-administers their own medicine, an appropriate lockable facility must be provided for them in their room or in an identified safe area within the home with the SL Carer.

At the end of each month the SL Carer must return any surplus, unwanted, damaged or out-of-date medicines to the pharmacist for destruction, if they have been storing these on the person's behalf and must record the quantity of items returned on the MAR sheet with date and initial. (If someone dies they will wait 7 days before returning their medicines.) They will also make use of advice and guidance from a pharmacist, when appropriate, if they have queries about the person's medication.

SL Carers must ensure when service user accesses respite, they have sufficient supplies of all their prescribed medication for the full duration of their respite stay, any specific instructions must be shared with the respite provider.

Refusal of Medicines

Service users should not be forced to take medicines against their will and no medicine should be used as a means of punishment or social control. Most refusals are attributable to physical problems or to fears and anxieties that can be resolved by expressions of care and concern. If a service user refuses a dose of a medicine, the MAR must be marked to indicate this. If the service user is asleep and the dose is not given, the MAR must be marked accordingly. Advice must be gained from the supplying pharmacist or GP in the event of regular refusals or inability to swallow a solid dose, as alternative forms of medicines may be available which may be easier for the service user. The GP should also be consulted to identify if medication could be administered at another time if not essential. However, if the medication is essential and a regular dose is missed for a maximum of 3 times per week, then the GP must be informed, and an urgent risk discussion needs to occur regarding medication administration. A Mental Capacity Assessment may also need to be undertaken.

Medicine must not be given in food unless it is with the service user's knowledge, for instance, because it is easier for the medicine to be taken that way. If the service

user lacks capacity and refuses medication, which could be detrimental to their health, a discussion must be held with the care team and may involve the GP. Details of the medicine and the way it is given must be set out in the service user's Care Plan.

Medication Audits

SL carers will send into the office each month appropriately filled in MAR sheets where they are assisting with service user's medication.

Shared Lives Workers will audit each service users' medication to ensure SL carers are adhering to the guidance and maintain the standards of practice outlined in the Medication Policy. In the event of an error in medication administration occurring, the SL carer must notify the Shared Lives Worker immediately, with copy of incident report forwarded to the office and the SL manager will ensure notifications are submitted. The SL Carer will be expected to undertake further refresher training on the safe handling of medication and an action plan will be devised to support carer to avoid further errors from occurring.

SL Carers must ensure any changes in medication are clearly communicated with SL Worker at all times, and SL Workers will ensure documentation is updated to reflect any change.

All service users should have medication review annually with their GP and risk assessments must be reviewed and updated as necessary by the Shared Lives Worker.

Food Safety, Nutrition and Hydration

A good balanced diet is important for people's general health, while eating the food that the person likes and enjoys is just as important for their sense of well-being. Their Shared Lives carer(s) will support the person in leading the kind of life that the person wants.

A healthy diet along with regular exercise and weight control can help in reducing the risk of:

- Heart attacks
- Stroke
- Cancer
- Diabetes
- Obesity
- Malnutrition
- Skin disorders

Diseases and infections can be spread through the preparation, cooking and storage of food and the way that equipment is cleaned. Shared Lives carers will be provided with training and information so that they understand:

- good practice in handling foods
- how diseases and infections are spread and how to reduce the risk of this
- that the most effective way to control the spread of diseases and infections is through washing hands. (There is more about this in our policy on Communicable Diseases and Infection Control)

Anyone in a Shared Lives arrangement who is involved in preparing or cooking food will be expected to wash and dry his/her hands:

- before starting to prepare foods
- after touching raw meat
- after touching the bin or handling rubbish
- after touching pets or handling their feeding bowls
- after going to the toilet or helping another person to do so
- after helping another person with their care needs.

Other precautions include:

- separating raw meat from other foods at all times – for example, using separate chopping boards and storage containers and not allowing meat to touch or drip on to other foods in the fridge
- cooking foods until piping hot, including leftovers
- keeping worktops and chopping boards and other equipment clean

-
- storing foods correctly and monitoring the temperatures of fridges and freezers
 - using foods before their 'best by' or 'use by' dates.

If the person is involved in the preparation and cooking of food as part of their Shared Lives arrangement, their Shared Lives carer(s) will explain and encourage and help the person to follow these safe practices too.

Promoting good nutrition and hydration care is a component of person-centred care, ensuring that a person using Shared Lives is safe, supported and has a strong foundation to move towards independent living.

Where a person has a particular health need it is important that nutritional awareness and hydration needs are considered, and plans put in place where necessary.

Where a person has limited communication, it is important to consider how their regular needs are met within this area.

Where a person has

particular sensory requirements and can only tolerate certain food textures the information should be used as part of the care planning process.

Nutrition and Hydration support plans as part of the care plans will be reviewed annually.

