



## **What Does Croydon Shared Lives Scheme Do?**

Arrange placements that provide:

- Somewhere to live.
- Somewhere to stay for a short break.
- Somewhere to go for daytime support.

In a Shared Lives Placement you are helped and supported by someone called a Shared Lives Provider who will share their home with you and include you as part of their family.

There are a lot of different kinds of Shared Lives Providers. Some providers are couples and some are single people. Some have children. Some provide help and support to more than one person.

You will be matched with a provider and their family who will be able to offer you the support that you need.

The Shared Lives placement will allow you to live as part of a family giving you the opportunities to do the things you would like to do.

Shared Lives Providers are carefully selected and trained to assist you with the help and support that you need both at the placement and in the community.

You will have your own bedroom but you will usually be expected to share the bathroom and the rest of the house with the Shared Lives carer and their family.

## **Who can use the Shared Lives Service?**

People with a learning disability, a physical disability, mental health difficulties or other health or sensory disability or an older person with support needs.

Shared Lives is available for people aged 18 and over who meet Croydon Council's eligibility criteria in line with the Care Act 2014.

## The Referral Process:

1) Contact:

- Disability Services Age 0-65: **Croydon Contact Centre: 020 8726 6000**

Or

- Contact Mental Health Services: **SLAM: 020 3228 6000.**

2) A Social Worker/Care Co-ordinator or other professional will visit you and talk to any other people involved in your support. This establishes your needs. It is called a **Care Act Assessment**. The Social Worker/Care Co-ordinator will work with you to find out what you need help with, what you can do and what you want to happen in your life.

If it is identified that a Shared Lives Placement will be an appropriate service, with your permission, the Social Worker/Care Co-ordinator will make a referral to Croydon Shared Lives.

3) The Shared Lives team will discuss your referral and will try to find the right Shared Lives family to support you. To help you find the right placement we will consider many factors including your age, your health, your support needs, the type of family you would prefer to live with, your preferred location, what things are important to you, skills you may wish to learn and your plans and hopes for the future.

4) If a provider is identified we will provide you with information about them and you can decide if you would like to meet them and their family. If we cannot find a suitable Shared Lives placement for you we will tell your Social worker/Care Co-ordinator.

If a provider is identified you will be able to:

- Go and meet the provider and others living there with your Social Worker/Care Co-ordinator.
- See the home, the room in which you may live and the neighbourhood.
- Visit, have a meal and get to know everyone in the household.
- Discuss how the placement can meet your requirements.
- See the kinds of records kept about clients.
- And sometimes arrange an overnight stay.
- Both you and the provider have the opportunity to discuss the introductory period.

If you decide you do not want to live with the provider or if the provider decides that for some reason they believe that they are not suitable for you the process will be stopped.

The Shared Lives Scheme will then identify another possible provider, depending on how many vacancies there are and whether they can meet your needs.

When you have decided with the Scheme which providers are right for you, we write together an Arrangement Agreement which is signed by all parties at a meeting held before the placement commences.

The Shared Lives Scheme makes sure that a Placement Review meeting is held around 10 weeks to allow everyone to discuss if the placement is right. Placement reviews will then continue to be held regularly (usually once a year) to talk about whether you or your providers want to change anything about your placement.

## **How is the Shared Lives service paid for?**

Most people living in a Croydon Shared Lives placement are eligible for Housing Benefit and Supporting People funding which pays for some of the placement costs. You will usually have to contribute some money towards the cost of the placement yourself. Your Social Worker/Care Co-ordinator will arrange for you to complete a Financial Assessment to determine how much you will need to contribute to the cost of the placement. If you decide not to share your financial details with Croydon Council, then you will be expected to pay for the full cost of your care.

