

Disabled Children, Adults Learning Disability and Mental Health
Kent County Council | Adult Social Care and Health

Kent Shared Lives



Statement of purpose

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SECTION 1 – POLICY & PERFORMANCE FRAMEWORK

Introduction

This statement of purpose sets out the policy and performance framework and procedure for Kent Shared Lives. Until May 2013 this service was known as Kent Adult Placement Scheme.

The document is organised as follows:

- Section 1 – Policy and performance framework
- Section 2 – Recruitment, assessment and management of hosts
- Section 3 – Referral, placement and support of individuals
- Section 4 – Shared Lives terms and conditions
- Section 5 – Panel terms of reference

The Care Act and supporting regulations has replaced various pieces of legislation, guidance and directions. The Care and Support Statutory guidance, issued under the Care Act, provides the legislative framework for the provision of the Shared Lives service.

Following the needs assessment and determination of eligibility for care and support, a care and support planning provides choice and control about how individuals want their assessed eligible needs to be met. If an individual's care and support needs have been assessed as best met in Shared Lives, it provides a service to individuals as an alternative way to meet assessed needs as opposed to the more traditional residential placements.

Kent's values

Open; invite contribution and challenge, accountability

We work as a whole-council, putting our customers at the heart of everything we do. We champion public service in Kent in our values.

Our work is guided by our values and demonstrates our commitment to serving the people of Kent - they are not just words, they underpin the decisions we take and are critical to how we approach what we do and the way we do it.

These values affect everything we do with customers, partners and each other. By living the values at work we show the citizens of Kent, our partners and colleagues what we are about.

Everyone lives the values by demonstrating behaviours that are right for your service.

Aims and objectives

Kent Shared Lives provides individuals the opportunity to stay in the homes of recruited, trained and approved hosts and their families who live in the community. This can be for a long or short-term basis or day support depending on assessed need and outcome.

Each placement provides alternative and highly flexible forms of accommodation, care and support needs, enabling the individual to share and be part of the life and activities of the Shared Lives host.

The Shared Lives service is tailored to meet the needs of the individual being placed with the host and will aim to support with developing independence.

The role of the Shared Lives service is to support and enable the hosts to provide high quality care and support to the individual placed with them. The Shared Lives team will continue to support the host and their family throughout the placement and will ensure that they provide the level of care and support that has been agreed.

The Shared Lives service is not directly responsible for the individual placed with the host and their family as the care/case manager or Social worker is accountable for the monitoring and review of this placement.

What types of services can be provided?

The service aims to provide placements for all eligible individuals who are over the age of 16.

Shared Lives will only consider these referrals if the young person has an up to date assessment, care and support plan or pathway plan and risk assessment (if required). The funding and support for this service will need to be secured through the Individual's appropriate social care team and a care/case manager or social worker allocated. The case/care manager will be responsible for co-ordinating the smooth transition for the young person.

Some examples of placements that Shared Lives may be able to provide a service to are people who have a learning disability or difficulty, sensory impairment, physical needs, autism or asperger, is an older person, has dementia or mental health needs.

The following services are available:

- Short and long-term placements.
- Respite placements/short breaks (includes day support or overnight stays).
- Rehabilitation.
- Transition or preparation to independence.

Urgent placements - Consideration will be made when an individual needs a placement urgently. This will only be where the individual is known to Kent County Council social care teams or there is sufficient information available about them to ensure a safe and suitable placement is provided.

Shared Lives mainly provides placements to single individuals, however, is able to consider:

- Siblings
- An eligible parent with an eligible adult daughter or son
- Eligible individual - mother and baby placements
- Couples

Stepping Stones – The Shared Lives service can take placements for young people aged 16 to 25 years who might not be eligible for on-going support from KCC's Adult Social Care teams. These placements will be for people who require further support to develop with support from a Shared Lives Host, to enable them to move on from social care services support and to independence before their 25th birthday. Funding for this service will be from KCC Children's services and a management fee will be chargeable from them to the Shared Lives service.

Out of county placements – Shared Lives can consider referrals for people wishing to live or remain in the borough of Kent, however funded by another council within the country. Both individuals who come with an existing carer (for example Foster Carers) or new will be considered. The Kent Shared Lives costing model will

establish the cost of the placement and a weekly management fee will be charged on top of this cost to fund the Kent Shared Lives team's support to the Host and placement. If the individual is being referred to the service with an existing Foster Carer, the out of county borough will also be charged a one off assessment fee for approval of the carer (Host).

Shared Lives will make every effort to find suitable placements however, is **unable to meet** the following needs: -

Sleeping Patterns

- Wakeful people where the host who might be disturbed **most** nights
- Where Telecare cannot be provided to accommodate the night-time needs

Challenging Behaviour

- Regular smearing / bodily fluid discharge
- Frequent self harm
- Unpredictable physical aggression towards others
- Extreme Obsessive Compulsive Disorder (OCD)
- Excessive absconding

Risk to Others

- Criminal Record (Non-Minor)
- Perceived / Historic risk towards children
- Perceived / Historic risk towards vulnerable individuals

Service Principles and Values

Kent County Council (KCC) are committed to:

- Putting people and their needs first.
- Ensuring the availability of high quality services.
- Valuing, developing and supporting the social care workforce.
- Working in partnership with the individual, families and other organisations.
- Making the best use of our resources.
- Creating the conditions, with others, for equality of opportunity.
- Constantly striving to improve.

In addition, Shared Lives operate to the following principles and values:

- Enabling people to exercise power and control over their own lives.
- Providing an individualised service to people based on needs and ability.
- The individual having the right to experience a life style that most people would value as desirable for themselves and their families.
- Meeting the needs of the individual and of the hosts.
- Offering a consistent relationship, inclusion within social networks and the opportunity to develop personal social relationships.
- Provision of a flexible and individual service that is responsive to the changing needs of the individual and hosts.
- Recognising that hosts are an essential resource and should be valued accordingly.
- Working in partnership with care/case management to ensure that an overall package of services is available to the individual.
- Exceptionally high standards of integrity and respect for all.
- Promotion of a stable and safe environment ensuring that vulnerable people are protected from abuse and neglect.

- The achievement of positive outcomes by offering high quality placements, which meet the welfare and social needs of all assessed eligible individuals appropriately.
- The promotion of the health and personal care needs of all individuals in Shared Lives placements.
- Encouraging team and personal development for both staff and Shared Lives hosts.
- Anti-discriminatory policies, which promote equal opportunities for all and value diversity of both the individual and hosts regardless of, gender, sexual orientation, ethnic background, age, religious beliefs, disability or marital status.
- The individual's needs/wishes/feelings/abilities and inherent potential are paramount and taken into account in relation to placements.
- The individual will be fully involved in agreeing their care and support plan and placement agreement and supported to participate fully in reviews. Where assistance is required, arrangements will be made for an appropriate independent advocate to provide support.

Recruitment of hosts

The recruitment and management of Shared Lives is subject to policy and procedure and is set out in Section 2 of this document.

All Shared Lives hosts are assessed by qualified and experienced Shared Lives officers, using robust procedures based on those of the national association - Shared Lives plus.

Shared Lives hosts receive preparation, induction and further development. There is an expectation for hosts to participate in development and training to ensure they have the required skills to fulfil their role.

In addition, hosts receive regular supervision and support throughout their social care career and the effectiveness of this is evaluated in their annual review.

Placement of suitable individuals

Kent's care and support plan policy encourages care/case managers and social workers to consider Shared Lives as a possible option for type of accommodation that best meets assessed needs.

They need to recognise that a nurturing Shared Lives placement can be an excellent way of meeting a person's needs.

Suitable individuals are placed in the Shared Lives services care for a wide range of reasons. The hosts offer consistently high standards of care and support in a variety of ways. These will include mutual support, diverse choice of placements, rehabilitation, and preparation for independence and integration in the local community.

The complexity of the referred individual's needs is taken into account when making a placement, in order to ensure an appropriate match with the host and their family. The main priorities are the person's welfare, individual needs and their desired outcome for using the service. Shared Lives provides a positive and consistent

response to these needs. It endeavours to match the individual with hosts who have an interest in a specific need.

Placement terms and conditions

The policy and expectations relating to Shared Lives placements are set out in the terms and conditions under section 4 of this document. These form the Shared Lives host agreement and the individual's placement agreement.

Standards of care

Kent Shared Lives has been developed and is managed in accordance with the Care Act 2014.

Underpinning Kent Shared Lives are the following principles and objectives: -

- All people have the right to live an independent life in the community and to enjoy all the rights and responsibilities of citizenship.
- Shared Lives will promote the physical, emotional, psychological and spiritual wellbeing of the individual.
- Shared Lives will promote the protection of the individual from abuse or harm.

