

## **TAMESIDE SHARED LIVES SCHEME**

### **STATEMENT OF PURPOSE.**

The aim of Shared Lives is to offer people aged 18 years and older an alternative and highly flexible form of accommodation and support.

To promote the individual's health and wellbeing with the support of Shared Lives Carers and families inside or outside their own home.

To empower the individual's right to live an ordinary and independent life in the local community and to enjoy all the rights and responsibilities of citizenship.

### **AGENCY STANDARDS**

Tameside Shared Lives Scheme follows the standards and key processes detailed in the Department of Health document, National Minimum Standards for Shared Lives Schemes (2004) to ensure that the best possible outcomes for people using the Scheme are achieved. The Scheme is registered with the Care Quality Commission under part 2 of The Care Standards Act 2000.

### **MISSION STATEMENT**

**Working together for better services**

## REGISTERED PROVIDER

<b>Name:</b>  <b>TAMESIDE METROPOLITAN BOROUGH COUNCIL ADULTS PEOPLE SERVICES</b>	<b>Address:</b>  <b>PO BOX 304 Ashton Under Lyne TAMESIDE OL6 0GA</b>
<b>Service to be provided:</b>  <b>To offer an alternative form of accommodation and support to any vulnerable adult aged 18 years and over through the matching of service user to approved carer for day support, short stay and long term support.</b>	

## RESPONSIBLE INDIVIDUAL

<b>Name:</b>  <b><i>STEPHANIE BUTTERWORTH</i></b>  <b><i>DIRECTOR OF ADULT SERVICES</i></b> <b>DIRECTORATE OF PEOPLE</b>	<b>Address:</b>  <b>TAMESIDE MBC DUKINFIELD TOWN HALL KING STREET DUKINFIELD SK16-4LA CHESHIRE</b>
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## TEAM MANAGER

<b>Name:</b>  <b>REGISTERED MANAGER ALISON WHITE</b>	<b>Address:</b>  <b>TAMESIDE SHARED LIVES SCHEME WILSHAW HOUSE WILSHAW LANE ASHTON UNDER LYNE OL7-9QG</b>
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## **PRINCIPLES OF THE SCHEME**

**Tameside's Shared Lives Scheme is based on the following principles:**

- **The Scheme aims to enhance the independence of service users and to enable them to make real choices in their lives by working in a Person Centered way**
- **A placement should offer the opportunity for a person to take part in the life of the local community.**
- **A placement offers a 1:1 consistent relationship; the service users being included in the Carers social network as well as having the opportunity to develop and maintain existing relationships with family members, friends and peers.**
- **Users of the Scheme have the right to experience a lifestyle, which “most” people would value as desirable for themselves and their families.**
- **The Scheme offers flexibility, individualised personal support in the most appropriate way being responsive to the different and changing needs of the service user and the approved Carer.**
- **The Scheme recognises that the success of the service depends heavily on the crucial part played by the approved Carers.**

**Tameside Shared Lives Scheme is committed to promoting equal opportunities in Tameside.**

**The Scheme values diversity and encourages fairness and justice.**

**The Scheme wants equal chances for everyone in Tameside to work, learn and live free from discrimination and victimisation.**

**Tameside Shared Lives will combat discrimination throughout the Scheme and will use position of influence, wherever possible, to help overcome discriminatory barriers.**

**The Scheme works to ensure a smooth transition from Children to Adult Services for young people.**

## **SUPPORT OFFERED BY THE SCHEME**

**THE ACCOMMODATION AND SUPPORT OFFERED BY SHARED LIVES CARERS MAY BE ONE OF THE FOLLOWING OPTIONS:**

<b>LONG TERM SUPPORT</b>	<b>Service users live with Shared Lives Carers sharing their lives and their home.</b>
<b>SHORT TERM SUPPORT</b>	<b>Service users stay temporarily with a Shared Lives Carer to have a break themselves or to provide a break for their family/Carers.</b>
<b>SESSIONAL (DAY) SUPPORT</b>	<b>Shared Lives Carers offer day support to the service user either in their own home or with the service user in the community.</b>
<b>EMERGENCY/ URGENT SUPPORT</b>	<b>Emergency/urgent placements can be offered. This is dependent upon an appropriate Shared Lives Carer being available. Emergency/urgent placements are often for an unspecified period of time.</b>
<b>INTERIM PLACEMENTS</b>	<b>Service users live with Shared Lives Carers on a temporary measure. The Carer will support the service user in learning, developing and maintaining daily living skills in order to move towards more independent living.</b>