## **What to expect in a Shared Lives placement**

- You will be able to choose if you wish to live with a Shared Lives provider.
- You will have your own room with furniture supplied.
- You will be able to bring your own possessions, within reason, to the placement.
- You will be able to visit your friends and family or they can visit you.
- You will have the opportunity to meet new people and try out new things.
- You will be supported to do things you choose to do.
- You can learn new skills.
- The Shared Lives provider will help you to take part in your usual activities where possible.
- Your Shared Lives provider will treat you with respect.

## House rules

There may be a few rules that everyone sharing the house is asked to keep. For example: -

- Not smoking in the house.
- Helping to clear up after meals.
- Not playing loud music (especially late at night).

If you do not agree with the rules they have, you may decide these are not the right providers for you.

There may also be a few other rules that you will be asked to agree to by other people who know you.

These will be to help you to stay safe and will be written down in your placement Arrangement Agreement.

## Placement Arrangement Agreement

The placement agreement is where the things that everyone agrees to are written down so that you and your provider know what is expected.

This may include:

- The date you start your placement
- The support provided by your provider
- House rules
- Anything else you or the provider feel is important to write down

(Please see Appendix 1 at the end of this document which sets out in full **Section 2 of the Arrangement Agreement** which lists the standard set of responsibilities that each person involved in the placement agreement is expected to meet).

## What happens if I am not happy about something in my Shared Lives Placement?

1) If there is something that you are unhappy about in your placement, you should, if you can, tell your provider, so that you can sort out the problem together. Your provider has a complaints book so that any complaints and the way they were solved can be written down.

2) If there is something you do not want to talk to your provider about, you can tell: -

- \* A **member of your family** or a **close friend**
- \* Your **Social worker or Care Co-ordinator**
- \* Your **Shared Lives Coordinator**

3) The person you have told will discuss with your provider what you are unhappy about. They will try to resolve any issues.

4) If you are still not happy, you can contact the **Senior Complaints Resolution Officer (Statutory)** at:

Telephone: 020 8726 6000 ext. 47015

Email: [complaints@croydon.gov.uk](mailto:complaints@croydon.gov.uk)

Address: Complaint Resolution Team  
7th Floor, Zone C  
Bernard Weatherill House  
8 Mint Walk  
Croydon. CR0 1EA

You will get a reply in writing within 28 days.

5) You may choose to complain to the Care Quality Commission (CQC) who will look into your complaint. They can be contacted at:

You can contact us at our England based National Customer Service Centre:

Telephone: 03000 616161

Fax: 03000 616171

**Or write to us**

CQC National Customer Service Centre  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

## **What happens if I do not want to stay with my Shared Lives Provider anymore?**

Sometimes people want to move on from their Shared Lives placement and this is OK.

You will need to tell your Social Worker/Care Co-ordinator or Shared Lives Coordinator if you have one. You will also need to tell your Provider. Your Social worker/Care Co-ordinator or Shared Lives Coordinator will help with that if you find it difficult.

Your Provider and Social Worker/Care Co-ordinator or your Shared Lives Coordinator will help you to decide where you want to move on to and to plan how you are going to do that.

We can try to find you a new Shared Lives placement if you want.

## **How to Contact Croydon Shared Lives Scheme**

If you have any questions about what you have read or you want further information about Shared Lives placements you are welcome to contact: -

### **Croydon Shared Lives**

**Bernard Weatherill House, Floor 2 Zone A**

**8 Mint Walk, Croydon CR0 1AE**

**Tel: 020 8726 6000 ext. 63516**

**Email: [Sharedliveseam@croydon.gov.uk](mailto:Sharedliveseam@croydon.gov.uk)**

**Section 2: Responsibilities**

**(Everyone involved in this agreement has responsibilities in making sure that the Arrangement works well. Everyone agrees to adhere to the following responsibilities given below)**

