



# Statement of Purpose

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## 1. **Aims and Objectives of the Service**

The Shared lives scheme is part of the regulated in-house services. It aims to deliver support in accordance with the four key values identified in the 'Valuing People White Paper';

- Rights
- Inclusion
- Choice & Control
- Independence



In order to meaningfully embed these values and achieve the best outcomes for individuals we work in a person centred way. In doing so we aim;

- To support adults with a learning disability to live as independently as possible within the carers home.
- To support adults with a learning disability, to live as independently as possible within their local community
- To support people to constructively engage in their communities
- To support people to develop skills. This is achieved through supporting their carers to role model formal and informal skills and to develop programmes, enable access to education and employment, and through their own experiences and learning
- To support people to develop the necessary skills and explore accommodation options that maximise their independence and potential to fulfil their own desires and aspirations
- To support people to make choices
- To support people to maintain good health
- To encourage people to take appropriate risks in their lives that supports learning, development and fun, within a risk management framework
- To support carers to enable maximum independence when supporting service users with personal care. To do this in a dignified and respectful manner
- To provide flexible services that respond to individual's changing needs

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## 2. Services Provided

The Shared Lives scheme enables adults with learning disabilities to live with carers in a family unit. We also offer planned respite. The Scheme also has Day Respite carers to provide day respite for parent/carers of individuals with LD/Autism as identified in their Carer Assessment. Our capacity varies with changes in number of carers.

The Shared Lives Scheme supports carers to provide with both physical and emotional care to adults with a learning disability and Autism across the Sandwell borough.

Carers support individuals with all elements of their needs, including personal care. Carers can support people to access both general and specialist services and to attend GP and hospital appointments. Specialist services can be accessed through the corresponding Assessment Team via Sandwell Assist. These services include:

- Community nursing
- Psychology
- Counselling
- Psychiatry
- Behaviour Support Team
- Speech and Language Therapy
- Care Management Team
- Mental Capacity
- Best Interest Decision
- Appointeeship



Shared Lives Workers support carers to make a referral if they require one of the above services; generally carers will support the individuals at the appointment. Additional support can be provided by the Shared Lives Worker

The Shared Lives Workers are:

**Natalie Whitmore** 0121 569 4484/07791 921081  
**Co-ordinator**



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**Paige Farrell** 0121 569 4485/07810 850882  
**Reviewing Officer**



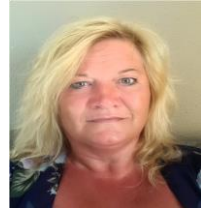
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They can also be contacted on 0121 569 4467 and  
[Shared\\_Lives@sandwell.gov.uk](mailto:Shared_Lives@sandwell.gov.uk)

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### **3. Managers and Location Details**

Managers Name: **Diane Cox**  
Phone: 0121 569 4467  
Email: Diane\_Cox@sandwell.gov.uk  
**Relevant Qualifications of Registered Manager**



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#### **ICQLS Level 5**

Leadership for Health & Social Care – Children, Young People Services  
Pathway – Adult Management

#### **NVQ 4 Health & Social Care Adults**

#### **Responsible Individual**

Colin Marsh, Assistant Director  
Adult Social Care, Health and Wellbeing  
Services Sandwell Council House  
Freeth Street Oldbury  
West Midlands B69 3DE



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Sandwell Shared Lives Scheme is based at;

Stoney Lane Centre, Stoney Lane, West Bromwich, B71 4JA.

**Head Office** Sandwell MBC Council House Oldbury  
West Midlands B69 3DE

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## 4. Referrals

Individuals are referred to this service via the range of locality teams within Sandwell MBC's Adult Care Management Service, LD/Autism Team, Young Adult Teams & Disability Day Opportunities.

Initially a Social Care assessment is completed by a social worker/care manager within the Assessment Team. This determines the individual's needs and eligibility to receive a service. The Social Work team then refer to the Shared Lives Scheme using the referral form on LAS if it is felt that this service can meet those identified needs.

After the referral has been received via LAS, the Shared Lives workers will read the information sent by the social worker. The Shared Lives scheme will discuss thoroughly and where possible go out and visit the individual and their family members/carers to discuss the referral at more length. At this visit if the referral is appropriate the SL workers will undertake a management fee toolkit and complete at this homevisit. This tool identifies the level of support required and determines the financial cost of the Shared Lives Carer package. These figures are then sent to the SW via LAS and on receipt of approval of the proposed shared Lives carer placement would the team then carefully consider the compatibility of individual and Shared Lives Carer/s with capacity. This is called the 'matching process'.

The 'matching process' is key to the success of a Shared Lives placement and will look at the needs of all parties involved. This process will include a detailed assessment of the individual's needs i.e. personal, health, emotional, dietary, personal care, risks etc,. There will also be introductions using our 'talking books' and face to face meetings with carers and home visits to their home.

Once a carer has been identified and the above has taken place, then a plan is devised of gradual introduction to day respite and if the individual is having overnight then this would be a progression of day respite leading up to overnight as and when the individual has the confidence to do.

