



Shropshire  
Council

# Shared Lives Service Guide



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**01743 253448**

# 1. Introduction to Shropshire Council Shared Lives



This guide has information for you to look at and keep.

This is not a legal document or contract.

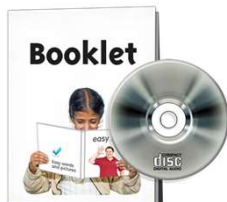
It lets you know what you can expect from Shropshire Council Shared Lives.



It will tell you who is here to help you and how we will protect you and those around you.



If there is anything you do not understand in this Guide or if you want more information on anything, your support staff will be happy to help you.



If you need to have this guide written for you in a different language or format, please let us know and we will try to provide it for you.



You can ask for a copy of our Statement of Purpose.

This gives more detailed information about the services we provide.

## 2. Who our service is for.



Shropshire Council Shared Lives Shared Lives provides arrangements for individuals with care and support needs within a Shared Lives Carers own home.



We work in Shropshire.



We provide support to people 18 years old or over.

We provide support to people with autism, a learning disability and other associated disabilities including physical, sensory or mental health support needs.

We also support people who have only a mental health diagnosis.



A referral for support can be made:

- Directly by the person who needs a service
- Someone can contact us on behalf of the person, family, friends or advocates may do this
- The local authority can refer people to us.

Shropshire Council Shared Lives does not discriminate because of a person's individuality.



Shropshire Council Shared Lives provide services to a diverse range of people, we pride ourselves in seeing the person as an individual regardless of their needs or their difference, we do not make decisions about who we can support based on difference.

# 4.1 Planning your support



We will help you to plan your life using Person Centred Planning and use this to work on support and care plans with you.



We will work with you to find a suitable match with a Shared Lives Carer



We, with your Shared Lives Carer will support you to develop a Person Centred Plan to plan your life, help you achieve goals and ambitions and help you take control of what happens in your life.



If your Shared Lives Carer is supporting you with health, they will develop a Health Action Plan with you.



Your Shared Lives Carer will follow these plans when they are working with you to make sure that you are supported the way that you need and want to be.



We will hold regular review meetings with you and people you would like to be involved.

This will be a chance to review the support you are receiving.



We will help you to review your plans and check how things are going at least every 12 months.

You can ask for a review at any time you like.

### 3. What happens before we start supporting you?



Shropshire Council Shared Lives will want to find out about you and the support you need.

This will help us know if we can meet your needs.



We will meet you (and other people that know you well) and ask some questions about:

- What things you can do
- What things you need support with
- How to help you stay safe.



When we have this information we will make a decision on whether we can support you or not.

If we believe we are unable to support you we will write to you to tell you this.

If you are unhappy with our decision you can appeal. Ask us for information on how to do this.



Once we know what support you need, we will tell you what it will cost and what our Terms and Conditions are.



## 4.2 Keeping in touch with Bethphage



We will tell you how to contact someone from Shropshire Council at any time during the day or night for support or guidance.



We will give you information about what to do in an emergency and who to contact in your local area.



All Shared Lives Workers carry an ID badge which they will show you if you ask them to.



If you are unhappy with the support you are getting please talk to a member of the Shared Lives Team.

We will tell you how to contact them in your support plan.



You can find more information about Shropshire Council Shared Lives Feedback Policy in your support plan.

You will receive a copy of Shropshire Council Shared Lives Feedback Leaflet.



You can use this to complain about something you are not happy with.

You can use this to tell us about something you are happy with or to suggest a change.

# 5.1 Standards of service



Shropshire Council will only provide a service in areas that we are able to.

If you need support that we cannot provide, we will help you to find it.

You can read more about this in section 6.



Our aim is for you to have as much choice and control as you can over your own life.

We will work with you to make this happen.



We will train Shared Lives Carers so that they have the right skills to support you well.



We will make sure our Shared Lives Carers are properly supervised and supported so that they can support you well.



We will ask you how good the service you get is.

We will ask if you are happy with the support.