Carers need to take account of the ability of the individual to self-care and self-regulate their fluid and nutritional intake. Where the person is not able to do these carers need to have a simple checklist to show the times in the day when these have been offered to the person.

SECTION 5 - SAFEGUARDING

Hertfordshire Shared Lives Guidance

Safeguarding Against Abuse and Neglect

Shared Lives carer(s) and Shared Lives workers should be alert to the possibility of abuse and neglect and must take action to safeguard the person (and/or other people) if necessary.

Abuse can take many forms e.g., financial/physical/sexual/psychological/discriminatory/ institutional etc. It usually takes place between people who have a relationship of some sort e.g., nurse and patient / worker and person using a service / appointee and person in receipt of welfare benefits / employer and employee / parent and son or daughter etc.

To reduce the risk of abuse, one of the most important things we can do is give the person information about what is or is not appropriate in different sorts of relationships and to ensure the person has the power to say 'no' when the person wants to. In Shared Lives arrangements the person will be supported to be in control of their life.

If the person is in a situation of actual or potential abuse or neglect, the Shared Lives scheme will help the person to understand what is taking place and the harm that it may cause. We will also help the person access information about the options that are open to stop the abuse or neglect or to reduce harm. If the person does not have the capacity to give consent to the relationship or to make informed decisions about this, we will work with them, their family and/or representative and/or other professionals to make sure decisions and actions are taken in their best interests and in line with the Mental Capacity Act 2005 Code of Practice.

Information about the person is not generally shared with other people without that person's agreement. However, in certain very particular circumstances, it may be necessary to override this principle i.e., when it is essential for the person's own health or safety or welfare or the health or safety or welfare of others. We will tell the person if we have to share information about them with other people unless this puts the person at even greater risk and the reasons for this.

All incidents or concerns about abuse or neglect will be investigated, and the Shared lives scheme will follow the local authority multi-agency policy and procedure for Safeguarding Adults. The extent and type of information-gathering or investigation will depend on the assessed risks to the person and other people, the persons own wishes about this and decisions taken within the safeguarding team. In all cases careful records will be kept of the process, information gathered and decisions and outcomes. The person will be kept informed about what is happening throughout this process (unless this puts the person at even greater risk) and about the outcomes.

If Shared Lives carer(s) or Shared Lives workers become aware of an incident of abuse, or concerned about the possibility of abuse, they will use their judgement to take any action that is immediately required to protect the person and/ or meet their immediate needs for assistance and support. They will report the matter to the Shared Lives scheme manager straight away.

The scheme manager will take responsibility for making sure a referral to the safeguarding team responsible is put in place; also for informing any other relevant health or social care authorities including the Care Quality Commission as required. The police will always be informed if a crime has been committed and the health or safety or welfare of other vulnerable adults or children is at risk. Any internal investigation will be co-ordinated with a Police investigation or other forms of 'Safeguarding Adults' investigations, when required.

The scheme manager will work internally and with other professionals to ensure that the local multi-agency 'Safeguarding Adults' procedure is followed. This will include making sure that:

- the person is safe
- the risks to the person are properly assessed
- the person can say what action they would like taken, if any
- issues around consent, capacity and confidentiality are considered
- medical attention is obtained, if necessary
- a decision is made about whether to inform the Police
- any forensic evidence is kept, if necessary
- any risks to other vulnerable adults or children are evaluated and further action taken if necessary
- the person's family / representative is informed, if appropriate
- the person's rights to information, advocacy and support are met
- a plan is put in place to safeguard the person in the future

We will take positive action to safeguard the person through our procedures for assessment of their needs and for completing their Care Plan. If any risks to the person's safety are identified, a risk assessment will be completed and regularly

reviewed. This will also happen if the person's own behaviour sometimes causes risks of abuse towards other people.

We will also take positive action to safeguard the person through our recruitment and training for Shared Lives carer(s), Shared Lives workers and volunteers. They will be selected carefully, with references, Disclosure and Barring Service (DBS) and safety checks followed up before they begin working in this service. Before or soon after joining the Shared Lives scheme, they will receive training so that they understand and recognise the different types of abuse and know how to respond if they are concerned this may be happening to the person they support. This aspect of their work will continue to be developed and monitored through Monitoring, review and ongoing training. They will also receive information and training about how to protect themselves against allegations of abuse, through safe working practices.