With all our placements a placement plan is signed and with those individuals transferring from children's to adult services a tenancy agreement will be also completed.

(see attached appendices)

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## 5. Staffing and Carers



New Shared Lives Carers are recruited to be involved in the scheme through an application and interview process to ensure that they have sufficient skills and experience to carry out the role of a shared lives carer. This process also ascertains whether the reasons for joining the scheme are that of sound value. Where appropriate service users may be included in the interview process in a meaningful way.

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On recruitment, new carers receive a thorough induction into various aspects of working with adults with learning disabilities and Sandwell MBC. All carers

Are subject to a six month review period allowing a full assessment of their skills and knowledge and any support required to assist them in their new role. They also receive induction, ongoing support and training enabling them to work to individual support plans.

Each Shared Lives carer ensures that they have an informal circle of support so they are able to seek support when they need to. In regards to long term placement these 'support carers' are all assessed and have an opportunity to provide respite for the carers. In addition we have identified carer champions for each arm of the service; long term, short term & day respite. The aim of this is for the champions to support the newly approved carers.

All carers complete mandatory training – prior to supporting service users in their homes and are encourage to complete the Care Certificate qualification.

All carers are subject to pre-employment checks including Disclosure & Barring Service checks and references. These checks are renewed for current carers every 3 years.

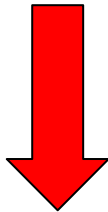
Carers are allocated a named Shared Lives Worker who will be responsible in conjunction with the individual for co-ordinating and updating their person centred plan, support plan and associated documents. They will also assist people to communicate and co-ordinate with friends, family, advocates and other professionals.

Find below a flow chart with the procedure to get a Shared Lives service within the Sandwell MBC scheme.

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## Flow Chart – How to receive a Shared Lives Service

### 1. Recruitment of carers



- Approximately five assessment visits to potential carer/s
- Basic training begins to be undertaken
- Building of rapport between Shared Lives Officer and prospective carers
- Report to approval panel

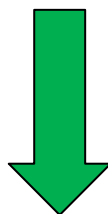
At least 12 weeks

### 2. Carers approved by Shared Lives approval panel



- Further training to carers
- Care Champion identified to each new carer
- Contract issued to new Carer
- Carer to receive electronic carers handbook
- Carer included on Carers Whats App group

### 3. Referral to Shared Lives/ matching process begins



- Referral from SW Team via LAS referral form
- Referral accepted by Shared Lives scheme following home visit and completion of Shared Lives costs
- Funding agreed by appropriate social work team with support planners
- On receipt of above, SL workers to undertake their paperwork
- Matching process begins: Trial visits and trial overnight stays

### 4. Placement begins



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## **5.1 Carers and Shared Lives Workers Support**

All approved carers receive support from the scheme (via personal contact, telephone, letter or email) and are visited or contacted by their designated Shared Lives Worker. These contacts gives the carers the opportunity to discuss current issues, carer's own support needs and to plan support for the service users.

Shared Lives Carers are also supported to access additional help / advice if requested or required

The Shared Lives Worker receives supervision from the scheme Registered Manager on a 4-6 weekly basis. There is also an Operational team meeting monthly and is minuted by business support.



## **5.2 Carers and Shared Lives Worker's Development**

A robust review of Carers training needs are reviewed every month. Each carer has a training matrix which is reviewed monthly and discussed and updated in Shared Lives Workers supervisions. Discussion in supervision regarding ongoing training needs and support is referenced to the annual appraisal and review.



Knowledge and learning gained from training is shared across Shared Lives Workers.

Additional training opportunities are sent via emails to all of our carers including those in assessment.

We aim to have two face to face meetings each year. These meetings are used to address any training needs or to access some more specialists training. It is also an opportunity for 'carer's teams' to reflect on their work and practice and identify goals and objectives for the coming year.

Training in safeguarding awareness, recording and reporting, care of medicines, emergency first aid and infection /prevention, are all expectations from the scheme for the carer to complete annually and Carers are required to attend refresher training at an agreed frequency. Specific training may be provided to the Carer or Shared Lives Worker required to meet identified needs of individual service users.

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### **5.3 Number of relevant qualifications and experiences of carers**

These records are held locally but will be made available for inspection on request. It is our aim for all carers to have completed their Care Certificate by end of 2025. Next year dependant on training provider would like all carers to have completed the Oliver McGowan Autism training.

## **6. Quality Assurance**

There are number of tools used to monitor quality within the scheme including; formal audits are undertaken annually through customer surveys and various audits such as case files, training, mandatory checks. We have an Operational Action Plan which includes CQC quality statements, we also have a Service Plan. We record monthly contact with carers, individuals and other stakeholders. We also record involvement with Safeguarding, GPs and Advocacy agencies. As a team within Provider Services within Adult Social Care, the scheme is also takes part in internal service audit undertaken by Disability Day Opportunities Managers.



CQC

With our regulated services in Adult Social Care the scheme is a member of a forum which meet regularly. Adult Social Care has recently invested in Quality Compliance System which is a toolkit for managers of regulated systems and supports our compliance under The Care Act 2014 and the Health Care Act 2008 (regulated activities) Regulations 2015. The QCS system has policies and toolkits holds personalised policies and information about individual teams/services. These policies are kept up to date and accessible 24/7 online and via their phone app which can be easily accessed by staff.

