



Shared Lives NI

TOOLKIT



Document History

This is a live document that will be kept under review to keep pace with the development of Shared Lives NI over time.

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Thank you for your support up to this point, and we look forward to continued co-operation into the future.



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What is Shared Lives?

Shared Lives is a regulated model of care which offers people in need of support a safe, welcoming, family environment where they can spend short breaks or live permanently with Host Carers. It gives Service Users and their carers more choice in how they receive their care and support by providing alternative arrangements to the traditional forms of day opportunities, short breaks or long term arrangements.

Shared Lives offers personalised, quality care and support where Host Carers share their lives, hobbies and homes with the person/s in need of support. Some people move in with their Host Carer, while others may need regular day time support. Some combine daytime and overnight visits. This is only provided after careful matching and agreement of both the Service User and Host Carer. Schemes currently operating in Northern Ireland are known as Adult Placements.

Host Carers are self-employed and provide the necessary care and support from their own home. They are carefully selected, assessed and trained and receive regular support from the Shared Lives scheme. A Host Carer can provide support to more than one individual at a time.

Where did the idea for Shared Lives NI come from?

In 2018, the Health and Social Care Board (HSCB) began working with the five Health and Social Care Trusts (HSCTs) and Shared Lives Plus, to expand the use of Shared Lives schemes in Northern Ireland because the model has been recognised as offering greater choice of care and support for those who need it. The outcomes can be very positive, with people reporting feeling settled and valued. They make friends and get involved in clubs, activities and volunteering, all of which strengthens their relationships and reduces social isolation.

Shared Lives schemes are well managed and are regulated by The Regulation and Quality Improvement Authority (RQIA). Annual RQIA inspections in 2021 for all schemes inspected highlighted good practice across key inspection areas with no areas for improvement. Shared Lives is consistently rated as one of the highest performing social care models by regulators in the rest of the UK.

However, there is a very low awareness level within the Health and Social Care sector and among the general public about Shared Lives. There is also no regional approach to communications or branding of the model e.g. the current Shared Lives



schemes all use different brand names. Therefore HSCB established a regional project group with representatives from all HSCTs and Shared Lives Plus to develop a regional approach that would promote the Shared Lives model for all adults with care and support needs in Northern Ireland. Expanding this model offers a unique opportunity for many more vulnerable adults and their families who want to access more person-centred and community-based care.

The Shared Lives NI logo of a home within a heart has been co-produced by Arts Care NI, Service Users and their carers, staff who manage the scheme and Host Carers. Arts Care visited many of the existing schemes and took all of the concepts from a series of workshops to design this logo which will help support the expansion of this model.

This Toolkit

The purpose of this toolkit is to provide potential/existing scheme providers with an understanding of the key elements of the Shared Lives model so that it can be expanded in Northern Ireland. The toolkit is comprised of useful guides and checklists that outline the effective governance, staffing, safety and training requirements of any Shared Lives scheme. In addition forms and templates provide Shared Lives schemes with a basic outline of what is required to successfully manage their service.

To support the growth and development of Shared Lives, publicity materials including a short animation are available to ensure consistent messaging is given that will promote this model of care and support the recruitment of Host Carers.



SECTION 1: PUBLISHED RESOURCES AND PROMOTIONAL MATERIALS



Leaflet: *Our lives get better when they are shared*

This 4-page, full colour leaflet provides an overview of the important information about Shared Lives NI.

Available for download here: www.nidirect.gov.uk/sharedlives

Cover page:





Leaflet content:

Shared Lives Northern Ireland (NI)

Shared Lives NI is a scheme offering people in need of support a safe, welcoming, family environment where they can spend short breaks or live permanently with Host Carers.

Shared Lives is an alternative to day opportunities, short breaks or long term care for adults in need of support. The scheme offers personalised, quality care and support where Host Carers share their lives, hobbies and homes with the person/s in need of support.

Some people move in with their Host Carer, while others are regular daytime visitors. Some combine daytime and overnight visits. Some Host Carers provide support to more than one individual at a time.

Similar schemes are also known as adult placements.

What type of support is provided?

Day Support:

The Shared Lives Host Carer will provide day care support, which may range from a few hours each week to longer periods as required.

Short Breaks:

Some Shared Lives Host Carers also provide short overnight breaks. This can be anything from one night to two weeks or more, as required.

Long term/Adult Placements:

The Host Carer provides care or support for persons in need, by offering accommodation in their home.

Support is tailored to meet individual needs while helping to maintain independence and promoting physical, mental and emotional wellbeing.

What activities might be available?

- Visits to local cafes, the library or shops, community events and clubs;
- Arts and crafts;
- Time outdoors enjoying the local countryside and beaches;
- Being part of Host family special occasions;
- Card games, board games and puzzles.

Who are the Host Carers?

Host carers are self-employed and provide the necessary care and support from their own home. They are carefully selected, assessed, trained and receive regular support from the Shared Lives scheme.

What are the benefits of shared lives schemes?

- Sharing a home and family life enables you to develop relationships that could last a lifetime.
- Getting involved with your local community or developing new social activities.
- Receiving consistent and continuous support.