We will ask you how we can make things better.



All our Shared Lives Coordinators are trained in equality, diversity and inclusion.

We have a policy which tells you the values and attitudes that the staff are required to have.

## 5.2 When the service is provided



The support we provide is different for everyone.

The hours of support we have agreed to provide to you and the person paying for your support are written down in your Arrangement Agreement.



An emergency On-Call service is provided in your area.

If your assessment shows you need this, you will find information about it in your Arrangement agreement.

## 5.3 Insurance



Shropshire Council Shared Lives has:

- Employers Liability Insurance of £10 million which means all staff are insured while they work
- Public Liability Insurance (Third Party) of £10 million which is for claims from others, this could be people we support or members of public



## 5.4 Quality Assurance



Shropshire Council has its own Quality Assurance system to check how good our services are.

The Quality Manager checks all support services every year.

They check to see if services are meeting the needs of people we support.

The Quality Manager reports to the Board of Trustees with their finding every 3 months.

Shropshire Council will send you a questionnaire every year.



You can use this to tell us how well you are supported.

Your family or representative can help you with this if you want them to.



Please ask if you want more information or a copy of the most recent report and action plan.



Shropshire Council will also be checked by some outside organisations to make sure that we are providing you with a good service.

## 5.5 Changing your Shared Lives Carer



If you are not happy with your Shared Lives Carer we will listen to you and try to sort things out.

This may mean being matched with a new carer if we have other Shared Lives Carers that may be able to support you.

If we do not have any suitable carers to match, it may mean moving from Shared Lives to a different type of support.



If this does not help or you are worried about this, you can contact the Shared Lives Team or use the Feedback process.

## 5.6 Policies and Procedures



Shropshire Council Shared Lives have policies and procedures in place which staff follow while they are working.

All Shared Lives Coordinators and Carers read these when they start their role and they have copies to check after this.

If you would like a list of Shropshire Council's policies please ask the Registered Manager.

If you think we should have a policy on something that we have not please tell us.

If you read our policies and have ideas for changing how we do things please tell the Registered Manager.

## 6. What you Shared Lives Carer can support you with



They can support you to look after areas within the home.

They can help you to learn how to use things in the home such as the washing machine or vacuum cleaner.



They can help you to learn what to do in an emergency.



They can help you to develop new skills such as DIY or gardening.

You can tell your carer what you would like to learn and do in the house.



They can help with healthy eating, shopping, cooking and keeping fit.

They can help you to keep yourself looking good and support with personal care if you need this.



They can support you with your medication.

They can support you to access health professionals and attend appointments.



They can support you with managing risks.

They can support you to stay safe at home and while outside.



They can support you to manage your money by;

- Supporting with benefit claim forms
- Help you to pay your bills
- Help you to open a bank account
- Help you to arrange your insurance
- Help you to save and manage your money
- Help you to get information on your income and spending
- Help you to get more advice and information.



They can support you to do things you like in the community such as;

- Going to events or places you like
- Going shopping
- Planning your leisure time
- Choosing and planning holidays.



They can help you to develop your independence.

They can help you to communicate with people.

They can help you to make choices and problem solve.

They can help you deal with conflict and arguments.

They can help you to be confident and speak up for yourself.

They can help you to make decisions under the Mental Capacity Act.

They can help you celebrate your faith, culture and diversity.



They can help you do things like:

- Attend services and events relating to your faith or culture
- Follow your faith or cultural traditions for example fasting, prayer, diet, dress
- Find new places of interest or worship
- Recognise and celebrate important events and dates throughout the year
- Maintain or develop relationships with people who share your faith and culture.



They can support you to do things like:

- Use public transport (buses and trains)
- Learn road safety skills
- Recognise signs and symbols
- Learn what to do in an emergency.



College

They can help you to find information on training courses you may like to do.

They can help you to find information on college courses you might like to do.



They can support you to attend groups or classes.

They can ensure learning is built into your daily activities in the way you prefer to learn.

They can help you find activities in your area.