As a local authority provision, Shared Lives are also subject to Kent's Adult Social Care and Health policies and procedures. This provides the service with comprehensive written guidance and management support to enable them to offer an efficient service. Kent Shared Lives are committed to establishing and maintaining standards and offering high quality provision.

Monitoring performance

The performance of the Shared Lives will be monitored at a variety of levels and in a number of ways:

- The Care Quality Commission (CQC) will inspect the service regularly to ensure it complies with legislation and standards, they will provide a rating for the service which will be displayed on the service's website.
- KCC will monitor Shared Lives activity at a strategic level and will include:
 - Numbers of Shared Lives hosts approved
 - Number of new Shared Lives placements each month (by type)
 - Number of Shared Lives Hosts/individual placements leaving the scheme
 - Number of nights used for short breaks
 - Number of safeguarding's
 - Number of complaints

Shared Lives will monitor the quality of placements through:

- The supervision of hosts and their families.
- Direct feedback from those using the service during visits that are undertaken by Shared Lives staff and care/case managers or social worker.
- External feedback from relatives, friends, or services that the individual may access.
- The staff supervision process.
- Staff meetings.
- Quality assurance questionnaires.
- Exit questionnaires when people leave the service or when hosts resign.

Comments, compliments and complaints

Shared Lives welcomes comments, compliments and complaints about services. It is pleasing to hear where people are satisfied with services however we also need to know if someone is unhappy with the services provided. It aims to learn from all feedback received to assist with improving our services for the future.

Any feedback about the Shared Lives service will be dealt with under KCC's complaint procedures. Further information can be obtained on KCC's website or from the leaflet entitled 'Have your say –comments, complaints and compliments'. A copy of this leaflet can be requested and is available in a variety of formats.

The Shared Lives registered manager will ensure that every complaint made under the complaint procedure is fully investigated.

They will ensure that the complaint is responded to by the appropriate person within the required time frame as stated in the complaints policy.

The registered manager will maintain a record of each complaint, including details of the investigations made, the outcome and any action taken in consequence, ensuring that the records are:

- kept up to date, in good order and in a secure manner; and
- retained for a period of three years from the last date of entry

At the request of the Care Quality Commission a summary of the complaints made during the past twelve months will be provided.

If they wish the Care Quality Commission can be contacted directly.

**Care Quality Commission
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA
Telephone: 03000 616161**

Registration requirements

Details of management and staff required for the Shared Lives service are set out in Appendix 1 attached.

SECTION 2 – RECRUITMENT, ASSESSMENT AND MANAGEMENT OF HOSTS

Recruitment

The Shared Lives recruitment officer will deliver a gateway into the service and provide the following functions:

- Co-ordinate advertising.
- Provide consistent responses to enquiries.
- Collate and send out packs and application forms.
- Initial screening to see whether those enquiring meet minimum criteria for acceptance for assessment.
- Receive and acknowledge applications.
- Arrange and attend pre-assessment visits where possible.
- Input details of enquiry and application into database.
- Track application during assessment process and provide an ongoing link and liaison.
- Take up references – with support from the administration team.

Advertising

The recruitment officer will work with the KCC's communication and media team to plan for advertising the service and will aim to use a range of media (newspapers, radio, posters, and website). This will include:

- Campaigns.
- Drip drip advertising.
- Editorials (particularly in relation to campaigns).
- Website and social media.
- Event attendance, profile raising.
- Information evening events.

Advertising should target those with social care qualifications or experience through nursing and personal experience.

Information

General information about the service will be provided over the telephone or email and then if appropriate an information pack with an application form will be sent out.

Prospective hosts will be invited to local Shared Lives information evening to meet other hosts and find out more about the service.

Determining suitability of applicants

The following conditions must be met when applying for general approval as a Shared Lives host:

Status - applications are welcomed both from couples in stable and enduring relationships, siblings or friends who live together and single adults.

Availability – will depend upon the level of service provided. Shortbreak or day hosts may only be able to offer a few days a week. However, at least one host in a household must be available at all times to meet the needs of person placed with them, even if they are out during the day.

Age - there is no age restriction for becoming a Shared Lives host, however good health is important and all hosts will be required to complete a health declaration annually.

Accommodation - there must be a vacant bedroom (not applicable for day support). The assessment of the accommodation will take into account the safety of the individual being placed and whether there is sufficient space for all the people living in the home. Single bedrooms will be a requirement in most cases.

If the applicant rents they will be asked to provide the details of the landlord and permission will be sought for using the property for Shared Lives. Applicants should also ensure that if they are claiming housing benefit themselves, receiving payments for a placement through the Shared Lives service does not affect this income.

Contact - applicants must be contactable and have a phone number whether a mobile or landline. Ideally hosts should have access to the internet and use email.

Financial security - applications from people on low income or state benefits (except incapacity benefit) are welcome. However, applicants will not be considered if they are experiencing financial problems. Hosts will be asked to complete a financial declaration and may require showing evidence of financial security. It is also the responsibility of the applicant to check that any benefits currently being received are reviewed with the relevant benefits advisor to ensure no claims being made could be seen as fraudulent.

Applicants must understand that the hosts are self-employed and placements are made on the basis of the interests of the individual placed. Therefore, KCC cannot make guarantees with regard to income. Shared Lives hosts are not paid while they do not have a person in a placement, even when their placement is available.

Priority – the applicant’s level of skills and knowledge will be taken into account when prioritising assessments. Shared Lives may also consider the type of placements the applicant is willing to consider should this meet the current demand of service.

Working hosts - can be considered to provide day support, weekend or holiday shortbreaks.

Transient households – new applications will not be accepted from people who manage a household with a transient resident population – i.e. guest house or who take students or who wish to continue to work as foster carers or supportive accommodation providers.

Foster Carers – existing foster carers of an eligible young person will be welcomed as Shared Lives hosts for that young person if this is an assessed agreed outcome for this person to transfer. The applicant will not have to undergo a full assessment as the original Form F will be made available to Shared Lives by the children’s fostering service. The applicant will require completing personal development relating to individuals which includes training relevant to their role and to working with adults and the relevant legislation.

Foster Carers are asked to check that any current financial arrangements or income is reviewed should they be approved as a Shared Lives Host; this includes receipt of Carers Allowance. Once the placement is over 18 years Carers allowance can have

an impact on the benefits they receive and also the Shared Lives Host can not claim this allowance if earning over £120 per week (correct at June 2018)

Transport – if approved, the hosts will normally be expected to help the individual placed get to activities, medical appointments, meetings and out and about as required. The host will also be expected to travel to and attend training.

If the host has access to a car and it is used to transport the individual it must be correctly taxed and insured for using in line with the role. If the individual placed is in receipt of mobility allowance they will be in a position to contribute to the cost of their transportation in the host's vehicle, this should be clearly recorded on the placement agreement. The individual would not be expected to contribute to local travel.

Health factors - that may impact on an applicant's capacity to support an individual placed in their care will be considered when assessing applicants.

Applications will not be accepted from people who:

- Suffer from or have recently received treatment for a psychiatric condition.
- Are or are thought to be drug or alcohol abusers.
- Have had a serious health concern within the last year.
- Are in receipt of employment and support benefit (main host).

Smoking - applications will be accepted from people who smoke. However, successful applicants would be expected to make arrangements to ensure that smoking does not occur in rooms that the individual may use. This includes smoking E-cigarettes and vapours. Ideally all people who smoke should do so outside the home.

Alcohol – successful applicants will be expected to ensure that one host is sober when being paid to provide a Shared Lives service.

Convictions and cautions - Enhanced Disclosure check from the Disclosure and Barring service (DBS) must be undertaken for all applicants and members of their household aged 18 and over. These checks will be repeated at least every 4 years. This check will include convictions and cautions relating to individuals and children.

Previous offending behaviour will be scrutinised, and applications will not be progressed if any member of the household has been cautioned for, or convicted of:

- Offences against children.
- Driving disqualification within the last 5 years.
- Any offence involving harm to another in the last 10 years.

Secondary hosts – while not a requirement that affects eligibility, applicants will be advised that Shared Lives wishes to promote consistent support and care and avoid disrupting the individual's lifestyle wherever possible. Therefore, applicants will be asked whether they are able to identify someone from within their family or network of friends who may be willing to be assessed and approved as a secondary host to provide cover when they need a break, preferably in the primary host's home.

The approval of support hosts will be completed by Shared Lives staff and be approved by the registered manager. The process will include: -

- Completion of application form and "day in the life sheet".

- An enhanced DBS check.
- One employment and one personal reference.
- Medical reference and/or declaration of health.
- Undertake a further assessment (if required).

Assessment of Shared Lives hosts

Initial visit - when the initial application is received Shared Lives will undertake an initial visit to the home of the prospective host with the recruitment and advertising officer or a member of the team.

The assessment process and the criteria for approval will be clearly explained to applicants at the initial visit and a pre-assessment form will be completed and sent to the applicant.