For further information please visit
www.nidirect.gov.uk/sharedlives
or contact:



Tempus Ltd, Armagh



Health and
Social Care



Leaflet: *Become a Shared Lives Host Carer*

This leaflet provides an overview of Shared Lives NI and information for people who may be thinking about becoming a Host Carer.

Available for download here: www.nidirect.gov.uk/sharedlives

Cover page:





Leaflet content:

Shared Lives Northern Ireland (NI)

Shared Lives NI is a scheme offering people in need of support a safe, welcoming, family environment where they spend short breaks or live permanently with Host Carers. It offers an alternative to day opportunities, short breaks or long term care for adults in need of support.

What is a Host Carer?

A Host Carer is self-employed and shares their home and family life with someone who needs care and support.

Host Carers are matched with the person in need who is coming to stay in their home. This ensures that the Host Carer can meet the needs of the person and knows that they share similar interests and hobbies. This way everyone involved is happy!

We are looking for people who are happy to open up their hearts and their homes to welcome adults in need of support.

Who can be a Host Carer?

Anyone over the age of 21 can become a Host Carer, regardless of their marital status, sexual orientation, identity, dependants, religion or ethnic background.

What do Host Carers do?

Host carers offer a friendly home to someone in need of support on an occasional or permanent basis, depending on the person and their family's needs. Sometimes it may only be a few hours a week to give a carer a break. The Host Carer can also choose to support more than one person at a time, depending on their circumstances. Host carers are self-employed so have the flexibility to work around times that suit them.

During this time they undertake activities with the person they are caring for. These might include:

- Supporting the person to do everyday tasks such as cooking and shopping.
- Teaching the person new skills or how to live independently.
- Assisting the person to do social activities or access the local community.
- Sharing hobbies and interests with each other.



What type of support is provided?

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The Shared Lives Host Carer will provide day opportunities, which may range from a few hours each week to longer periods as required.

Short Breaks:

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Long Term / Adult Placements:

The Host Carer provides care or support for persons in need, by offering accommodation in their home.

Support is tailored to meet individual needs while helping to maintain independence and promoting physical, mental and emotional wellbeing.

What skills do I need?

You don't need qualifications just the right attitude and a willingness to share your life with another person.

If you are a caring person and looking for a new paid opportunity at home, start a new journey that will enrich your life like never before.

Are Host Carers assessed?

Yes. If you are interested in becoming a Host Carer, you will undergo a series of assessments, to ensure your suitability. Host families receive comprehensive training and support so that you will be confident to look after an adult/s in need of support. Once your assessment starts, it can take up to 6 months to become an approved Host Carer.

The Shared Lives scheme will provide you with the support and training you need.

Do Host Carers get paid?

Allowance and expenses are provided to cover costs and help Host Carers make a real difference to someone's life. Host carers who provide a permanent placement are given a regular payment.



Host Carers often say it is one of the most rewarding things they have ever done.

How do I become a Host Carer?

If you are interested in becoming a Host Carer or would like more information, please contact your local Shared Lives scheme. They will be able to give you all the information you need and tell you what you need to do next.

Staff from the Shared Lives scheme will be able to assist you every step of the way.

For further information please visit
www.nidirect.gov.uk/sharedlives
or contact:



Trimpint Ltd, Armagh



Further publicity materials and public information sources

Additional public information including a colourful **animation** explaining the Shared Lives NI model can be found at: www.nidirect.gov.uk/sharedlives



SECTION 2: USEFUL GUIDES AND CHECKLISTS



Guide 1: Effective Scheme Governance

Effective governance processes ensure a well-run, sustainable, transparent and accountable Shared Lives scheme. Good governance means that senior decision-makers involved with the Shared Lives scheme understand:

- how the organisation delivers its services
- how the scheme uses its resources to achieve service objectives
- the impact and benefit of the Shared Lives scheme
- any challenges or concerns for the organisations or their services.

Effective Shared Lives schemes should be based around the following series of governance principles:

- Have robust governance and planning processes in place to ensure the delivery, quality, and sustainability of their service.
- Be financially sustainable.
- Have the resources it needs to ensure high-quality Shared Lives arrangements and to develop and grow the service.
- Have robust quality assurance and complaints processes which improve the service and the organisation.
- Have active involvement opportunities for staff, Host Carers, Service Users and their carers regarding the delivery and development of the service.

Robust governance

A Shared Lives scheme will have robust governance and planning processes regarding the delivery, quality, safety, and sustainability of their service. Shared Lives schemes will offer high-quality Shared Lives arrangements if:

- The scheme manager oversees a safe and effective service for all involved in delivering or in receipt of Shared Lives arrangements. They must also meet any regulatory requirements of the service.
- Board members should understand their individual and collective responsibilities, expectations of their role, and what they are legally accountable for. They should make decisions which are in the best interest of people using their service.
- The Board and senior management team with overall responsibility for service must understand the service and the Shared Lives model. Strategic and operational plans should consider the impact of any decisions, required



resources and how best to support the service manager and team to provide effective Shared Lives arrangements.

