

**YOU SAID,
WE DID,
WE WILL!**

2025



Sharing your home,
sharing your life...

Regulated by



**CareQuality
Commission**



YOU SAID,



WE DID,



WE WILL!



You Said:

Sometimes you don't feel part of the Shared Lives Community

We will:

We are aiming to link with other local Shared Lives schemes. We are hoping to hold a joint event to strengthen the community.



You Said:

Some carers said sometimes or often, you find your caring responsibilities difficult

The following information has been collated from Sandwell Shared Lives Carer Survey 2025, Registered Managers Audits 2025, carer reviews, carer meetings and general engagement with carers.

We did:

We opened the Christmas event to all carers and people who access our services to widen and strengthen the community. We have increased communications via the WhatsApp group and carer meetings. We have a carer who has organised a festive get together and will look to arrange more meetings.

Our survey says:

You all feel you are able to take time for yourself to rest or do something you enjoy.

This is important to maintain your wellbeing and support your caring role!

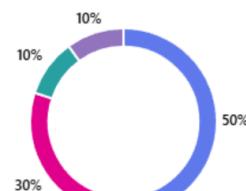
We did:

We have increased the frequency of which we review the people who access our services care and support planning in appraisals. We can monitor your caring responsibilities and provide additional support where needed. We will also continue to complete wellbeing check-ins for carers.

3. How manageable do you find your caring responsibilities currently?

- Very manageable
- Mostly manageable
- Sometimes difficult
- Often difficult

5
3
1
1



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You Said:

You wanted certificates for training modules you have completed



We did:

We showed you how you can download these or offered for the team to print and send these to you

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You Said:

You needed remittance advice slips for pay and tax purposes



We did:

We liaised with the team who manage the new finance system to arrange this. You now receive these digitally.

You Said:

Your PPE, first aid boxes and health and safety resources required replenishing and restocking



We did:

We provided resources and supported you to maintain a safe environment.



You Said:

Training via Care Tutor is not always applicable to the Shared Lives Carer role

We did:

We submitted a business case for an alternative provider. Where this was not successful, we improved the teams access to Care Tutor to allow the team to personalise modules relevant to your placements.

We will:

Continue to highlight and share your feedback regarding training gaps to senior leadership.

CareTutor

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You Said:
You face a barrier that you are not seen as a professional

We did:
We reinforce your professional status through your contract and always advise other professionals of your status as a provider of care to SMBC.

6. Do you feel there are any difficulties or barriers you face as a Shared Lives Carer?

There are barriers.

Not always seen as a professional

Professionals not knowing what shared lives is

You Said:

You face a barrier that other professionals do not know what Shared Lives is



We did:
We have continued to develop links with other health and social care professionals including the new carer support service, social work teams, Sandwell Parents of Disabled Children and the community Learning Disability nursing team. We attend events regularly to promote the service and develop awareness.

We have increased our digital presence with a Facebook page and updated website. We have used different formats such as videos, good news stories and more to capture the eye of the public.



We will:

We are in the process of creating new promotion resources to increase awareness of all our services, including Home and Away day respite. We continue to attend meetings with relevant social work teams. We are looking to create a new promotional video to support with recruitment and promotion of the role of a Shared Lives Carer.



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Our survey says:
80% of you feel well supported by the scheme.
This is more than last year and we continue to aim for 100%!

You Said:
Some of you felt you were not aware of resources and services to support the wellbeing of the person you care for.



We will:

Include more information on this topic in carer newsletters. We will discuss this during wellbeing check in's and during review/appraisals.

You Said:
You would like remote carer meetings focused on sharing good news stories and promoting your work to increase how you feel valued



We did:

We have previously held virtual meetings for carers and these will resume in February 2026. We support carers to attend meetings - supporting with both access and technology.



We will:

Promote more positive discussions and share good news stories in carer meetings.

Teams meetings for carers

feel valued for all their great work.
promote or raise good news story's

bring together carers

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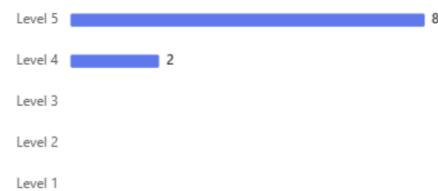
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11. How well supported do you feel by the scheme workers and Registered Manager? (1 being not at all, 5 being extremely well supported)

[More details](#)

4.80

Average Rating



We did:

We have shared accessible literature on specific subjects on request. We have shared community groups and resources via a personalised mapping document for each person who uses the service.

Our survey says:

You find the information we share with you and the frequency it is shared, is enough, useful and supportive!

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You Said:

You needed more support with understanding the benefit system and migration to Universal Credit for the people accessing the service

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We did:

We arranged a face-to-face meeting with a SMBC welfare rights manager to attend and offer advice and support. She assisted with individual queries and has provided continued support following the meeting.

Our survey says:

You feel the Shared Lives team are supportive, on hand when needed and 'like family'!

They are always on hand if needed

they are fantastic

I know I can contact them if I need.

You Said:

Some carers requested electronic recording processes for your own ease - a replacement of red folders

We did:

We researched electronic recording systems. We have introduced a method to electronic recording. This has been trialled with one long-term carer and one respite carer.

We will:

Present this offer to all carers in 2026 during the review cycle. We will support any carers who wish to transition to digital recording options.



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Our survey says:

This is how our carers summarise being a Sandwell Shared Lives Carer in one sentence

It's rewarding seeing the individual thrive within your care.

Very rewarding and enjoyable

Rewarding, enjoyable and keeps me active, physically, emotionally and intellectually!

A shared lives carer is a role which makes me feel proud knowing I can offer a family like environment to support individuals with various needs to promote independence and social inclusion.

Rewarding and making a difference to another person's life.

I absolutely love it

I'm very grateful to part of shared lives

most rewarding job role I have ever had

A one of a kind role!

The Sandwell Shared Lives Team thanks all carers for their participation in the annual survey, engagement with the scheme and ongoing support in developing the service. We remain committed to supporting all carers within their placements within the Sandwell

Shared Lives service.

The Sandwell Shared Lives Team



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sharing your life...



HOME & AWAY
WITH SANDWELL
SHARED LIVES