

Sandwell Shared Lives

You Said, We Did, We Will - 2025.



Last year, we asked you to complete a survey online to find out what you think of Shared Lives and your carers.



Some people were supported by other professionals from Adult Social Care and Education.



We also saw you throughout the year at events and appraisals.



We have put together this document that shows things you and your carers have asked for, what Sandwell Shared Lives has done to help and what we will continue to do to make things better for you.





This is what you said...



This is what we did...



This is what we will do in the future...



You said the survey was not accessible for everyone



We created separate person-centred survey forms for the people this impacted. We asked people who know you well from college and day services to help you to complete the survey.



We will continue to develop these surveys to gain feedback from people accessing them



Some people said they weren't sure who they could talk to if they wanted to make a complaint



We have shared the complaints procedure again with you all.



We will continue to provide opportunities to discuss in your appraisals.



Complaints





This is what you said...



This is what we did...



This is what we will do in the future...



One person said they wanted to restart overnight respite



We matched you with carers and started a positive placement.



One person said they do not find the Shared Lives workers helpful



We introduced a new appraisal check in process. This will help us understand what help is needed from the team and increase how much we see you



You said you wanted to go on adventures and days out



We told your carers what your wishes were and they helped you to go on different days out. Such as football matches, carnivals, concerts and Harry Potter World.



We will be looking to plan a day out together with everyone in 2026.



This is what you said...

This is what we did...



This is what we will do in the future...



You said you needed an allocated social worker for specific tasks including Mental Capacity Assessments, DoLS reassessment and to request a review



We contacted the local authority to request allocation. We carried on asking and told them how important your request was.



You said wanted access to your annual Learning Disability health check and medication reviews



We contacted your GP directly to request this was completed.



One person said they needed support with going to new hospital appointments



We made a referral to the Learning Disability community nurses for reasonable adjustments. They helped to visit the hospital before the appointment and have longer appointment times.



This is what you said...



This is what we did...



This is what we will do in the future...



You said you wanted more information about supported internships



We contacted the specialist employment team in the Council to support and provide you with information.



You said wanted easy read information for specific subjects including voting, cervical screening and reasonable adjustments.



We researched and found appropriate information that was accessible and shared this with you. We checked this was helpful.



You said the medication agreement form was too confusing



We have made this form into an easy read form.



We will be reviewing all of our forms to make sure they are not too confusing and you understand them



Things we learned from your survey results:

Everyone who completed the survey said:

- They are happy in their Shared Lives placement
- They feel listened to and respected
- They feel safe with their carer
- They feel supported to be who they want to be and achieve their goals
- They have choices of different food and drink
- They feel supported to look after their physical health and mental wellbeing
- They feel part of their local community
- They are supported to manage important changes in their life



Things you told us you liked most about being in Shared Lives:

I like being at home with Mom and helping out

Having a warm bed to sleep in, my own space and being able to do things with more freedom

I get a little break from my mom and get to go with my brother to respite

My carer is funny, caring, has a sense of humour and is lovely

It's good because they look after me

My carers deal with my diabetes well. I get to have a joke and banter with them too

Cooking and going out

We want to say...

**Thank you for taking part and helping us
make the scheme better for you!**



Sharing your home,
sharing your life...