Disclosure and barring service checks and references – these will be instigated following the initial visit and undertaken in parallel with the assessment process to avoid delay. DBS checks will be made for all adults in the household who are likely to undertake support with any individual being placed.

Local Authority and Social Media checks - will also be undertaken prior to the initial visit within Kent's own information systems and those of other local authorities where this is appropriate and applicants will be required to provide the following information:

- Proof of identity including a recent photograph e.g. driving licence, passport or birth certificate;
- A full employment history, together with a satisfactory written explanation of any gaps in employment;
- Where a person has previously worked in a position whose duties involved work with children or vulnerable individual's verification of the reason why the position ended will be required;
- Completion of a financial declaration - a letter may also be requested from a mortgage lender or landlord confirming; a) that the applicant has sought and gained permission, where this is required by the terms of any mortgage, lease or tenancy agreement and b) that the applicant is not in arrears with their mortgage payments or rent, and that they are not in breach of the terms of their mortgage, lease or tenancy.
- Documentary evidence of any relevant qualification.
- Eligibility to work in the UK.

References - in addition to the statutory references a minimum of 3 references will be taken up for Shared Lives applications, i.e.

- 2 personal references (references from family members are not acceptable).
- 1 Employer reference.

Assessment process – all eligible applicants will be assessed to determine whether they are suitable to become a Shared Lives host. Each application will be considered on its merits and every attempt will be made to ensure that the assessment process is both equitable and objective.

A minimum of 5 interviews will be carried out in the applicant's home, following a standard assessment format, to determine their suitability to offer support and care with the service. An ability to support the individual placed in activities outside the

home will be as important as the type and standard of accommodation available. The assessment process should ideally be completed within 4 months.

Kent Shared Lives will need to satisfy itself that applicants have good mental and physical health and vigour. Factors likely to be taken into account:

- Motivation.
- Mental, physical and emotional wellbeing.
- Life style.
- Understanding of the caring task.
- Level of commitment to supporting and caring.
- Sense of humour.
- Patience.
- Understanding of the needs of eligible individuals.
- Ability to manage and care for a people who may have emotional, health, or behaviour (that may challenge).
- Ability to link with the individual's family and friends.
- Ability to meet the ethnic, cultural, religious, health needs of the individual.
- Suitability of accommodation.
- Ability to meet the religious and cultural needs of the individual.
- Balance the needs and lifestyles of the people in the household.
- Provide a healthy and safe place to live.
- Communicate effectively.
- Develop and maintain positive relationships.
- Support people to maintain some level of involvement and help them to manage their finances.
- Support people to access education, employment, social opportunities or leisure.
- Understand and challenge prejudice and discrimination.
- Understand and respect confidentiality and privacy.
- Keep clear and accurate records.
- Understand the roles and responsibilities of being part of Shared Lives.

Preparation of applicants – If the applicant does not hold any prior qualifications; e.g. NVQ or certification in adult social care the service will require completion of a care certificate. This will be completed with the applicant during the approval process and will form part of the assessment and be included in the final report to panel. The workbook will assist with identifying the applicant's training needs and E-learning courses are available for completion alongside this workbook. Applicants have 6 months to complete this award.

Conflict Resolution – the relationship between the applicants and the Shared Lives Officer is fundamental to the assessment process. On those rare occasions when a satisfactory relationship cannot be established this should be brought to the attention of the Shared Lives registered manager and if it cannot be resolved an alternative officer will be identified to undertake the assessment.

Approval

All applications are approved by a panel of professionals. The function of the Shared Lives panel is determined by the panel's terms of reference set out in part 5 of the statement of purpose.

Challenging Panel Decisions - applicants will be informed in writing as to whether they have been approved as a Shared Lives host, and the terms of approval, once they have been presented to the panel. If the decision is not to approve the applicant, they will be informed in writing and will be given 28 days to make written representations asking that the panel decision be reviewed.

Where an applicant who has not been approved following presentation to panel and provides written representations within 28 days of receiving notice, the matter will be reconsidered by panel, and a final decision made.

For other matters where an applicant or existing Shared Lives host disagrees with the decision, he/she may make written representations within 28 days of receiving notice, the matter will be reconsidered at panel, and a final decision made.

Shared Lives host agreement - following approval an agreement between KCC and the Shared Lives hosts will be drawn up in accordance with standard procedures. This will inform of the Shared Lives terms and conditions set out in part 4 of the statement of purpose. The agreement sets out the key requirements of the Shared Lives hosts. The commissioning manager will sign on behalf of the council.

Shared Lives officers need to ensure that newly approved hosts understand fully the expectations of them under both the terms and conditions and the agreement.

Refusal to sign the agreement will result in terminating the registration with the Shared Lives service and any person placed removed.

Supervision and monitoring

Following approval the Shared Lives team have responsibility to manage, supervise and monitor the Shared Lives hosts to ensure the quality of the placement and care of the individual staying with them. Shared Lives hosts are entitled to regular supervision by a named member of staff. Shared Lives hosts may expect to have formal contact with a Shared Lives team member at least every 8 weeks or more frequently if required. These monitoring visits will be recorded. During these visits the following will be discussed as a minimum:

- Any issues relating to the individual in placement (these may have been raised by the host, the individual or by the care/case manager).
- Actions agreed.
- Training or development needs.
- The placements medication and finances monitoring.
- Diary records.
- Issues for attention of the care/case manager(s) or social worker.

While staff in the Shared Lives service will always seek to act in a supportive manner towards the hosts, the primary responsibility of Shared Lives is supervising them to ensure the welfare of the individual in placement.

Shared Lives staff may also carry out unannounced visits where there are concerns about the placement.

Support and development

Shared Lives staff has responsibility to support and develop the hosts and will undertake this in a number of ways.

Induction – following approval the hosts will be provided with a named ‘mentor’ who will be able to give advice and support.

Shared Lives plus membership – Hosts will be strongly advised to take out membership with Shared Lives plus which offers specially tailored insurance for their members as well as legal advice and support. Information will be provided after approval.

Support – Hosts are important to the service and play a key role in supporting KCC's efforts to promote independence for people. Therefore, Shared Lives actively seek to recognise the very important contribution made by Shared Lives hosts through provision of support. Support will be provided through:

- An allocated Shared Lives team member will contact the host by telephone during the first week following the placement of a person to check that all is going well.
- The allocated team member will aim to visit the host at their home regularly.
- Shared Lives hosts will be strongly encouraged to attend local support groups.
- Mandatory and optional training opportunities.
- Shared Lives will facilitate for the host to maintain contact throughout the duration of the placement with all professionals.

Host support groups – these groups are a combination of informal support network, focus group to provide feedback to hosts and a forum for Shared Lives to present information and training.

Training – starts with the care certificate and is a continual process. All hosts will be offered both new training and training to update their skills on a regular basis following approval. Shared Lives hosts training needs will be identified as part of the monitoring process and intended to develop their skills and knowledge and to ensure that they can meet their obligations under the service agreement. Some training will be mandatory and other training voluntary.

Identification of additional training will take hosts existing qualifications and skills into account. Failure to attend training that has been identified as appropriate could place the hosts continued registration as a Shared Lives host at risk.

Formal qualifications such as Diplomas may also be available.

To avoid unnecessary delay the service will offer places on generic courses from the council. It may also commission specialist courses where required.

Hosts will be presented with certificates for the training courses they have attended. The service will keep a training record on each host and a copy of the certificate.

Shared Lives host groups should be consulted and involved in the design of training.

Where possible specialist training will be arranged to fit with the hosts commitments and if necessary special arrangements will be made to facilitate attendance.

On-line training will also be provided to hosts on subjects relevant to their role.

Review of approval

Shared Lives hosts' approval is reviewed on an annual basis, or more frequently where there are concerns. The annual review will be led by a Shared Lives officer or assistant and signed off by the registered manager.

Re-approval of hosts is not automatic, and where issues of concern have arisen the decision regarding renewal of approval may be referred to the Shared Lives panel or registered manager.

The annual review process will include the views of all the stakeholders. Shared Lives will seek feedback from the people using service and if necessary, with the support of an advocate. These forms will contribute to the re-approval process.

If there are any significant changes in the makeup of the host's household or circumstances the re-approval of the Shared Lives host may need to be decided by the Shared Lives panel.

The accommodation provided by hosts will be checked by a Shared Lives worker at least once a year and a health and safety assessment reviewed annually. This will include checking the placed individual's bedroom.

If there are concerns about a placement that is also approved for foster care, those concerns will be shared with the fostering team.

Placements will be reviewed by the care or case manager if the individual placement's needs change and a new care and support plan will be created.

Challenging Standards

Shared Lives hosts are required to meet challenging standards of care. They are not permitted to use any kind of physical restraint and the council expects high standards of conduct from them at all times, regardless of the difficulties presented by the people they support.