Social Club





They can support you to find work by:

- Referring you to a specialist employment service who have the skills to help you find a job
- Help you to fill in application forms
- Help you find information on training for work
- Help you to get ready for an interview
- Support you while gaining work experience.



They can help you to find independent advice.

They can help you to find and contact a local advocacy service.

They can help you to find out about organisations or services that are available to minority groups.

They may not be able to provide specialist help that you need, but we will support you to find someone who might be able to help you.

Shared Lives Carers will not offer advice in areas they are not trained in, but will help you to find someone who can.



Specialist help may cover things like:

- Alcohol abuse
- Drug abuse
- Legal problems
- Debt counselling / management
- Bereavement counselling
- If you have suffered abuse
- Literacy/education/training
- Relationships
- Mobility
- Healthcare.



There may be others, so please ask if you need help.

## 7.1 Meeting and providing us with information



We will need some information about you which we will keep on our care management system. You and your Shared Lives Carer will have a copy of this.

We will meet you to get this information at a time and place that suits you. You can have someone with you if it helps you.

You may want to keep information about yourself private. We will respect this as much as possible.

We may not be able to help you with problems if you do not want to talk to us about them.

We may also receive information about you from the council, health services and other people who know you.

This information will only be shared with people that support you and with your consent.

## 7.2 Appointing someone to represent you



If you want someone from outside Shropshire Council to give you support or advice we can help you to get this.

This could be a family member, a friend or an advocate.



You can tell us at any time if you want to change or stop using an advocate and we will help you with this.

If an advocate makes a complaint on your behalf we will treat this as if it was made by you.

## 7.3 Keeping your information confidential



We keep personal information about you on our care management system which only our staff can see. We share copies of your plans with you and your carer via email, we can print this off for you if you prefer.

It is only shared with your staff team and their managers.

There may be times information needs to be shared with others such as:

- You ask us or agree that we can share the information
- You have asked us to pass on information to your advocate
- The courts ask for it
- The police ask for it
- The Care Quality Commission (CQC) asks for it
- We think a serious crime has been committed
- We think there is a risk to you or others
- If we feel it is in your best interests to get additional help due to physical or mental illness that you do not have appropriate help and support with depending on what your support plan says.

If you think we have broken your confidentiality then you may want to complain.

You can do this using our Feedback Policy.

See section 10 for more information.

## 7.4 Your right to see the information we keep



Shropshire Council complies with the General Data Protection Regulations 2018.

All your records are kept on our care management system.

We will ask you to consent to gathering your information, and for us to share your information with your carer.

Your carer will update your plans with you unless you choose not to be involved.



Sometimes we use photos or videos involving the people we support on our Social Media, Website and leaflets and posters to help tell stories about the people we support or the work we do. We will always ask your permission first and ask you to sign a consent form – you have the right to say no to have your photo taken or used for this purpose.



All our computers and tablets have special software which stops people from accessing information.

Your data will be safe even if the computer or tablet gets lost or stolen.

We may also keep some records in our offices if we have used paper copies.



We have to keep these records for the Care Quality Commission.

We do not usually keep information about people for more than 6 years.

There may be some information that Shropshire Council and other professionals working with you feel it is not in your best interest to share with you.

You can appeal against this decision using our Feedback Policy

## 7.5 Getting more support, advice or information



You or a person representing you can contact any of the people below at any time for support, advice or information:



General Social Care Council (GSCC)  
Goldings House  
2 Hay's Lane  
London SE1 2HB.  
Telephone: 020 7397 5100

The local Social Services department – please see page 2 of your Service Agreement or your support plan for details.





The Care Quality Commission (CQC)  
National Correspondence  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
Telephone: 03000 616161  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

## 7.6 Our Contact Details

**Shropshire Council Shared Lives Head Office:**

**Shropshire Council**

**The Guildhall,**

**Frankwell Quay**

**Shrewsbury.**

**SY3 8HQ**

**Telephone: 01743 253448**

**Email: [Shropshire.sharedlives@shropshire.gov.uk](mailto:Shropshire.sharedlives@shropshire.gov.uk)**

# 8.1 Protecting you from harassment, nuisance or abuse



We and your Shared Lives Carer will support you to try and protect yourself from harassment or nuisance caused by other people.