<p style="text-align: center;"><b>ROLES AND RESPONSIBILITIES OF THE SHARED LIVES SCHEME MEMBERS</b></p>
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## **SOCIAL WORKERS**

They are responsible for the assessment of Service Users and Prospective Carers. Prospective Carer training completing carer reviews and supervisions. The arranging of matching and introductions between users and approved Shared Lives Carers. Processing relevant documents & applications and maintaining contact with Carers and scheme users via contact visits. To ensure, once established, all aspects of the placement continue to be assessed and monitored. Covering duty during office hours.

## **SHARED LIVES MONITORING & REVIEW OFFICER**

Once a placement has been set up by the Social Worker and is working well, then the responsibility for the case transfers to the Monitoring Officer who continues to contact the Service User, family and Approved Carer on a regular basis to ensure that the placement continues in a positive way. The Monitoring Officer is the identified officer for monitoring the financial ledgers for long term placements. Processing relevant documents & applications and maintaining contact with Carers and scheme users via contact visits.

## **BUSINESS SUPPORT**

The Business Support team has responsibility for all aspects of the Scheme's administration. The Team ensures that the Scheme works smoothly in all areas of its work including Carer recruitment and approval, Service User referral, Carer training, Carer and Service User finances and staffing matters.

## **REGISTERED MANAGER**

The Registered Manager is responsible for all aspects of the Scheme and is a professionally qualified worker. The Registered Manager has the final decision regarding Approval of prospective Carers.

## **TEAM MANAGER /ASSISTANT TEAM MANAGER**

The Team manager/Assistant Team Manager support the Registered manager in the day to day operational management of Shared lives. The role includes the management and development of the Scheme at all operational levels, including legislation, policies/procedures, implementation of Care Quality Commission, Safeguarding, Supporting People & Shared Lives Plus regulations/ standards.

## **ARRANGEMENTS FOR CONSULTATION WITH SERVICE USERS**

**Tameside Shared Lives Scheme believes that the opinions of the people who use the scheme and their representatives are essential in the continual development, improvement and change to the operation of the scheme.**

### **SERVICE REVIEWS**

Prior to placement the service user is fully consulted in formulating their Service User Assessment & Support Plan. The scheme engages in person-centered planning with each service user. A detailed plan is produced in a user friendly/accessible format.

Service users are fully consulted in the formulation of the Placement Agreement and throughout the matching and introductory process (please refer to the Introductions and Matching Policies.)

A review of the service provided is undertaken as part of the placement review to identify any strengths and weaknesses in service provision and to ensure that the best possible service is provided to each individual.

The reviews will be held every six to twelve months to identify areas of need; an action plan will be produced as part of the continual improvement process and learning outcomes detailed.

### **PLACEMENT REVIEWS**

Reviews of placements will be held on at least an annual basis and the responsibility for co-ordinating reviews will be the Shared Lives Social Worker and Monitoring & Review Officer. (Please refer to the Service User Review Policy).

People involved in the review include the service user, approved carer, care coordinator, key worker, service user's family or significant others where appropriate.

The function of the review is to ensure that service user's comments are recorded and acted upon and to ensure that the support plan is still appropriate and if not, to make amendments.

## **SERVICE USER CONSULTATION/INVOLVEMENT**

The scheme uses a variety of consultation methods:

**STAKEHOLDER CONSULTATION**

**SERVICE USER QUESTIONNAIRES**

**FOCUS GROUPS**

**ADVOCACY**

Service users are consulted as to their views of the service by means of a questionnaire in an accessible format. These are then incorporated in the annual service plan. These consultations will be completed using communication methods tailored to the service user's needs. When decisions are needed to be made we would best interest decisions tools, involving all relevant professionals/ family and Carers. When a service users lack capacity advocacy services will be sought or where service users required additional support in disputes or challenges.

A representative sample of service users are consulted with regard to their views on the Scheme and their own placements, as part of the inspection process carried out by the Care Quality Commission (CQC).

Service users are encouraged to give their views and comments through the Service User Forums and development of Carer and Service User information and Newsletters.

