



Who are we?

We are Croydon Shared Lives.

This is an Easy Read guide about how we help arrange Shared Lives Placements

What we do

Arrange placements that provide:

- Somewhere to live
- Somewhere to stay for a short break
- Somewhere to go in the day time



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 different kinds of Shared Lives Carers.



- Some carers are couples
- Some are single people



- Some have children
- Some help and support more than one person.

You will be matched with a carer and their family who will 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 or Care Co-ordinator will visit you and talk to any other people involved in your support. This establishes your needs. It is called a **Needs**



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 decided that a Shared Lives Placement is right for you, 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

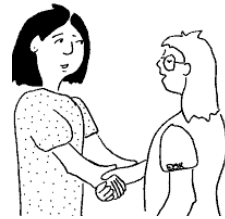


will try to find the right family to support you. We will consider many things such as your age, your support needs, the type of family you would prefer, where you would like to live and what things are important to you.

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.

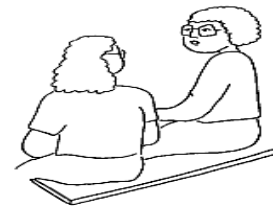


- See the home, the room in which you may live and the neighbourhood.



- 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 they are not suitable for you

the process will be stopped. The Shared Lives Scheme will then try and find another provider for you.

When you have decided with the Scheme which providers are right for you, we write together an



Arrangement Agreement.

This is

signed by You, the Provider, your Social Worker/Care Co-ordinator and the Shared Lives Scheme at a meeting held before the placement begins.

The Shared Lives Scheme makes sure that a Placement Review is held after 10 weeks to allow everyone to discuss if the placement is right. Placement reviews will then 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 able to get Housing Benefit and Supporting People funding which pays for some of the costs. You will usually have to pay some money towards the cost yourself. Your Social Worker/Care Co-ordinator will arrange for you to complete a Financial Assessment to determine how much you will need to pay.

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.

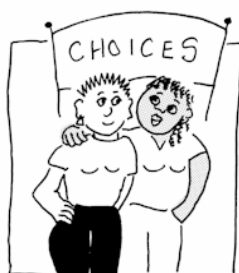


- You will have the opportunity to meet new people and try out new things.

- You will be supported to do things

you

choose to do.



- You can learn new skills.

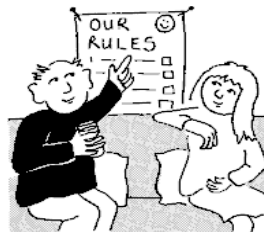


- The Shared Lives provider will help you to take part in your usual activities where possible.



- Your Shared Lives provider will treat you with respect.

House Rules

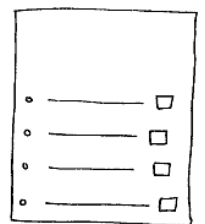


There may be a few rules that everyone sharing the house is asked to keep. For example: -

- 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.



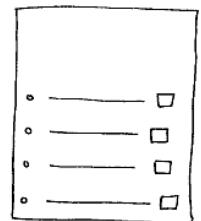
These will be to help you to stay safe and will be written down in your placement Arrangement Agreement.

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



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



1) If you can, tell your provider, so that you can sort out the problem together.

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 sort out any problems.



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

Phone: 020 8726 6000 ext. 47015

**Post: Complaint Resolution Team
7th Floor, Zone C
Bernard Weatherill House
8 Mint Walk
Croydon CR0 1AE**

Email: complaints@croydon.gov.uk

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:

Phone: 03000 616161

Email: enquiries@cqc.org.uk

Post: 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. 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 and plan where you want to move on to.

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

How to get in touch with us



Phone: 020 8726 6000 Ext. 63516

Email: Sharedlivessteam@croydon.gov.uk

Post: Croydon Shared Lives
Bernard Weatherill House,
Floor 2 Zone A
8 Mint Walk
Croydon CR0 1AE