If an allegation of abuse is made about a Shared Lives worker, the scheme manager will make sure:

- that a decision is made about whether she/he should continue with their work during the investigation
- that her/his right to information, advocacy and support are met
- that a referral is made to the Disclosure and Barring Service (DBS) in accordance with relevant Safeguarding legislation and procedures, when appropriate
- that if the allegation is upheld, the scheme's disciplinary procedure will be followed

If an allegation is made about a Shared Lives carer(s), the scheme manager will make sure:

- that a decision is taken about whether the Shared Lives arrangement and any other Shared Lives arrangements with the Shared Lives carer should continue while the investigation is underway
- that alternative arrangements are made for the person and any other people living in Shared Lives arrangements with the Shared Lives carer when necessary
- the Shared Lives carer(s) understands their rights to information, advocacy and support during the investigation and how these will be met
- that the Shared Lives carer is supported throughout the safeguarding process
- that a referral is made to the Disclosure and Barring Service (DBS) (in accordance with the relevant Safeguarding legislation and procedures) when appropriate
- that the work and approval of the Shared Lives carer(s) are reviewed after the investigation has been completed, if the allegation is upheld

The person has a right to lead a life that is free from abuse and neglect. Failure to report an incident or suspicion of abuse or neglect could therefore result in disciplinary proceedings for Shared Lives workers and in a review of approval for Shared Lives carer(s).

The scheme keeps a record of any allegations of abuse or neglect, which is available for inspection the Care Quality Commission or other regulatory bodies.

Hertfordshire Shared Lives Guidance

In the case of an allegation of Abuse or Neglect Against a Shared Lives carer or a member of their household

In the event of an allegation being made against a Shared Lives Carer, the Shared Lives team will refer to the Safeguarding Procedure and the Hertfordshire Safeguarding Adults Board Inter-agency policy and liaise with the Safeguarding Adults team.

When an allegation of abuse has been reported, the Safeguarding Adults Team may allocate an investigation to be completed by a team member. In most instances, this will be the Shared Lives Manager; however, in some instances, it may be appropriate for another manager to complete the investigation. If the allegation has been forwarded to the Police, a strategy meeting will be held to agree who will lead on the investigation.

The Shared Lives Scheme will ensure Care management have been informed and will ask all service users residing with the alleged perpetrator if they wish to remain with the Shared Lives Carer whilst the investigation is undertaken, and alternate interim Shared Lives Carers will be sought if required. If the allegation is considered to place the service user at risk within the home environment, an emergency strategy meeting will be called with relevant professionals to arrange to move the service user to alternate provision immediately. If a service user lacks capacity to make this decision, an advocate will be sourced to ascertain the best interest of the service user during the investigation.

The SL Manager will arrange for a Shared Lives Worker to work solely with the SL Carer, and a separate SL Worker to work with the Service User to avoid any conflict and ensure both parties are adequately supported. On occasion it may be necessary for the SL Worker to be accompanied by another Worker to ensure information is appropriately recorded and witnessed.

The Shared Lives carer will be informed promptly that an allegation has been made (although not all details will be disclosed at this point) and that an investigation to establish the facts will be undertaken. The investigation must be concluded as soon as reasonably possible, and in most cases, within 21 days, during which time all relevant parties must be interviewed. The shared lives carer and service user must be kept informed by the investigating worker if there is to be any unexpected delay in the process and the reason(s) why, e.g., complexity of the case, witness(es) on annual leave.

Investigatory Interviews are part of the process. As part of the investigation, the Shared Lives carer who is subject of the allegation will be asked to attend an

investigatory interview. They will be given at least 3 days' notice and the Shared Lives Carer will be given the opportunity to have an independent person present to support them. In addition, notes will be taken on the meeting and the notes produced will be provided to the Shared Lives carer to sign.

The Shared Lives carer must inform the investigating manager of any facts or witnesses that s/he feels are relevant to the case.

Witnesses involved will also be interviewed and interview notes produced will be signed and dated.

The Manager will seek further information from other professionals, workers and family members as necessary, then complete the relevant documentation as per the safeguarding policy.

Once the safeguarding investigation has been completed and the appropriate safeguarding outcome paperwork completed, the safeguarding enquiry report should be sent to the relevant Manager who will agree the report. The investigating worker will then submit to the Safeguarding Adults Team who will consider the investigation and decide what further action may be required (e.g., further information, Protection Plan, etc.).

Throughout the process, the SL Worker will maintain weekly contact with the SL carer, providing support and guidance but will not be in a position to discuss any information pertaining to the investigation.

If it seems from the investigation that on the balance of probabilities abuse or harm did take place the performance management process will be followed in relation to the Shared lives carer.

If abuse or harm is proved against the Shared lives carer and following the performance process they are removed from the scheme, a referral should be made to the Disclosure and Barring Service to prevent them from being employed further in a care activity.

If on the balance of probabilities abuse of harm did not take place the manager will contact the carer to arrange a meeting to go through their decision and any follow up actions. Where a protection plan is required, this will be shared with SL Carer. After the investigation has been completed, regardless of the outcome, it may be recommended that the performance management process is followed in relation to the Shared lives carer.

If the SL Carer disagrees with the outcome, they may submit an appeal in writing within 7 working days of the date on which the outcome was confirmed in writing.

The Manager will also meet with SL Service User and their SL Worker, Care Manager & advocate to discuss their long-term arrangements, dependent on the outcome.