All individuals are susceptible to abuse and exploitation and have an absolute right to protection.

Withdrawal of approval

It may be necessary for the council to terminate a Shared Lives host's approval. Grounds for termination of approval include:

- Consistently poor care of a person, or a pattern of poor care affecting a number of people.
- Conviction for any offence which indicates that a person could be at risk in the host of their families' care.
- Evidence that a host has neglected or emotionally, physically, or sexually abused a person.
- Consistent and significant failure to comply with KCC policies and procedures, including attendance at required training.
- Financial misconduct in relation to any payments made or financial support provided for the individual placed benefit.
- Serious physical or psychological ill-health of a host that prevents him/her being able to care for a person appropriately.

- Misuse of drugs or alcohol or dependency.
- Series of concerns that lead KCC to lose trust and confidence in the host.

Should KCC wish to terminate a Shared Lives host's approval, an investigation will be undertaken and the report presented to the Shared Lives panel together with a risk assessment for the placed individual completed by the relevant care/case manager or social worker. This should determine the level of risk they are exposed to and will inform timescales for arranging alternative accommodation. If the individual is assessed as being at a high level of risk they will be immediately removed from the placement. It is the responsibility of the care/case manager to find alternative 'safe' accommodation.

A written notice that termination of approval is being sought will be sent to the Shared Lives host.

If approval is withdrawn, the Shared Lives host will be given the reasons for the panel's decision in writing and details of the complaints and appeals procedure.

A copy of any notice of termination of approval must be sent to any other authority or organisation that has an individual placed with the Shared Lives host.

Record retention

The service will maintain information on all people, who may apply to be approved and / or are already approved for a maximum of seven years, or two years after death, after which this will be destroyed in line with KCC's Records Retention Policy.

SECTION 3 – REFERRAL, MATCHING, PLACEMENT AND SUPPORT

Suitability for the Shared Lives service

In all cases eligible individuals being considered for a Shared Lives placement must meet the eligibility criteria as describes by the Care Act 2014 and Adult Social Care and Health policy.

Details of the types of placements suitable for a Shared Lives service are in section on aims and objective and who can use a Shared Lives service.

In addition to the individuals who will be suitable for a Shared Lives placement, there may be some individual with more complex needs who may be hard to manage in a family home. Shared Lives will need to consider if and how to meet the care and support needs of these people and include: -

Sleeping Patterns

- Wakeful people where the host who might be disturbed **most** nights
- Where Telecare cannot be provided to accommodate the night-time needs

Challenging Behaviour

- Regular smearing / bodily fluid discharge
- Frequent self harm
- Unpredictable physical aggression towards others
- Extreme Obsessive Compulsive Disorder (OCD)
- Excessive absconding

Risk to Others

- Criminal Record (Non-Minor)
- Perceived / Historic risk towards children
- Perceived / Historic risk towards vulnerable individuals

Referral of suitable individual placements

Referrals for long-term and short break placements will be accepted for those who meet the criteria of a suitable placement in Shared Lives.

Referral to Shared Lives should only take place following an assessment that identifies Shared Lives as a suitable service and includes the health needs of the individual.

Referrals should include up to date full information about the referred individual including their needs and behaviour to facilitate matching.

Advance referrals may be accepted for young people in transition if Shared Lives has already been identified as the most appropriate option.

In some cases, it may be appropriate to refer a Kent looked after child in transition in a long-term foster placement with a view to the foster carer transferring to Shared Lives to provide continuing care and support.

The care or case manager or social worker will provide a copy of the relevant assessment together with a completed:

- Referral form (SL01)
- Costing model for the placement
- Signed care and support plan or pathway plan

If requested, a Shared Lives worker will contact or visit the potential individual's placement to discuss the service and possible placements and may provide a guide to the individual and/or relative in a format appropriate to the individual's understanding.

Care and Support Plan or Pathway plan

Kent Adult Social Care and Health directorate adopts a person-centred approach, which will build on current practice, take the individual's views into account when drawing up a care and support plan, and will become an integral part of identifying how the person's needs will be met

Care and support plan development actively involves the individual, the case/care manager or social worker (and independent advocate if the individual has substantial difficulties in being involved **and** no one appropriate to represent their views and wishes) to:

- agreed the best way to meet needs;
- understand what needs they would like support with;
- know what they want to achieve;
- find out what they can do for themselves or;
- the support they already have and;
- how they would like care and support arranged so their assessed eligible support needs can be met.

The care and support plan would have identified Shared Lives as an appropriate service that meets some/all the persons assessed eligible needs that are suitable to be placed in a Shared Lives vacancy

Care/case managers will ensure that appropriate referrals are made to the occupational therapy team to assess the need for specialist equipment or access requirements and then detail these needs in the care and support plan. This may include the use of telecare equipment.

Consideration should also be given to making referrals to other services as appropriate. This could include speech and language or advocacy service when support is needed for making decisions.

Matching host to the referred individual

An important part of the referral process will be the successful matching of the Shared Lives hosts and referred individual. A good match will depend upon the quality of the information that is available to share with the potential host.

The matching process considers the following factors to both hosts and referred individual

- The care, support and communication needs of the individual.
- The Shared Lives host's ability to care for, support and communicate with the individual.
- Potential risks and behavioural issues.

- The age of the Shared Lives host/s and the referred individual.
- Cultural background and needs.
- Personal interests.
- The location and accessibility of the Shared Lives home.
- The lifestyle and preferences.
- Spiritual and philosophical beliefs and how differing beliefs may impact on the placement.
- The need for special access or specialist equipment.

Once the Shared Lives worker has identified a potential placement, the individual's referral information will be shared with the prospective host/s.

If the Shared Lives host wishes to proceed with the placement, an information sheet, called a matching visit form will also be available to the individual referred which will include photos of the host and provide basic information on the potential placement; this will be passed to the care/case manager, who will then share this information. If the individual wishes to proceed, the care/case manager and the Shared Lives worker will arrange an initial meeting between both parties.

Introductory visits

The Shared Lives worker will ensure that the referred individual and the host have sufficient opportunities to discuss the process, their concerns and their hopes for the placement.

Introductory visits will normally include the following:

- Meeting to take place at the Shared Lives host's home or at another venue that is appropriate for the referred individual
- Up to 4 overnight stays funded by Shared Lives (at a capped rate).

If further overnight stays are required, this will be agreed and funded.

The introductory visit will ensure that the referred individual, and if appropriate, their friends and family:

- Meet the Shared Lives host/s family and other people living at the house, e.g. another individual.
- Familiarise themselves with the house, the bedroom and the neighbourhood.
- Discuss their support needs.
- Are aware of the records that will be kept by the Shared Lives host.
- Discuss any house rules and guidelines e.g. no smoking.
- Ensure the host is made aware of specialist requirements that need to be met for the person to be able to stay.
- Discuss any costs to living in the placement, in addition to a contributions e.g. fuel.

If, following the introductory visit, both parties are happy to proceed then the Shared Lives placement agreement will be drawn up and the placement will begin as soon as all parties are satisfied with the arrangements. Care/case management will arrange for the financial activation notice (FAN) to be approved and sent for payment.

In the case of overnight stays or weekend introduction care/case managers should alert the 'out of hours' service in case any help or advice is required.

If there are exceptional circumstances where the referred individual requires a lengthier introduction to the Shared Lives host this must be an identified need within the care and support plan and the care/case manager must fund this.

If either the referred individual and/or the Shared Lives host decide not to continue with the placement the Shared Lives worker will support the host to end the introductory process and, the appropriate care/case manager will support the individual.

Shared Lives will record the reasons for the decision on the host's file and will inform the care/case manager of the decision.

Shared Lives will make it clear to both the referred individual and the host that the decision to end the introductory process is not a failure or a negative outcome and it will not affect their involvement in subsequent placements.

Placement agreement

At around 8 weeks the care/case manager or social worker will convene a meeting to include the placed individual, family/friends or an advocate (if required), hosts and care/case manager to discuss the placement agreement. This is a formal written agreement that sets out the:

- Purpose – whether it is a long term, shortbreak or preparing for independence placement.
- Timescales within which tasks are expected to be completed or progress made.
- Tasks and expectations of hosts – for example where a host is promoting independence skills.
- Expectations of care/case manager and Shared Lives officer – the support required by both the individual and Host.
- Contact with family and friends.

It is important that the support needs of the host are identified at the outset to avoid placement breakdown. The level of support will differ according to the dependency of the individual but may include some day activity for those in long-term placements as caring for someone 24 hours a day can be challenging. Shared Lives recommend a minimum two days of activity or college away from the home provides respite for both the individual placed and the host.

Arrangements for the individual to enjoy appropriate contact with their relatives, friends and representatives are all agreed on an individual basis. Details are recorded within the placement agreement together with the support that will be provided by the host.