**The Service User agrees to:**

- Respect the wishes of other people who live in the house
- Keep within the agreements of the household
- Respect the carer's home and not damage it. Wilful damage will be charged to the Service User.
- Record and agree an inventory of belongings. Service User to inform carer of any new item bought and item to be added to inventory
- Pay regularly any money towards the cost of the Arrangement as agreed in this Arrangement Agreement
- Where possible assist in the process of completing benefit application forms by supplying relevant information as requested by the scheme, benefit agencies and Croydon Council financial departments. This will ensure the correct welfare benefits are paid
- Periodically provide copies of bank statements to the scheme, welfare benefit agencies and Croydon Council financial departments to determine income. This will ensure benefits, rent charges and financial assessments are accurately assessed. Failure to do so may result in having to pay full cost rent
- Share letters you receive about changes to your welfare benefits with your carer. Letters often need to be responded to, and failure to do so may result in loss of benefits. This may affect your ability to pay your rent.
- Agree to disclose any outstanding debts and an action plan to pay off any outstanding debts
- Talk to the carer, Shared Lives coordinator, social worker/care co-ordinator if there is anything he/she is unhappy about or worried about in the future

**The Social worker/Co-ordinator agrees to:**

- Have produced an up to date Joint Assessment for the Service User, including a Risk Assessment and Care Plan
- Where appropriate, support the Service User to maximise all benefits they are entitled to prior to placement and obtain funding for the Arrangement

- Agree and organise an action plan with the Service User to pay off any outstanding debts prior to Service User moving in
- Organise statutory reviews (if agreed not to be incorporated in the Shared Lives arrangement review) inform SL co-ordinator and provide minutes to Scheme
- Support the Service User in obtaining other services that the Joint Assessment or Review have identified
- If a continuation of a “fostering arrangement” agree new Adult Services finance arrangements with Service User, carer and Shared Lives coordinator

### **The Carer agrees to:**

- Meet the support needs identified in the Service User Support Plan and Arrangement Agreement
- Have adequate cover for liability, car, building and contents insurance
- Undertake the responsibilities as set out in the Carer Agreement
- Attend and contribute positively to all Arrangement Reviews for the Service User
- Treat the Service User as a full member of their family/household
- Support the Service User in being a full member of the local community
- Respect the Service User’s privacy, dignity and confidentiality at all times
- Respect and encourage, where possible, the Service User’s right to make choices
- Follow the Scheme’s Policies, Procedures and Guidelines
- Undertake training as per Scheme requirements
- Discuss with the Scheme before any arrangements are made for the Service User to be supported by another person
- Inform the Scheme as soon as possible of any emergency situation or accident involving the Service User
- Consult the Scheme prior to any change in their address or household circumstances.
- Offer opportunities for Service User to have holidays where possible
- If a continuation of a “fostering arrangement” agree new Adult Services processes and finance arrangements with Service User, social worker and Shared Lives coordinator
- Carers are expected to offer a reasonable varied choice of foods and to encourage healthy eating where possible. Lunches will be the rate set for a main/lunchtime meal as set by the Council across services. If Service Users wish to buy a meal above this amount they are expected to make up the difference. Tea, coffee and squash will be made available and within a reasonable healthy eating menu.

### **The Shared Lives Co-ordinator agrees to:**

- Provide the Service User and carer with information about the Scheme
- Provide the carer with the on-going training that they need to meet the needs of the Service User placed with them



- Ensure that the carer has copies of the Scheme Policies and Procedures relating to the work of the Scheme
- Provide telephone support for the carer if they need to talk about anything to do with the Arrangement
- End the Arrangement if the safety or well-being of the Service User or carer is at risk by the Arrangement continuing
- Organise a Shared Lives arrangement review for the Service User and update the Arrangement Agreement, support plan and risk assessment
- Visit the provider's home regularly to discuss how the Arrangement is going. Monitor and review the quality of service provision to the Service User to ensure Care Quality Commission and Supporting People requirements are being met.
- If a continuation of a "fostering arrangement" agree new Adult Services processes and finance arrangements with Service User, social worker and Shared Lives coordinator