Hertfordshire Shared Lives Guidance

Safe Management of People's Money, Valuables and Financial Affairs

The Hertfordshire Shared lives scheme aims to encourage and enable a person using Shared Lives to be in control of their own life. This includes looking after their own money and managing their financial affairs while maintaining their rights to keep these matters private. However, many people in Shared Lives arrangements may sometimes need support with this from their Shared Lives carer and/or they may bring money or valuables to the Shared Lives carer's home.

In order to protect them from financial abuse or the mishandling of their money and to protect Shared Lives carers from allegations of misconduct, it is important that appropriate procedures are followed, and records are kept.

The Shared Lives carer will not be able to support the person with the person's finances unless this has been explicitly agreed in the person's Care Plan and financial risk assessment has been completed. The kinds of support could include things like:

- accessing information about the person's money
- completing welfare benefits forms or replying to correspondence about this
- recognising different coins or notes or understanding the value of money
- saving for something special
- learning how to budget
- reminding the person to pay the person's regular bills
- Helping the person to shop.

If the person asks or requires the Shared Lives carer to support them with their finances, the Shared Lives carer will keep a written record on a transaction log of all financial details with evidence of receipts and/or records of what the money was spent on, date and signatures. If a service user uses both cash and card payments two separate transactions logs must be maintained with corresponding receipts for each. Where a carer is giving Service User money directly for their day activities this is to be clearly recorded and service user signature obtained where possible.

Shared Lives Carers should not withdraw money from a Service User's bank account without them being present; unless the Service user can and has consented that they are happy for the Shared Lives Carer to do this.

Any purchases over £100 must be discussed with the Shared Lives Workers prior to transaction taking place, including holidays and furniture to ensure it is an appropriate use of their money and is purchased in their best interest.

The Shared Lives worker will undertake an audit each quarter of all financial

transactions to safeguard the carer and service user.

Where a service user lacks capacity or is unable to manage their own finances, the Shared Lives workers will seek an independent appointee to act on service user's behalf.

The Shared Lives carer and Shared Lives workers in the scheme will not be able to act as the person's appointee for claiming welfare benefits or managing the person's finances. If there is absolutely no alternative, they will be required to keep full records of the income and outgoings, including copies of correspondence, bank statements, and receipts for all shopping or other payments made on the person's behalf. The person's representative will be able to look at those records and so may the auditors (people whose job it is to check the financial systems in this service).

Shared Lives carers will always keep their own money separate from people living with them. If they pay any of the person's money into an account, this has to be an account in the person's own name. If there are two or three people living in a Shared Lives arrangement, then each person's accounts must be kept separate, in separate bank accounts.

If the person's Shared Lives worker is involved in carrying money or valuables to and from the person and/or the person's family and/or the person's Shared Lives carers, a receipt will be signed at each handover point and then kept on the person's office file. All parties will be given a copy of the receipt(s) too.

If the person asks their Shared Lives carer to look after any valuable items for them, the Shared Lives carers will keep a record of the date the person brought them; what the items are; and when they are returned to the person.

Shared Lives carers and workers and volunteers in this service must not:

- enter into personal financial transactions with the person
- accept money or gifts from the person or the person's family (except for small token presents on birthdays or Christmas or similar festivals)
- borrow money from the person
- use the person's telephone or other things in the person's home
- influence the person in what the person spends their own money on when they or their families could benefit from it
- Be involved in drawing up or witnessing the person's will.

SECTION 6 - GOOD PRACTICE THROUGHOUT THE SHARED LIVES SCHEME

Herfordshire Shared Lives Guidance

Equality and Diversity

All people have the same human rights. However, the Shared Lives scheme recognises that some individuals and groups can sometimes be discriminated against, for example, on the grounds of race, religion, gender, sexual orientation, disability, HIV/AIDs, marital status, or age. We are committed to working in ways that value diversity and promote equality of opportunity and anti-discriminatory practice.

Definitions of Equality and Diversity are as follows:

- *Equality is a legal framework to protect against discrimination, promote equality of opportunity and foster good relations between people with 'protected characteristics'.*
- *Diversity is the valuing of our individual differences and talents, creating a culture where everyone can participate, thrive, and contribute.*
- *Diversity is multi-dimensional and includes, race, disability, class, economic status, age, gender and transgender, sexuality, faith, and belief.*

Shared Lives carers and workers in this service will receive information and training about legislation relating to equal opportunities and about each person's right to:

- live a meaningful and fulfilling life
- achieve all they can
- be valued for who they are, including their ethnic background, language, culture and faith
- be treated equally
- take part in ordinary living
- access services and resources available in the community
- live in an environment that is free from bullying, harassment or discrimination
- Complain without fear of being victimised.

Shared Lives workers and Shared Lives carers are encouraged to be aware of their own behaviour and attitudes. Their personal development will be promoted through regular review / appraisal of their work and individual training plans. Working practices will be kept up to date through ongoing monitoring, Monitoring and training and through learning from experiences and complaints and continually striving for improvement.