The eligible individual must be fully involved in agreeing their care and support plan and placement agreement and should be encouraged to fully participate in reviews. Where assistance is required, arrangements will be made for an independent advocate to provide support. The plan and review should be presented in a format that is understood by the individual.

The terms and conditions for placements including the obligations of care/case managers are set out in section 4 of this document.

Financial arrangements & approval of Shared Lives fees

Shared Lives host payments will be determined by the dependency of the eligible assessed individual deemed suitable for a Shared Lives service. The Shared Lives costing model is used to decide the cost. On average fees for long term and shortbreaks range from £336.56 to £560.94 (1.7% increase April 2020).

Day support fees are established on a different costing model determined by type of individual and will provide full and ½ day sessions. Further information on this can be requested.

The placed individual's finances will be assessed in line with the care act and Kent's policies; they will be supported to apply for housing benefit and will be invoiced by the council for the housing benefit and their contribution towards care and support.

Shared Lives hosts will receive their payments gross direct from the council and the fee includes the individual's contribution to food and utilities.

The Shared Lives service will invoice every four weeks to the payments team and the host will be paid 2 weeks in arrears and 2 weeks in advance by the bank clearing system. Shared Lives will issue a remittance to the host by email or post.

Care/case managers are responsible for providing the host with details for the payment for the placement in writing. This will be sent by Shared Lives on behalf of the care/case manager.

Details of other payment arrangements are set out in the terms and conditions in part 4.

Assistive technology (telecare) in Shared Lives

The Department of Health preventative technology grant – enabled the council to: initiate a change in the design and delivery of health, social care and housing services and prevention strategies. To enhance and maintain the well-being and independence of individuals

The hoped outcome of this is:

- Maintain / enhance independence.
- Delay / avoid care home admission.
- Reduce hospital admissions.
- Reduce the length of hospital stay.
- Support carers by reducing anxiety & stress.

Shared Lives has explored the use of telecare in the service within host's homes.

Aims:

- To Safeguard, monitor and support people with a high level of needs during the night and with identified risks to safety during the day.
- To provide support to the host with their role.
- To sustain the placement.

The telecare service will be available to people who may require support to sustain a placement to support both the host family and the placed.

Referrals for this service should be by the care/case manager; however Shared Lives telecare assessor may be available to complete an assessment.

Ending a placement

The placed individual should normally give the council and Shared Lives host a minimum 20 working days' notice if they wish to leave the placement. If they leave the placement without giving the host or Shared Lives prior notice the host will continue to be paid the agreed weekly rate of payment either for the 20 working day notice period or until a new person is placed with them (whichever period is shortest).

Where a placement ends due to a concern about the host's ability to care and support the individual placed the amount of notice given to both the host and individual placed will depend on the outcome of the care/case manager's risk assessment. If deemed high risk, then notice and removal of the individual would be with immediate effect and no further payments will be made. In other circumstances 20 working days' notice will be given.

Shared Lives hosts will normally be expected to provide a placement for the term agreed. If, however, the host does wish to end a placement a minimum of 60 working days' notice would be required to enable the needs of the individual to be met in a new placement.

If a Shared Lives host ends the placement without giving the full 60 working days' notice, then they will not usually be entitled to any payment once the individual has left their house. Any requests for payment, due to exceptional circumstances, will have to be agreed by the care/case manager.

A placement may end following an annual review, when a change of accommodation is identified as appropriate for the changing needs of the placed individual, or as the result of an interim review if the placement is felt to be unsuitable. If the individual wishes to change to another Shared Lives placement then they should give 60 working days' notice to allow Shared Lives time to find an alternative suitable placement. In these situations, the directorate and the Shared Lives host will be involved in supporting the individual to ensure a smooth transition, planning the change over an appropriate time scale.

The placement may end because the Shared Lives host is no longer able to provide care and support because of a change in their circumstances. In this instance the host must inform the service as early as possible, in order for the transition to be accomplished as smooth as possible.

SECTION 4 - PLACEMENT TERMS AND CONDITIONS

The Shared Lives host(s) agrees:	
<p>National & Kent standards</p>	<ul style="list-style-type: none"> • To work in accordance with the key principles of the Care Act 2014 and Care Quality Commission regulations, helping the person placed with them to live a normal life in the community, to share their family life, to ensure wellbeing. • To treat the person placed with them with respect and dignity and support them to express their views and make choices and decisions. • To work to the health & care professions council standards (HCPC) of conduct, performance and ethics. • To participate positively in any meetings with Care Quality Commission inspectors that are part of Shared Lives registration and inspection process and, in particular, allow a person authorised by the commission to interview them and visit their home at any reasonable time.
<p>Policy and procedure</p>	<ul style="list-style-type: none"> • To work in accordance with the aims and objectives of the Shared Lives and the Shared Lives' policies and procedures as described in the Shared Lives handbook. • To ensure that any information relating to individual placed, his/her family or any other person, which has been given to them in confidence in connection with a placement, is kept confidential and is not disclosed to any person without the consent of the local authority. • To ensure the health, safety and wellbeing of themselves, their household and any person placed with them. • To follow government guidance on restrictive physical restraint. The Shared Lives host must not subject someone placed with them to any physical restraint unless that restraint is the only practical way to safeguard the person or another individual. The Shared Lives host must follow the risk management procedures written into the care and support Plan, which may include guidance on physical intervention. The Shared Lives host must inform the Shared Lives manager of any incident where they have used physical restraint while supporting the placed individual. • To follow the Shared Lives' policy and procedure on the administration and handling of medication and the guidelines set out in the care and support plan with regard to circumstances under which they may administer or assist in the administration of the placed individual's medication. • To follow the procedure set out in the Shared Lives handbook where there has been an allegation of abuse, neglect or other harm to the person placed with them. • To keep any records that are required by Shared Lives in line with statutory requirements and the data protection act 2018 and GDPR. • To inform KCC through the Shared Lives if they have cause for concern about the wellbeing of any person in the care of Shared Lives in accordance with the social care, health and

	wellbeing whistle blowing policy and procedure.
Individual placement	<ul style="list-style-type: none"> • To receive referrals only through Shared Lives and to co-operate with the Shared Lives procedure for matching and introductions. • To accept a placement only where they have been given a comprehensive written needs assessment and believes that they can meet the assessed needs. • To work with the person placed with them in accordance with the placement agreement and care and support Plan. • To take full account of any written risk assessment, inform the Shared Lives worker of any additional identified risks for the person placed with them and work with Shared Lives and others to develop strategies to manage those risks. • To identify any change in the needs of the person placed with them and bring those changes to the attention of Shared Lives and other relevant professionals. • To discuss with and obtain agreement from Shared Lives for any arrangements for the involvement of support hosts to assist the Shared Lives host in providing support for the people placed. These arrangements will be recorded on the placement agreement. Shared Lives hosts are not able to directly employ staff to provide care to the person placed with them. • To consider the best interest of the placed individual when arranging holidays • If possible to identify a support host who is willing to be assessed to care for the placed individual while the primary host is having a break to enable the individual to remain in their home when the Shared Lives host is away. • To work positively and co-operatively with professionals and other people involved in the life of the person placed with them. • To facilitate visits to the placed individual by the care/case manager or any other person on behalf of the KCC. • To facilitate arrangements for the placed individual to enjoy appropriate contact with their relatives, friends and representatives as agreed and recorded within the placement agreement or care and support plan. • To co-operate with the care and support plan and arrangements for the individual. • To participate positively in placement and Shared Lives host reviews. <p>To inform the person placed with them about planned visits by the care/case manager and Shared Lives worker and, where appropriate, the Care Quality Commission inspector</p>
Shortbreaks for suitable individuals	<ul style="list-style-type: none"> • To provide shortbreak placements to other individuals between placements if asked to do so.
Supervision, monitoring and support	<ul style="list-style-type: none"> • To engage positively with the regular support and monitoring visits by the Shared Lives worker, allowing access to their

	<p>homes at all reasonable times.</p> <ul style="list-style-type: none"> • To attend and contribute to Shared Lives groups as often as possible.
Training and development	<ul style="list-style-type: none"> • To attend mandatory training as required by Shared Lives • To give evidence of professional development by engaging in other training or learning provided by Shared Lives designed to meet identified training needs
Accident or incident	<ul style="list-style-type: none"> • To inform the Shared Lives service within 24 hours of the occurrence of any serious accident or incident including: <ul style="list-style-type: none"> • Death of the person placed • The outbreak of any serious infectious disease in the Shared Lives host's home • Any serious injury or illness of the person placed • Any event that may have an adverse effect on the person placed • Any theft or burglary in the Shared Lives host's home • Any incident involving the person placed and which is reported to or investigated by the police • Any allegation made by the person placed against the Shared Lives host or a member of their household • Any unexplained absence for more than 12 hours of the person placed from the Shared Lives host's home. • Any serious illness of the person
Complaints	<ul style="list-style-type: none"> • To use KCC's complaints procedure if they believe the service has breached any of its responsibilities.
Insurance and Legal Liabilities	<ul style="list-style-type: none"> • To ensure that there are adequate insurance policies in place to cover all eventualities arising from the caring role including personal injury cover. • To fulfil their responsibilities as self-employed people for tax and national insurance purposes.
Invoicing and payment	<ul style="list-style-type: none"> • For the Shared Lives service to invoice in for the agreed price to the council's payment department every four weeks, two weeks in advance and two weeks in arrears for payment.
Ending a placement	<ul style="list-style-type: none"> • To provide a placement for the term agreed • To give 60 days notice in writing to the Shared Lives if they wish to end a placement unless there are exceptional circumstances.
Notice to Scheme	<ul style="list-style-type: none"> • To give 20 working days notice in writing to Shared Lives in the event that they wish to end their work with the service and they do not have an individual in placement. This may be waived if there are no outstanding administrative arrangements.

