



**Standard Care Responsibilities of Carers offering
Supported Living Placements**

The provider will be able to provide up to 2 hours per day of collective support to the clients living at the Shared Lives supported living accommodation (carer off-site). This could be in the morning and evening and will be agreed as best suits the needs of all housemates.

For example, the range of support is as follows:

Setting up home	Advice on purchasing furniture and other household items, adhering to the terms of the Individual Service Agreement.
Emotional support	Encourage clients to talk about any concerns/problems they may have, i.e. about the house and their support, difficulties with relationships, social interaction, accessing activities and completing unfamiliar tasks for the first time.
Catering	Help with menu planning, cooking advice, and organising catering arrangements.
General advice	Advice on maintaining their independence and accommodation, including budgeting, catering, and managing the property and rental arrangement.
Personal finances	Assistance to clients to help them resolve or prevent housing or other debts. General support to clients to claim appropriate benefits & maximise their income. (Benefit claims and debt management refer to care manager)
Emotional support in relation to housing	Support and advice on issues relating to or impacting upon the client's housing situation. Includes signposting to other services.
Social skills	Enabling the client to develop the social skills needed to interact in a variety of housing related situations such as dealing with problems or disputes with neighbours. Advice on behaviour required to adhere to tenancy conditions.
Education, training, employment	Advising and supporting clients in accessing employment, training or education
Social contacts and activities	Advice and encouragement in obtaining peer support. Encouragement to develop a social network.

Health	Supporting the client in managing their health and well-being, e.g. supporting access to health-related advice and information, signposting to other services.
Communication with other agencies	Liaison with other agencies in relation to the client's welfare to ensure they receive the services necessary to maintain them in their accommodation
Medication	Occasional prompts to take medication
Community involvement	Supporting the client to engage with local community organisations and activities
Safety and security	Advising the client on establishing both personal safety and the security of their home. Guidance and instruction on the safe use of domestic equipment within the home.
Domestic tasks	Prompting and encouragement to carry out cleaning and other domestic tasks. Including advice on cleaning their own room and organising taking turns to clean, dust and vacuum communal areas of the house.
Upkeep of the building and grounds	General services
Disputes and complaints	Advising the client on remedial action where they are in dispute with neighbours or are the subject of complaint, providing advice on accessing mediation services
Rehabilitation	Provision of eligible support which forms part of a rehabilitation plan for a client following illness, accident or acquired disability
Risk assessment	In relation to the well-being of the client and their housing

Additional support needs to those listed above

The above represents the core service and support that carers offering supported living accommodation are expected to provide for the standard fee, including accommodation, heating, hot water and lighting, furniture and household appliances and housing related support from an arm's length carer.

Some service users referred for placement in the Shared Lives scheme may have additional care or support needs. Any additional care and support needs will need to be identified by the care manager/care co-ordinator at the point of referral. A separate package of support to meet any additional support needs will need to be arranged by the care manager/care co-ordinator with another provider. Full details of these arrangements will be specified in the service user's support plan.