The Shared Lives scheme makes sure that anyone who is interested in Shared Lives arrangements can access information by providing this in plain English, where an interpreter is required the Shared Lives Scheme will seek appropriate professional

support. Shared Lives arrangements are not right for everyone, and decisions and agreements are based on choice and whether we can meet a person's needs.

Shared Lives carers

Applications to become a Shared Lives carer are actively encouraged from all sectors of the community and the Hertfordshire scheme advertises in different ways in order to achieve this. Shared Lives carer assessments aim to find evidence of whether the applicants have the experiences and competences suitable for this role. This includes having awareness and understanding of a multi-cultural society, so applicants are asked about their attitudes and values, their commitment to support people as equal members of the community and their ability to challenge prejudice and discrimination. The scheme manager's approval decisions are based on information and evidence from the assessment and depend on whether the applicants can meet the needs of people choosing Shared Lives arrangements.

The Shared Lives Panel includes people who are from a range of different backgrounds both professionally and culturally. They are recruited according to their particular areas of expertise and their relevance to Shared Lives, with the aim of having a useful cross-section of experiences. We aim to recruit members who reflect the population in the geographic area and/or the specialisms of this service.

When matching people who will be using or living in a Shared Lives arrangement to a Shared Lives carer, the scheme will consider a range of information in order to find the match that is most likely to be successful. Factors for a successful match will include gender, age, interests, and links to the community, ethnic origin, religion, health and plans for the future.

Shared Lives workers

Applications to work in the Hertfordshire scheme are actively encouraged from all sectors of the community. Written job descriptions and person specifications explain the essential and desirable experiences, skills and qualifications for the job. Recruitment will depend on references and completion of other safety checks as well as on the candidate's employment history and qualifications.

The scheme's office premises are accessible to all people and special equipment, or reasonable adaptations can be provided for workers when necessary i.e., Braille computer, adjustable desk, etc.

All

As part of evaluating whether the Shared Lives scheme is being effective in promoting equal opportunities and diversity the scheme monitors referrals, advertising, applications and assessment statistics and procedures. In order to do this, we may ask people using Shared Lives to complete an Equal

Opportunities/Diversity Monitoring form. We also have active links with community workers and/or organisations working with minority and discriminated against groups in order to promote fair access and make sure the service is responsive to individual needs.

Complaints and Concerns

The Shared Lives scheme recognises the importance of learning from the experiences of people who are providing or making use of Shared Lives arrangements and of continually working to improve the scheme. It is especially important to learn from mistakes, so people in Shared Lives arrangements and/or their families or representatives and/or Shared Lives carers are encouraged to raise any concerns or complaints they may have, in order to make sure the same problem does not happen again and to improve the service for everyone using it.

If the person or their family / representative have any concerns or complaints, these can be discussed freely with their Shared Lives carer or Shared Lives worker. All concerns and complaints will be taken seriously and will be dealt with as quickly and sympathetically as possible so that the person will know the outcome within 28 days. The person does not have to be afraid to make a complaint as we really want to know about their experiences and to try to improve the service in any way we can. The person can make a complaint in any way that suits them, for example in person, by phone, email, and letter or by filling in the service's complaints form.

If the concern or complaint is about something that is happening while the person using or living in the Shared Lives arrangement is with their Shared Lives carers, they will try to sort things out with the person directly and will let the Shared Lives worker know the outcome. However, if the problem is not one they can deal with themselves or if the person is not satisfied with the action they have taken; they will pass the complaint on the Shared Lives worker or scheme manager without delay.

The Shared Lives worker or scheme manager will make sure that the issue is fully investigated and the person and/or their representative will be kept informed about what is happening during that time.

After a complaint has been looked in to, a report or letter will be written to the person and/or their representative explaining the conclusions and what action will be taken. Where a full investigation has been necessary, it will also explain how the investigation was done and summarise the information that was gathered. If the complaint was about a particular person, that person will also be given a copy of the letter or report.

If the person and/or their representative are not satisfied with the investigation or outcomes, the person has the right to an appeal / a review of the issues and can follow the **County Council Complaints procedure**.

We do our best to make sure that the complaints process is fair and that everyone involved in it is supported adequately. If the person and/or their representative would like independent support to help with raising a concern or pursuing a complaint, it may be possible to engage the advocacy services to assist.

This complaints procedure will also be followed if Shared Lives carers have any concerns or complaints. Shared Lives workers from the scheme will be able to make use of the procedure for Grievances.

If the complaint is about Shared Lives carers or other Shared Lives workers in the scheme, they will be informed about the nature of the complaint and be given an opportunity to respond. They will also be informed about sources of independent support in case this is useful to them. Any follow-up action required for workers will be addressed through Monitoring and for Shared Lives carers through a formal review of their work, with the review report being presented to the Shared Lives Panel.