Kent Shared Lives agrees:	
Regulations and Standards	<ul style="list-style-type: none"> • To work in accordance with the Care Act 2014 and registration regulations • To provide Shared Lives hosts with written information about the aims and objectives and operation of Shared Lives and requirements for their own working practice in the form of a Shared Lives handbook and to ensure through training and explanation, that the information is understood
Policy and procedure	<ul style="list-style-type: none"> • To provide accessible versions of the relevant Shared Lives' policies and procedures to Shared Lives' host and placed individuals • To respond promptly to any complaints by Shared Lives hosts in accordance with the council's complaints procedure. • To follow the KCC Multi-agency safeguarding individuals' procedures where there is any reported allegations of abuse against people placed with Shared Lives hosts. In the event of an allegation against a Shared Lives host which instigates a safeguarding investigation, consideration will be given, as part of the procedure to the need for immediate suspension of any current placements while the investigation is carried out. If a placement is suspended while an allegation is being investigated, placement fees will continue to be paid. In addition: <ul style="list-style-type: none"> • The Shared Lives host will be given clear information about the relevant procedures, and their right to access legal advice and advocacy. • The Shared Lives host will continue to receive support from the scheme • Shared Lives will facilitate independent support for the Shared Lives host if that is requested. • To investigate any concerns or complaints about the Shared Lives host or alleged breaches of the host agreement, following relevant policies and procedures and with the involvement, where appropriate, of the Care Quality Commission and the placing authority. • To facilitate meetings of Shared Lives hosts for mutual support, feedback of any concerns or suggestions and learning.
Placements of suitable individuals	<ul style="list-style-type: none"> • To receive referrals of people requiring Shared Lives and to ensure that the people referred have had full assessment of their needs and aspirations. • To match the people referred with appropriate Shared Lives hosts and facilitate their introduction to the Shared Lives host(s) and their household/family in accordance with the Shared Lives matching procedure. • To work with the care/case manager to ensure that they are fulfilling their obligations under the placement agreement in relation to support, payments and reviews.

Training and development	<ul style="list-style-type: none"> • To ensure, through training and explanation, that the Shared Lives host understand and fulfils their legal responsibilities, follows safe working practices and supports the people placed with them in accordance with the key principles of Shared Lives. • To ensure that the Shared Lives host has the skills and knowledge to meet the changing needs of the person placed with them through provision of learning and training as required.
Supervision, monitoring and support	<ul style="list-style-type: none"> • To allocate a named Shared Lives officer or assistant to each Shared Lives host, who will be responsible for their ongoing support and for the monitoring and reviewing of their work • The allocated Shared Lives worker will contact the Shared Lives host by telephone in the week following the placement of the individual. • All contact will be recorded on the Shared Lives host's file. • The allocated Shared Lives worker will visit the host at their home at least once every 6-8 weeks by appointment and more frequently if required. • The allocated Shared Lives worker will visit the host at their home at least once a year for the annual review of approval. • The Shared Lives worker will carry out unannounced visits if there are any concerns about the placement. • To provide the Shared Lives host with clear information about emergency and out of hours support. • To facilitate the host to maintain contact throughout the duration of the placement with all professionals
Review	<ul style="list-style-type: none"> • To review Shared Lives hosts' approval on an annual basis, or more frequently where there are concerns. Re-approval of Shared Lives hosts is not automatic, and where issues of concern have arisen the decision regarding whether approval will be renewed may be referred to the Shared Lives panel. • To seek feedback about the placement from the person placed and their family, friends and advocate (as appropriate) and involved professionals. • To check the accommodation provided by the Shared Lives hosts at least once a year during monitoring and annual review visits. If there are concerns further checks will be undertaken.
Host breaks	<ul style="list-style-type: none"> • To co-ordinate and manage host break arrangements in accordance with agreed framework (see appendix 2).
Public liability insurance	<ul style="list-style-type: none"> • KCC shall be responsible for claims and liabilities founded on the authorised action or omission of the shared lives host during the placement, if such claims and liabilities are not covered by the Shared Lives host's insurance policy. Proof of this will be required.
Withdrawal of approval	<ul style="list-style-type: none"> • To give 20 working days notice in writing to the Shared Lives host if KCC intends to end the Shared Lives host agreement. KCC must put the reasons for ending the host agreement in writing and must give the Shared Lives host details of the

	<p>process by which they can appeal against the decision. Grounds for withdrawal include:</p> <ul style="list-style-type: none"> ○ Consistently poor care of a vulnerable person or a pattern of poor care affecting a number of people ○ Conviction for any offence that indicates that a person could be at risk in the individual’s care ○ Evidence that a Shared Lives host has neglected or emotionally, physically or sexually abused a person ○ Consistent and significant failure to comply with Kent County Council policies and procedures, including attendance at required training ○ Financial misconduct in relation to any payments made or financial support provided for the individual’s benefit ○ Serious physical or psychological ill-health of a host that prevents him/her being able to care for an individual appropriately ○ Misuse of drugs or alcohol or dependency ○ Series of concerns that lead KCC to lose trust and confidence in the Shared Lives host.
<p>Probity</p>	<ul style="list-style-type: none"> ● If a Shared Lives worker knows a Shared Lives host in any other capacity other than within the bounds of Shared Lives they should not be the host’s allocated worker.

Kent care/case management agrees:	
Placement of suitable individuals	<ul style="list-style-type: none"> • To ensure that, prior to the planned placement, that Shared Lives is provided with comprehensive information about the person to be placed including a copy of the up to date signed (by the individual) and agreed Care and Support Plan and any 'risk assessments to facilitate the matching process. • To ensure that a placement agreement is completed within a month of placement and agreed with the individual (with the support of an appropriate advocate where necessary), their family, the care/case manager and the Shared Lives host. • To provide written confirmation to Shared Lives host providing long term care of any daytime weekday activities of any person placed with them, how these are to be funded and who holds responsibility for making the necessary arrangements for support, should the placed individual for any reason not engage in the activities planned. • To ensure that the detail of arrangements is set out in the care and support plan and appropriate training provided where a Shared Lives hosts is asked to administer medication or to supervise the placed individual in taking their own medication. • To provide support to the individual as required and undertake reviews of the placement as agreed in the placement agreement and council's placement review policy. • To work to ensure that any specialist services required to meet the needs of the person in the placement are available and the Shared Lives host(s) have access to the advice and information that they need to carry out their tasks effectively. • To ensure that the placement is reviewed at least annually and, in addition, whenever there are significant changes in the circumstances of the individual and their care and support plan and the placement agreement amended accordingly. • To ensure that any identified unmet needs of the individual are brought to the attention of the relevant professionals.
Payment and income arrangements	<ul style="list-style-type: none"> • KCC agrees to pay the agreed rate for introductions for 4 nights and additional nights if required as agreed with Shared Lives. Payment to be made by Shared Lives and invoices issued (up to a set amount). • To provide written confirmation to the Shared Lives host of the placement fee to be paid for each individual that they are supporting. • To pay the Shared Lives host the full contract price as specified in the placement agreement. • To pay the Shared Lives host by bank's automated clearing system on receipt of their invoice. • To invoice for the placed individual's contribution. • To provide support to the Shared Lives host(s) in obtaining the monies that are due, should there be delay or difficulty • Host breaks of more than 28 days per annum are discretionary and would need to demonstrate would need to demonstrate exceptional circumstances such as behaviour of the placed individual or increased of levels of care.