## ARRANGEMENTS FOR DEALING WITH A COMPLAINT

### ABOUT THE OPERATION OF THE SCHEME

Shared Lives Carers are required to act on concerns that a person who they support may raise with them.

Initial contact should be made with the allocated Shared Lives worker or the duty officer giving details of the concern/issues. The allocated worker/duty officer will take details and advise whether a fact finding visit is needed or whether a complaint needs to be made via the complaints procedure.

The Complaints Manager can be contacted at:

Telephone: 0161 342 5233

Dukinfield Town Hall  
King Street  
Dukinfield  
Tameside  
SK16 4LA

Fax: 0161 342 2151

Complaints can also be directly logged via the Tameside MBC website under Complaints, [www.tameside.gov.uk](http://www.tameside.gov.uk)

If the concern relates to Shared Lives, Carers are required to contact the Team Manager or allocated worker for advice.

### Contact:

Team Manager  
Tameside Shared Lives Scheme  
Wilshaw House  
Wilshaw Lane,  
Ashton-Under-Lyne  
OL7 9QG

Telephone: 0161 342 5151

e-mail: [sharedlives@tameside.gov.uk](mailto:sharedlives@tameside.gov.uk)



**Complaints about service provision can also be made to the Care Quality Commission who will determine the most appropriate response and inform the complainant of the investigation route to be taken.**

**Contact:**

**Care Quality Commission**

**Telephone: 03000 61 61 61**

**CQC Northwest**

**Citygate**

**Gallowgate**

**Newcastle upon Tyne**

**NE1 4PA**

## 1. CARE QUALITY COMMISSION – THE ESSENTIAL STANDARDS

The fundamental standards are the standards below which your care must never fall.

**Everybody** has the right to expect the following standards:



### **Person-centered care**

You must have care or treatment that is tailored to you and meets your needs and preferences.

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### **Dignity and respect**

You must be treated with dignity and respect at all times while you're receiving care and treatment.

This includes making sure:

- You have privacy when you need and want it.
  - Everybody is treated as equals.
  - You're given any support you need to help you remain independent and involved in your local community.
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## **Consent**

You (or anybody legally acting on your behalf) must give your consent before any care or treatment is given to you.

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## **Safety**

You must not be given unsafe care or treatment or be put at risk of harm that could be avoided.

Providers must assess the risks to your health and safety during any care or treatment and make sure their staff have the qualifications, competence, skills and experience to keep you safe.

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You must not suffer any form of abuse or improper treatment while receiving care.

This includes:

- Neglect
- Degrading treatment
- Unnecessary or disproportionate restraint

- Inappropriate limits on your freedom.
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### **Food and drink**

You must have enough to eat and drink to keep you in good health while you receive care and treatment.

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### **Premises and equipment**

The places where you receive care and treatment and the equipment used in it must be clean, suitable and looked after properly.

The equipment used in your care and treatment must also be secure and used properly.

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### **Complaints**

You must be able to complain about your care and treatment.

The provider of your care must have a system in place so they can handle and respond to your complaint. They must investigate it thoroughly and take action if problems are identified.

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### **Good governance**

The provider of your care must have plans that ensure they can meet these standards.

They must have effective governance and systems to check on the quality and safety of care. These must help the service improve and reduce any risks to your health, safety and welfare.

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### **Staffing**

The provider of your care must have enough suitably qualified, competent and experienced staff to make sure they can meet these standards.

Their staff must be given the support, training and supervision they need to help them do their job.

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### **Fit and proper staff**

The provider of your care must only employ people who can provide care and treatment appropriate to their role. They must have strong recruitment procedures in place and carry out relevant checks such as on applicants' criminal records and work history.

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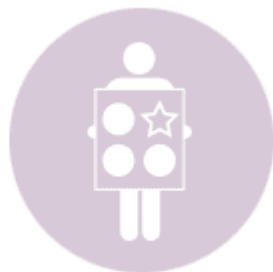


### **Duty of candour**

The provider of your care must be open and transparent with you about your care and treatment.

Should something go wrong, they must tell you what has happened provide support and apologise.

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### **Display of ratings**

The provider of your care must display their CQC rating in a place where you can see it. They must also include this information on their website and make our latest report on their service available to you.

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