All complaints and actions taken will be recorded and a summary will be available for inspection by the Care Quality Commission. Complaints and lessons to be learned from them will be discussed with workers in the service and Shared Lives carers when this is appropriate and within limits of confidentiality.

In some situations, a concern or complaint may be dealt with more appropriately by another procedure, for example Safeguarding against Abuse or Neglect, or the Disciplinary Procedure. If this is the case the person will be told the reasons why an alternative procedure is being used and also given information about that procedure.

Confidentiality

The Shared Lives scheme understands that information is confidential when it has been spoken or given in private. Having accurate and up-to-date information about the person using the Shared Lives scheme is essential in order to deliver a scheme that can meet the person's needs and wishes. As that information is very personal it is important that it is shared only with people who really need to know it.

All information and records held by the Hertfordshire Shared Lives scheme are kept securely so that unauthorised persons cannot access them. This includes records kept by Shared Lives carers.

We will ask the person for permission before disclosing information about them to any other person or organisation. This usually happens only when the other person or organisation needs the information in order to provide the care or support required. Information that the person has given us in confidence will not be shared with the person's family or friends against the person's wishes.

In certain very limited circumstances, we may have to share information about the person without the person's agreement. This would be if it were essential for the person's safety, or for the safety of others. In these circumstances we will explain why we have to do this and what information we are providing.

Shared Lives carers and Shared Lives workers will be provided with information and training so that they understand the importance of confidentiality and how to maintain this in their work. They will also be provided with guidance about when it is appropriate to share information. Any breach of confidentiality will be treated very seriously. It will be considered a disciplinary matter for Shared Lives workers, while for Shared Lives carer(s) this would result in a review of their approval by the scheme manager.

Shared Lives carers are entitled to confidentiality themselves. It will of course be necessary to share certain information about Shared Lives carer(s) with people who are considering a Shared Lives arrangement, or who are already in one, or with other professionals working with those people. We will usually do this with the knowledge and agreement of the Shared Lives carer(s). However, in exceptional situations, it may be necessary to share information without their agreement e.g., if there is risk of harm to people in Shared Lives arrangements or to other vulnerable adults or children, or to prevent an offence being committed. In this event, the

Shared Lives worker will inform the Shared Lives carer(s) and explain the reasons why it is necessary.

Hertfordshire Shared Lives Guidance

Record Keeping, Access to Files and Information Sharing

Keeping records is an essential part of running a safe and efficient service. Any information that Shared Lives scheme keeps about the person making use of a Shared Lives arrangement must be accurate and up-to-date and easily found when needed. It must also be kept securely and in ways that comply with laws about this, including the Data Protection Act 1998. The person has a right to know what information is being kept about them, and to ask to see it and for it to be changed if it is incorrect. Other professionals and organisations may play an important part in the person's life, as will their family and friends and representatives so on occasions we may need to share information with them, in order to provide the person with a good service.

Record Keeping

The scheme will maintain information in paper files and electronically. These records are needed in order to help us deliver a Shared Lives scheme that is personalised to each individual who uses it. The records also enable us to show what actions have been taken in case the person or other people have any queries or complaints.

We only keep information which is important and relevant to the persons Shared Lives arrangements. This includes:

- Their assessment of needs, Care Plan, Shared Lives Arrangement Agreement, etc.
- The dates the person starts and ends any Shared Lives arrangements
- The dates of visits or telephone conversations with their Shared Lives worker and any decisions or actions taken as a result
- Any accidents or serious illnesses or other adverse events affecting the person
- Any concerns or complaints about the services the person receives, or about their health and well-being and actions taken.

The Shared Lives scheme will store all this information securely to prevent unauthorised people from getting access to any personal information about the person. In their office(s) the paper files are kept in lockable filing cabinets and our computers can only be accessed with a password. There are systems in place to protect against loss, damage or destruction of the paper and electronic files and of the information contained in them.

Shared Lives carers also have to keep copies of information about the person using or living in a Shared Lives arrangement and to record anything significant that happens to the person whilst the person is with them. They have to keep these records in a safe place too, to ensure that other people in their household do not read them or interfere with them. All Shared Lives carers are given training about record keeping and the importance of confidentiality before they start working in the service and the Shared Lives workers provide ongoing advice and assistance for them if necessary.

When the Shared Lives arrangement comes to an end, the Shared Lives carer's records are returned to the scheme's office and kept there with the rest of the information held about the person. All records are kept for 7 years* after the person has ended their involvement with the Shared Lives scheme and are then disposed of carefully and safely. (*unless they were a looked after child who came through the scheme)

Access to Files

The person has a right to know what kind of information is required by this service and the ways in which it is written down and stored.

The person also has a right to see the actual information that the Shared Lives workers or Shared Lives carers have recorded about the person, whether on paper or on computer. The person can add notes or comments them self and ask for information to be changed or deleted if it is incorrect.