	<ul style="list-style-type: none"> • To continue payment for up to 28 days for absence of the individual from the Shared Lives hosts home due to hospitalisation or other reason beyond the control of the Shared Lives host. By exception payment may continue beyond 28 days if there is clear intention for the person to return to the Shared Lives placement. • To continue payment for up to 28 days or until another placement is made whichever is the shorter where the individual or care/case manager terminates the placement without giving the agreed level of notice unless the placement is terminated under exceptional circumstances • To apply a price increase to the gross placements price on 1 April each year (If applicable). • In the event of the individual placements death payment will be made for 7 days after the day of the death (counting from the first day after the day of the death) or until an alternative placement is made whichever is the shorter.
Termination of placement	<ul style="list-style-type: none"> • To give at least 20 working days notice of the termination of any placement in normal circumstances. • To give 60 days notice if an alternative Shared Lives placement is required to enable a suitable placement to be identified • Under exceptional circumstances the placement can be terminated with immediate effect if the care/case manager considers that it is in the best interests of the individual and payment will cease on the day that the individual moves from the host's home.

SECTION 5 – SHARED LIVES APPROVAL PANEL

Introduction

It is the policy of Shared Lives to establish and maintain a panel of people who operate independently of the service (or organisation managing the service). This panel of people is known as the approval panel.

Legal framework

The structure and functioning of Shared Lives approval panel are determined by the requirements of:

- Care Act 2014
- KCC policies, procedures and standards

Purpose of the panels

This panel of people is responsible for ensuring that the approval of prospective Shared Lives hosts and issues arising from the approval status of hosts who are already part of the service that approval are considered with great care in respect of legal requirements and the need to protect individuals; and to ensure that hosts and applicants are treated fairly.

The Panel's function is to make decisions regarding:

- The approval of new hosts, and the terms of this approval.
- Changes of terms of approval.
- Consideration of any annual reviews of hosts as requested by the Shared Lives registered manager where there is a question as to continuation or termination of approval.
- Allegations and serious complaints or concerns regarding hosts.
- Matters of principle arising from assessments of new applicants or in relation to existing hosts.
- Terminations of approval for any hosts approved by the panel.

In addition, the Shared Lives approval panel also ensures that the standard of the assessment processes is maintained and decision-making is consistent across the county.

Panel membership

The approval panel must have:

- A panel chair who is a senior manager who does not have responsibility for the management of anyone who undertakes assessments of prospective hosts or a person who is completely independent of the service;
- One Shared Lives host and placed individual – a visit will be carried out to the applicant's home and feedback provided.
- One commission representative from social care, health and wellbeing.
- Up to 3 other independent members if possible (including a representative from health where possible).

The panel composition should, where possible, reflect the community served by the scheme, offering a balance of interests, skills, backgrounds and even gender balance.

Placed individual – will be involved in assessment process and their report/findings submitted as part of documentation for consideration.

Panel adviser – the registered manager of Shared Lives will be available for the panel to provide clarification, perspective, advice on practice, the legal framework and to answer questions. They will not enter into any discussions or contribute to decisions about host approval.

Curacy – the maximum number of members of a Shared Lives approval panel to consider panel business and make a decision is six. The panel will not be quorate unless at least 3 panel members are available. The 3 members must include:

- Chairperson or vice-chairperson.
- One team manager, care/case management employed by the council.
- One independent member of the panel.

Appointment of panel members

All panel members will be recruited and selected using a fair and equitable process set down by the service.

The normal term of service for panel members is three years. However, the Shared Lives registered manager may terminate the membership of individual panel members at any time and may extend panel membership of any member for a second three-year term.

Panel members are not paid for their involvement in the panel, except where they participate panel as part of their role as an employee of the council. Panel members will be reimbursed for expenses associated with attendance at panel.

Panel members will receive written information about the service, service processes, their panel role and expected conduct.

Panel members will have a probationary period of three panel sessions before they are confirmed in the role.

Resignation and removal of panel members

Panel members should give 3 months' notice in advance if they wish to resign from the role of panel member.

If concerns are identified regarding the way a panel member executes their role, these will be discussed in the first instance with the panel chair. If the chair is unable to resolve the concerns the chair will discuss them with the Shared Lives registered manager and agree an action plan.

The ultimate sanction against a panel member is removal from their membership of the panel. The people authorised to give notice to a panel member are the panel chair or the Shared Lives registered manager. The decision will be communicated to the panel member by the panel chair. If the panel member wishes to appeal against the decision, they should raise the issue with the Shared Lives team manager. In the event that the person is not satisfied with the outcome, they will be

advised on the council complaints procedure. This procedure will be included as part of the induction process of new panel members.

Panel management

The Shared Lives registered manager has overall management responsibility for the approval panel.

The panel chair will manage the panel with administrative support as required. Records of the panel will be retained by the service for review.

Reports to panel

Panel members will receive written reports via email for each applicant on the day of panel. The panel will be scheduled to allow panel members time to consider each report in depth and plan any questions or issues they wish to raise.

There are three types of assessment report:

- Full assessment of a new applicant.
- Assessment of a support or relief host (approved by the registered manager).
- Assessment of an existing Foster Carer who is applying to transfer to Shared Lives in order to continue to care for a young person who was in care as a child and needs continuing care into adulthood.

The assessments or reports completed by Shared Lives officers should provide a detailed examination of the applicant's knowledge, skills, experience and motivation.

In addition, the panel may be asked to consider issues arising from host reviews or complaints.

Decision-making process - The primary role of the panel is to determine whether the evidence of the applicant's skills and knowledge set out in the assessment report is sufficient to justify their approval as a Shared Lives host.

Panel decisions must be based upon thorough assessments, with the needs of the eligible people requiring placement foremost in panel member's minds. In all cases the panel will be positive in promoting equal opportunities. Everything possible will be done to ensure that panel considerations and decisions reflect the council's policy on *Equality and Diversity*.

Panel members must ensure that they look objectively at each host applicant assessment or review report and consider each of the knowledge and skills statements. For each statement they must consider whether the Shared Lives officer has provided them with sufficient evidence that the applicant meets the standard required.

Determining whether the evidence provided in the report is sufficient both in terms of detail or extent is a subjective decision and must, therefore, be seen to be fair, equitable, consistent and informed.

The Shared Lives officer who carried out the assessment or review should be available to answer questions and clarify issues.

Panel members will be given the opportunity to ask questions and clarify issues arising from the report and to benefit from any comments from the presenting assessor.

The panel will not be expected to make a decision if the assessment or review is not complete or references and checks are not available at their request.

If a panel member has an interest in or knowledge of an applicant or host, they must declare this to the panel chair. The panel member must agree with the panel chair whether their interest or knowledge will affect their objectivity and if necessary they must withdraw from the panel while that applicant is discussed.

Decisions - The panel has been given the mandate by the service to make all necessary decisions and any associated sanctions in connection with approval of new and review of existing Shared Lives hosts. The panel will ensure that any decisions they make are in line with this mandate from the service.

New approvals – in considering the suitability of the applicant the outcome will be:

- *Approved* – the panel was satisfied with the thoroughness of the assessment and reached the decision that the applicant can now work for the service as a host
- *Not approved* – the panel decided that the applicant is not suitable. The panel must state the reason. In these cases, a review process may be made available to the applicant.
- *Deferred* – the panel was unable to reach a decision. It may be that the assessment report was incomplete, references were not adequate or that the applicant had not demonstrated sufficient knowledge or skill. Depending upon the reason the panel will recommend action that might remedy the problem. Wherever possible the scheme will work with the applicant to help them achieve panel approval.

Reviews – in these cases the decisions will be tailored to the specific circumstances that prompted their presentation to panel. Decisions could include:

- Increase of approval.
- Decrease of approval.
- Other change to existing approval.
- Removal of approval due to resignation, retirement or scheme sanction.

Disagreement – if panel members cannot reach a unanimous decision a majority decision will be accepted. In the event of an equal split in the decision, the panel chair will have a casting vote.

Communication of decisions - all decisions will be confirmed in writing together with the reasons for the decision within two weeks of panel.

Review of decisions

All existing and prospective hosts will be made aware of the review process.

Where an applicant wishes to request a review of a panel decision they should make written representations to the panel chair within 28 days of receiving notice. The panel chair will respond in writing to advise whether the decision will be referred to a later panel for review or not.

If the applicant or host is still not satisfied they should write to the panel chair giving their reasons. In the event that the applicant is still not satisfied they will be advised of KCC's complaints procedure.

Attendance at panels - Shared Lives host applicants are not invited to attend the panel.

Quality assurance

The Shared Lives registered manager has primary responsibility for ensuring that all documentation presented to panel is complete and to the required standard.

The panel plays a key role in checking that both the assessment and decision-making process meets requires standards and policy expectations and that the assessments are also satisfactory. Panel members will be offered the opportunity to comment on the quality of all the practice that comes before them.

APPENDICES

Appendix 1

REGISTRATION REQUIREMENTS

Kent Shared Lives is a service provided by an organisation, namely KCC. The service is managed by the Adult Social Care and Health directorate.