Tell us or your carer straight away if you feel someone has or is abusing you.

We can support you to stop this from happening and make sure you are kept safe.

We want to help you stay safe.



Please tell us when anything happens that you are unhappy with.

All of our staff and Shared Lives Carers are trained in safeguarding and will follow our 'Speaking Up' policy.



This policy tells them what to do if they feel like you may be at risk and need to report a concern.

If you would like to see this policy, please ask your Shared Lives Worker or you can email:

Shropshire.sharedlives@shropshire.gov.uk or call head office 01743 253448 and ask to speak to someone about reporting something.



We will investigate any problem you or anyone else tells us about.

We will agree with you what we need to do.

We will support you to prevent future harassment, nuisance or abuse including co-operating with any court actions.



By law we must follow the local rules for reporting any abuse that may have happened or is happening to the local safeguarding team in your area.

We must also report it to the Care Quality Commission.

If you lack capacity to understand what is happening we will discuss it with a relevant person, this could be a family member or advocate.

We will keep you informed of the outcomes and actions.

## 8.2 Protecting your Health and Safety



We have a policy on Health and Safety.

When you start to be supported by Shared Lives we will explain the policy and how it affects you.

This will include:

- Being aware of risks and how we can work with you to reduce risks
- How to identify things that may affect your health and safety
- How to make staff aware of any risks you find
- What you need to do in a fire emergency
- Who to contact in an emergency
- How we will complete risk assessments with you.



## 8.3 Having your say about what goes on



We and your Shared Lives Carer will listen, respect and respond as quickly as we can to things you ask for.



We and your Shared lives Carer will listen, respect and respond as quickly as we can to your opinions and views.

Your Shared Lives Carer will try to provide you with the support you need so you can have control and choice over your life.

## 8.4 Living in a Shared Lives Carers home



Your Arrangement Agreement with the Shared Lives Carer will have any house rules in that have been agreed.



This may include whether it is ok to smoke in the home or in the garden.

Your Shared Lives Carer would work with you to understand the risks.



It may include use of alcohol in the home.

Your Shared Lives Carer would work with you to understand the risks.



Your Shared Lives Carer will look after your belongings and treat them properly.

You must treat the Shared Lives Carers belongings and property properly.



It may include whether pets are not allowed or what type of pet is allowed.

## 8.6 Visitors



Arrangements for visitors will be agreed in your Arrangement Agreement.

## 9. Moving on from Shropshire Council Shared Lives



If you choose to move, we will give you information to help you make choices about somewhere else to live or someone else to provide your support.



We will support you to move.

We will work with you to complete a Moving on Plan.

This will include what support you need and how you want it to happen.



Shared Lives may have to stop supporting you:

- If your needs have changed or your home can no longer meet your needs
- You have broken your arrangement agreement
- Your behaviour is threatening or unacceptable to other people you live with, your neighbours or your Shared Lives Carer.



Shared Lives will work with you and your social worker to make new arrangements.

Your Shared Lives carer will continue to support you to the best of their ability until you move or a new arrangement is in place.



# 10. What to do if you are not happy with our service

We try to make it as easy and painless as possible for you to tell us when you are unhappy or when things go wrong.

- We will give you a copy of our Feedback Policy and explain to you how it works
- We will support you to make a complaint if you want us to
- You can contact the Registered Manager or Area Manager on: **07970684143**
- If you are still unhappy after this you can contact the Head of Operations or the Chief Executive at Head Office on 01743 253448
- You can contact the council which funds your services. You can contact the Care Quality Commission (CQC) on 03000 61 61 61

This Service Guide has been explained to me

by

on

(date)



[www.bethphage.co.uk](http://www.bethphage.co.uk)



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Shropshire Partners in Care