Wherever possible the Shared Lives workers and Shared Lives carers will involve the person and/or their representative in what is being written down and will discuss and show it to the person at the time. The person will be given copies of the most important records, such as their Care Plan or Shared Lives Arrangement Agreement. The person can also ask for copies of other things if they wish.

Where information about the person has been given to them by another person or organisation, the scheme will have to ask their permission before they can show it to the person, and this could take a few weeks. Alternatively, the person can ask the people or organisations directly to show them the information they have written about the person. If the scheme has to withhold information from the person, they will tell the person the nature of the information and why they cannot show it to them.

If other people (such as a relative) ask to see the person's files, the scheme will not permit this without the person's agreement. However, if the person has a formal advocate or other representative who is acting on their behalf, that person may be able to see all the information the scheme has recorded about the person, in the same way as the person them self would.

During regulatory inspections Inspectors from the Care Quality Commission (CQC) sometimes ask to see a few of the files of people who are using the Shared Lives scheme. This is part of their job which is to make sure that the scheme is being run properly including having proper arrangements for recording and storing information. The regulator treats all personal information as confidential. The person's Shared Lives worker can tell the person using or living in a Shared Lives arrangement more about this if the person wishes or can arrange for the person to see their own file(s).

Shared Lives carers and Shared Lives workers are able to access the files containing information about themselves too.

Information Sharing

Sometimes it is necessary to co-ordinate the services we provide with other people that the person needs or wants to participate in their support. For example, the person may require support with their dental appointments or with getting home from a club, or need to transfer to or from hospital, or want to go to college. We will do our best to communicate and work with the other people involved to ensure the person's needs and wishes are met.

The person may sometimes want their relatives, friends or representatives to be involved in their care or support, or in decisions about this. They will be made welcome and the need for information, advice and support will be respected and responded to.

The person's right to confidentiality will be respected throughout this process. Personal information will only be shared with their agreement or if it is necessary in order to prevent harm to the person or others.

Smoking, Alcohol & Drugs

Shared Lives carers provide care and support to individuals matched to their particular skills, abilities and circumstances within their own homes. Private dwellings are not in general covered by the new smoke-free law. However, Shared Lives schemes and their approved carers should take steps to minimise the risks of exposure to second hand smoke where the Shared Lives carer, the person they support, or both are smokers. Recognising that exposure to second hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illnesses should be seen as central to this. Ventilation or separating smokers and non-smokers within the same air space does not stop potentially dangerous exposure.

It should also be recognised that Shared Lives schemes have a general duty of care for their Shared Lives workers (which extends to wherever they are working), to Shared Lives carers and to people who use or live in Shared Lives arrangements. In turn Shared Lives carers have a duty of care to the people placed with them. This duty of care includes protecting the health of Shared Lives workers, Shared Lives carers and people using or living in a Shared Lives arrangement with them. It should be recognised that failure to take reasonable steps to protect the health of any of the parties could lead to legal action being brought by an affected person.

Shared Lives carers

- 1.1 Shared Lives arrangements are made by sharing clear information about the needs, skills, likes and dislikes of the individuals involved. Though it may have been agreed that a person using or living in Shared Lives is happy to live or stay with a Shared Lives carer who smokes the new legislation gives us the opportunity to revisit such Arrangement Agreements to determine a safe and fair approach to each situation.
- 1.2 Where a Shared Lives carer or a member of their family smokes they should consider the impact of this on the person using or living in the Shared Lives arrangement and discuss, with their Shared Lives worker and the person, what they can do to minimise the risk of second hand smoke on others.
- 1.3 Shared Lives arrangement agreements should include the approach to smoking in vehicles in which the person using or living in a Shared Lives arrangement may travel.

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- 1.4 An agreement should be drawn up outlining any particular arrangements.

People using or living in Shared Lives arrangements

- 2.1 Whether smoking is acceptable or not within a Shared Lives carer's household, should be talked about at the start of a Shared Lives arrangement as part of the matching process. If the Shared Lives carer does not smoke but is prepared to provide an arrangement for someone who smokes it is usual practice for any arrangements to be recorded in the Shared Lives Arrangement Agreement and the Care Plan.
- 2.2 In situations where the person and the Shared Lives carer smoke, it is a good idea to think about the impact of this on a household and consider whether or not there are steps that can be taken to minimise the impact of smoking on each other and on visitors to the house e.g., Shared Lives workers
- 2.3 These issues should be discussed at arrangement reviews and any arrangements recorded.