The Shared Lives Officers also complete a number of monitoring inspections of long term placements focussing on key areas such as safety, finance, medication & H&S which is carried out by the Registered Manager.

### **Team Safety**

The safety management tool ensures that the service complies with health, safety & well-being law, regulations and requirements. Managers and Shared Lives Officers are required to keep this up to date and assess the services compliance. The team safety for the service is monitored frequently by the Registered Manager with a formal audit taking place annually.



The Shared Lives Team adopts local authority policies of Lone Working; risk assessments and the Registered Manager completes a stress questionnaire survey with staff.

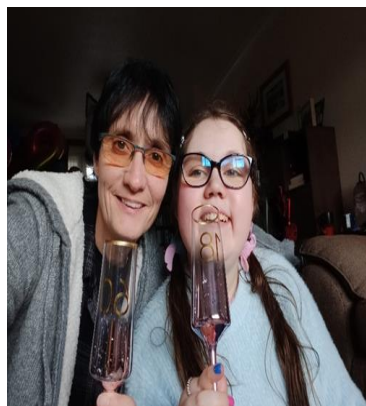
The Scheme has also implemented Emergency Care Contingency plan for individuals in long term placements that includes a flow chart for both the

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Shared Lives Worker and Shared Lives Carer to follow both in and out of office hours should there be an event of emergency.

## Consultation and Reviews

In-house reviews/appraisals are held on an annual basis and facilitated by the Shared Lives workers. The appraisal/review should be attended by the Individual and linked with Carers and Support Carers. Feedback is obtained before the annual review. Assessment Teams undertake external (statutory) reviews.



Individual's appraisals and Shared Lives Carers reviews play a vital role in establishing both the quality of the current service and whether it is continuing to meet the individual's needs.

Communication takes place on a regular basis with both Individuals and Carers. This can be informal day to day communication and formal consultation which includes Individual appraisal meetings, reviews, and questionnaires to individual's relatives. These are also recorded on the individual's Accessible information card.

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## Safeguarding Adults Annual Review

Any Safeguarding issues would be dealt with under Sandwell MBC's Adult Safeguarding procedures in addition to this at a local level an annual basis to ensure best practice is maintained. The annual review allows for carers to look at patterns and trends and reflect on practice in relation to safeguarding vulnerable adults. A safeguarding audit is completed annually.



## 7. Terms and Conditions

Expectations of both individuals and the service itself are set out within the Shared Lives Carers handbook. All carers have a contract with Adult Social Care and copy of these contracts are kept electronically and on the individual Carers files.

The charge for the Shared Lives service and contribution to care, is assessed by the visiting Shared Lives Officer/Registered Manager at point of referral. They complete a "funding a placement" toolkit to identify and agree the dependency level of each individual and the type of support that will be required.



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The charge and any other financial contributions are detailed within the Shared Lives Handbook.

A document entitled “who pays for what” is given to the individual and their family/Carer so they understand the cost of their respite placement which enable them to manage their personal budgets accordingly to enable them to do activities of their choice.

All approved Shared Lives Carers sign a contract with Sandwell MBC as being self-employed carers providing a service to individuals with a learning disability.

## **8. Comments and complaints**

Comments and complaints forms are available in the service and are distributed to individuals as part of their annual appraisal. These forms are personalised to the individual and are in ‘easy read’ format. Complaints are handled in line with Sandwell MBC’s Adult Social Care complaints policy which sets very clear timescales for responding to complaints.



Complaints are recorded locally and dealt with wherever possible at a local level to ensure speedy and satisfactory resolutions.

Comments, plaudits and complaints are recorded and analysed to support the aim of continuous service improvement. This service values all feedback from people that use the service and or their representatives.

## **9. Care Quality Commission (CQC)**

This service is registered with CQC. Individuals and other stakeholders can give feedback on the service they receive directly to CQC. The service must comply with the ‘Essential Standards of Quality and Safety’ set out in the Health and Social Care Act 2008. CQC can be contacted in the following ways;

Care Quality Commission  
Tel: 03000 616161  
Email: [enquiries@CQC.gsi.gov.uk](mailto:enquiries@CQC.gsi.gov.uk)



Any inspection reports relating to this service can be obtained from the registered office. Copies can be provided on request.

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## **10. References – Photographs**

<b><u>Ref No</u></b>	<b><u>Pg No</u></b>	<b><u>Detail</u></b>
1	2	Shared Lives Staff and carers celebratory Christmas Lunch 2024
2	4	Natalie Whitmore, Shared Lives Co-ordinator
3	4	Paige Farrell, Shared Lives Reviewing Officer
4	5	Diane Cox, Registered Manager
5	5	Colin Marsh, Assistant Director – Responsible Manager
6	7	AP with his Day Respite Carers – CW & DW
7	8	ASi with his Long Term Carers – ST & MT
8	11	LW with her Long Term Carer – JW