CQC Nominated Individual

Alison Shepherd

Head of Older People's Short Stay
In House Provision
Adult Social Care and Health



Contact details

Adult Social Care and Health
Third Floor
Invicta House
County Hall
Maidstone
Kent
ME14 1XX
Tel: 03000 419436

Email address: alison.shepherd@kent.gov.uk

Experience

Alison has been working in adult social care since 1997. She has worked in six different adult social care departments (Milton Keynes, Bedford Borough, Central Bedfordshire, Herefordshire, Medway – all unitary local authorities, and Kent County Council since 2017.)

Prior to working in older people's provision at Kent County Council, she has had a wide variety of roles including user and carer involvement, advocacy, policy, complaints management, public health, independent living development, campus re-provision for people with profound learning and physical disabilities, and community safety. The majority of her experience however has been in commissioning, where she has held a number of joint posts with the NHS.

Through her previous experience, Alison has a lot of experience of working hand in hand with regulators and being held accountable to external organisations, like the NTA, regional health authorities or the Government offices. She has successfully ensured that services adhere to requirements, hit their targets, and supporting improvement where it is needed.

She has been a senior manager since 2013, when she was Head of Strategic Commissioning at Central Bedfordshire. She was Head of Partnership Commissioning at Medway Council and has been Head of Older People's Short Stay Services since May 2017.

In her current role, she has implemented a quality improvement plan to deliver CQC Good ratings for all older people short stay services. She has worked closely with the Registered Managers to facilitate service change.

Qualifications

- MA Leadership for Health and Social Care
- PG Cert in Social Care Commissioning and Contracting
- PG Cert in Strategic Leadership (currently studying)
- ILM Level 5 in Leadership and Management
- Prince 2 Practitioner and MSP Practitioner

CQC Registered manager

Matthew Grice is the registered manager for the Shared Lives service.

Matt has worked for KCC since 2003 in a variety of positions including Support Worker, Senior Team Leader and Registered Manager Roles. Matt has worked in KCC Adult Short Break and external Day Services, in the Unaccompanied Minors Asylum Seeking Team and Disabled Children's Short Breaks before joining Shared Lives in June 2020. Matt has completed various qualifications throughout his employment with KCC including NVQ 3 Community Work, NVQ 3 Children & Young People, Kent Manager and Level 5 Diploma in Management & Leadership. In his previous role he secured 4 Ofsted Outstanding Judgements in succession and is committed to leading high quality aspirational services for the people of Kent

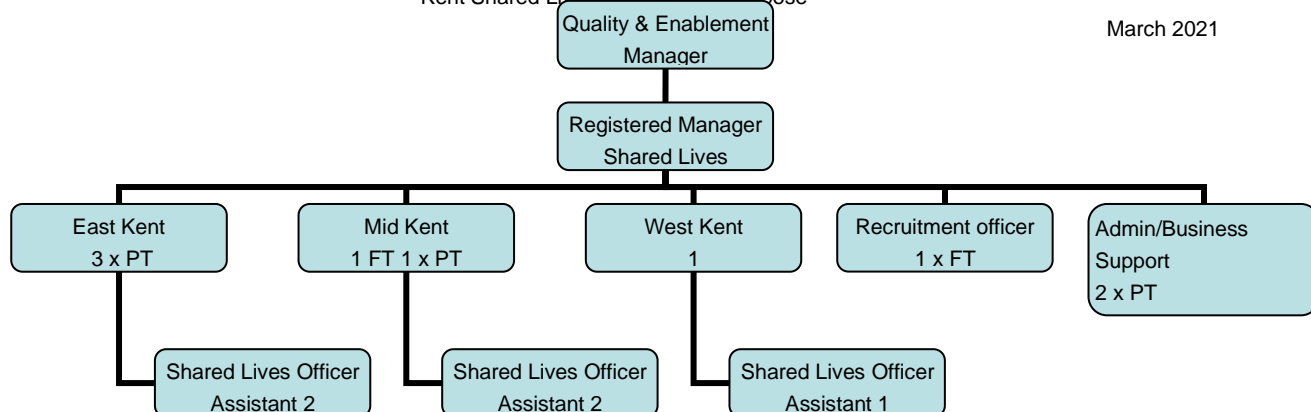


The team – the service recruits Shared Lives officer to complete the assessments of new applicants and deal with the more complex cases, also assistant officers who carry out the monitoring, review and on-going support and development to hosts and individuals placed. Officers are registered qualified professionals with HCPS, nurses, social workers and occupational therapists. Assistants have diploma qualifications in individuals' health and social care. The administration team are qualified and experienced in the role.

Shared Lives have a full time Business Support, officer, a part time Administration officer and a part time Advertising and Recruitment officer who supports the service with advertising, raising the profile and applications to the service.

Organisational structure

The following simplified chart gives the direct line management structure of the organisation from the Responsible Individual to staff employed within Shared Lives.



Appendix 2

HOST BREAKS FRAMEWORK

Introduction

Shared Lives terms and conditions state that Shared Lives hosts are entitled to take up to 28 days break a year pro rata if they want to. This framework sets out the policy and processes that apply to hosts who wish to take breaks.

Legislative requirements

Government regulation requires that Shared Lives must oversee host breaks arrangements. This means that Shared Lives must be informed about host break arrangements and be satisfied that they meet necessary standards in terms of the health and safety of the individual.

If an alternative relief host is used who is not an approved Shared Lives hosts they must be assessed and approved by Shared Lives.

Policy

- Shared Lives hosts are responsible for making their own arrangements for breaks and for any payments relating to them, support hosts cannot be employed by the main host.
- Shared Lives hosts are asked to manage their breaks in such a way as to minimise disruption for the individual and to enable them to remain in their home wherever possible.
- Kent Shared Lives will provide advice and any support necessary to meet regulatory requirements and will assess and approve relief hosts.
- The council has no responsibility to fund host breaks

Host break options

- Shared Lives hosts are asked, where possible, to identify a friend or relative who is willing to be assessed and approved to cover for them. The type of assessment will depend on whether the support/relief host will be moving into the primary host's home or whether the individual will be moving into their home. A more detailed assessment will be required for the individual staying in another home.
- Shared Lives hosts may make arrangements with other Shared Lives hosts to provide cover for each other on either a quid pro quo basis or for money. This could include using other Shared Lives hosts support hosts. Shared Lives will facilitate hosts who wish to find others willing to enter into such arrangements.

- The council may fund host breaks in exceptional circumstances.
- Additional host breaks beyond the annual 28 day allowance may be agreed in some circumstances with the agreement of the care/case manager.

Exceptional circumstances

- The council may fund host breaks on a discretionary basis in exceptional circumstances, in accordance with the following agreed criteria:
- The individual has very complex or high needs (such as challenging behaviour requiring high level or intensity of personal / physical / health care / waking night support where occasional shortbreak is seen as necessary to the stability of the placement as part of the care and support plan. The relevant team leader must formally agree funded or extended host breaks and the reason for them must be clearly recorded in the placement agreement.
- There are a number of placed individuals with high needs in a placement and occasional shortbreak is seen as necessary to the stability of the placement as part of the care and support plan
- There are number of individuals in placement who need to have shortbreak away from each other
- Shared Lives hosts has a family emergency and the regular support person is not available at short notice
- The Shared Lives host's home needs to be vacated (e.g. for essential maintenance necessitating the individual to be supported elsewhere (no more than half of the annual host break allocation)
- Where the council is funding a host break, the individual will normally be accommodated in one of the council's residential shortbreaks units.
- If the council is funding a host break the following financial arrangements will apply:
 - Where the council is funding a break with a shortbreak host, the Shared Lives host will be required to repay the maintenance element of their fee to the other host as this should accompany the individual to where they are staying.

Placement arrangements

- The host's proposals for their break, including any plan to use a specific support host to support the individual placement, should be discussed at the placement planning meeting and recorded on the placement agreement.
- The arrangements must be recorded in the placement agreement covering routines and any known risks, (including a safe care and support plan) and signed by the care/case manager, the Shared Lives worker, , and the Shared Lives host, plus the individual if of sufficient understanding, prior to any relief care being offered.
- The care/case manager should ensure the placed individual is happy with the arrangement, and who they should contact if they are not during the event.
- A Shared Lives worker should have contact with the support host during the main hosts break.

Financial arrangements

Any financial arrangements between the Shared Lives host and their support host, whether they are relative/friend or another Shared Lives host providing cover, are matters for the Shared Lives host to determine.

If advice is requested on funding arrangements Shared Lives will advise that the Shared Lives host should keep the rent/board element of their payment and transfer the maintenance element to the relief host. This is only relevant if the relief Host is

providing the support in the primary Hosts home due to the primary Host will incur costs for the Individual and relief Host living in their home whilst they are having a break.