Shared Lives workers

- 3.1 Shared Lives workers are governed by the smoke free policy which states that all work premises are designated smoke free areas. They also carry a general duty of care to those they come into contact within the course of their work.
- 3.2 Shared Lives workers should not smoke in the homes of Shared Lives carers or in their cars, particularly if they are accompanied by anyone in the context of their work.
- 3.3 Shared Lives workers should not be asked to work in a smoky environment. Much of the Shared Lives worker's role involves visiting Shared Lives carers and people living in Shared Lives arrangements in their own homes, so we would ask that Shared Lives carer's homes remain smoke free, whilst the Shared Lives worker or other professionals connected to their role as a Shared Lives carer are visiting. Ideally Shared Lives carers, members of their family and the person living in the Shared Lives arrangement are asked not to smoke in the room where the meeting will take place for up to an hour before the start of the meeting.

Each Shared Lives carer will have particular house rules for their own home and some of these may relate to smoking or drinking. The person will be given information about these house rules before making a decision to go ahead with a Shared Lives arrangement, so that the person can decide whether it is the right kind of Shared Lives arrangement for them. The information about house rules will also be written in their Shared Lives Arrangement Agreement. If the person disregards the house rules or the responsibilities, they have in their Shared Lives Arrangement Agreement this may lead to the ending of the arrangement.

Shared Lives carers and Shared Lives workers in the scheme have to be able to undertake their work safely and competently at all times. For this reason, their consumption of alcohol, medication or other substances must be limited so that they can be in full control of a working situation at all times. If they place the person and/or other people and/or themselves at risk by working when under the influence of alcohol or drugs, this will usually be considered a conduct or performance issue, in which case this will be dealt with through disciplinary proceedings for Shared Lives workers and for Shared Lives carers through having their approval reviewed by the Shared Lives panel and the scheme manager.

People working in or visiting our office(s) will not be able to smoke in the building / and may only smoke in the especially designated area.

The illegal use of drugs anywhere in the service will be reported to the Police. Where a person in a Shared Lives arrangement is in drugs recovery which involves the use of controlled drugs such as methadone then this will need to be under the Monitoring of an appropriate health professional.

SHARED LIVES TERMS OF REFERENCE

Matching Process

The matching process will involve a number of visits after the initial introduction including tea visits and an overnight stay. It may take several visits before the Service User and Carer agrees to the arrangement proceeding. No arrangement will be made until both parties agree. In the event of an emergency the number of visits may be reduced.

Monitoring the Arrangement

All arrangements will continue to be monitored by the Shared Lives Worker at least once every 12 weeks. This will be done by telephone, home visits and support groups.

Short Breaks

Service Users abilities and needs for a break are also considered in their care plan. This may suggest where the person may prefer their break. Longer term Shared Lives carers are entitled to 42 days break annually. Carers are advised to plan and confirm their respite before booking a holiday to avoid disappointment.

Hertfordshire Shared Lives Scheme has approved respite carers which can be organised through your Care Manager and the Shared Lives Scheme. Some Service users may prefer to receive a Direct Payment for their breaks if they have identified a support worker. Carers are required to inform the Shared Lives Worker before going on holiday.

Reviews

Service users will have regular quarterly reviews. The family and other relevant professionals will be invited to enable them to assess and comment on any progress and developments.

Carers will also have a yearly review with the Shared Lives Worker. This allows carers to review their situation, discuss their training needs and concerns and what their future plans are.

Carers and Service users receive a copy of the completed review document.

Complaints and Compliments

All complaints and compliments are recorded and dealt with. If carers are not satisfied with the outcome of a complaint, they can proceed with the recognised official County Council Service User Feedback Policy.

Moving On

Hertfordshire Shared Lives Scheme promotes ordinary living and carers should

support Service users to be as independent as they possibly can. However, some arrangements do break down and this can be difficult for both parties. Carers and service users are asked that they give each other 1 months' notice.

Support

Service users will receive support from their Care Manager. If necessary, they may have an advocate.

Carers will be supported by the Shared Lives Worker who can also liaise with other professionals if required.

Carers also provide a network of support for each other by providing short breaks, sharing experiences and advice.

Procedures

Carers have access to a copy of the Shared Lives Scheme Policies and Procedures. They will need to familiarise themselves with the content as they are cross-referenced to the Essential Standards, legislation and statutory guidance.

Advocacy Services in Hertfordshire

Referrals for advocacy services in Hertfordshire need to be done via a social worker. Please contact your Shared Lives worker who will initiate the advocacy referral.

Alternatively, you can contact Herts Help on 0300 123 4044 or email info@hertshelp.net for advice. The website is hertsdirect.org/hertshelp

CARER'S AGREEMENT

I/ WE have read through the Shared Lives Handbook and understand the Key policies and procedures that it contains. I/ We also understand that there are more policies and procedures in place and that these will be brought to our attention during carers meeting and in visits with our Shared Lives Worker.

I/WE also understand that we need to regularly refresh ourselves with the policies and procedures to ensure that we remain compliant as a shared lives carer.

The Shared lives team will update any changes to Carers when they are made.

Carer 1:

Print name:.....

Signature:.....

Dated:.....

Carer 2: (if applicable)

Print name:.....

Signature:.....

Dated:.....