Mitigating risk

Shared Lives schemes should have practical risk assessments that identify critical risks to the service and develop contingency plans to manage and mitigate them. Potential risks include:

- Poor financial management within the service resulting in the service closing.
- Shared Lives schemes not having the resources they need to run a safe and effective service.
- A lack of understanding of the Shared Lives model by stakeholders and families impacting Shared Lives arrangements' demand.
- Instances of long-term staff sickness, resulting in high workloads of provider staff and impacting the support level to existing Host Carers.
- Shared Lives schemes not being able to recruit the required number of Host Carers required in an area to provide meaningful choice for Service Users or meet demand. Host Carer allowances being too low and impacting on potential recruitment.
- Not being able to replace staff who have left the Shared Lives scheme or not have the resources to staff a scheme appropriately.

Some of these risks can be mitigated by Shared Lives schemes. Some will be out of their control and will only be apparent once a situation arises. Effective Shared Lives scheme must evaluate the potential risks of running a scheme and how they will manage and mitigate these.

A strategic plan

Shared Lives schemes should have a robust strategic plan which key service stakeholders understand. An effective strategic plan for a scheme will:

- Be simple to understand by staff, board members and stakeholders.
- Set out the objectives, measurable goals, and priorities of the service over the next three to five years, i.e., diversifying the service to support people with different disabilities or age groups.
- Identify who will be required and how they will work together.
- Evaluate and review where the service is now.



- Review the organisation's vision and values.
- Develop strategic aims and priorities for the next three to five years.
- Develop a plan with clear and measurable goals, detailing how the scheme will get from where it is currently to where it wants to be.
- Monitoring, evaluation and review processes for the strategic plan.
- A Strengths, Weakness, Opportunities and Threats analysis of the service.
- Potential internal and external challenges or risks to the service's goals and priorities, i.e., the service's rapid growth could reduce staff availability and support to existing Host Carers and result in a lower overall quality service.
- Resource requirements to deliver strategic and operational plans.
- The measurement and evaluation of delivered objectives.

An operational plan

Effective Shared Lives scheme should also have an operational plan that details objectives and delivery, the resources required, the outcomes to be achieved and monitoring processes. Operational plans are living documents that should set out clear and realistic goals that are easily understandable and regularly updated. An excellent operational plan ensures everyone involved in the Shared Lives scheme's delivery understands the expectations of them, what will be delivered and when.

Financial sustainability

A Shared Lives scheme will be financially sustainable, have the resources required to ensure high-quality Shared Lives arrangements and grow the service. Financial sustainability must be a priority for all Shared Lives schemes. It should be central to organisational planning, resource allocation, service development and delivery.

Failure to prioritise economic sustainability can result in Shared Lives schemes leaving the Shared Lives market, damaging the reputation of the Shared Lives model, and negatively impacting the lives of Service Users and Hosts Carers.

Shared Lives schemes should operate in a way which provides the resources needed to deliver a high-quality service, but which is also financially sustainable. Schemes should consider how they finance their service and the potential outcomes of delivery.

Shared Lives schemes should understand the types of expenditure they will encounter, which will involve:



- Costs of supporting Shared Lives arrangements
- Staffing costs including salaries and on-costs, i.e., pensions and staff expenses.
- Training costs for Host Carers and staff
- Service promotion
- Premises, equipment, and IT.

Shared Lives schemes will need effective financial forecasting processes to ensure they do not have cash flow issues.

Shared Lives scheme resources

Shared Lives providers need the resources to deliver a high quality and effective service which meets the needs of Service Users, their carers and Host Carers. Lack of resources can reduce support to Shared Lives arrangements, overworked staff, and lack of available Host Carers.

Several indicators demonstrate a lack of scheme resources:

- A lack of support and monitoring visits provided by the service.
- No service manager.
- A service manager with too many other responsibilities to give the Shared Lives service the attention needed to run the service effectively.
- Scheme workers supporting more than 26 Shared Lives arrangements
- Host Carers not being able to access breaks.
- Poor complaints handling due to staff not having the time to respond to them.
- Scheme staff not being replaced when they leave.
- A lack of scheme quality assurance.

This list provides a useful starting point to identify which areas of a scheme may lack resources and the implications on the service.

Determining scheme financial sustainability:

- Assessing the service's current and future financial position, i.e., is it covering its delivery costs, does it have reserves, does the service have the necessary resources to develop and grow.
- Monitoring and evaluating the effectiveness of existing financial processes.



- Ensuring that any budget covers the service's delivery costs and enables the service to build reserves for future development.
- Evaluating strategic, operational, and financial plans to ensure that any identified objectives are financially viable and achievable. Implementing robust financial planning helps services to be economically sustainable.
- Understanding the scheme's cash flow by looking at current and future calculated service income to ensure payment to staff and Host Carers on time.
- Benchmarking the service against alternative forms of provision such as to demonstrate the cost-effectiveness of Shared Lives arrangements.
- Their level of financial reserves. Does the service have a significant enough financial reserves level to act as a contingency fund and fill short term gaps in funding or income? The service should have an approved plan for the level of reserves and the reasons for these.
- Reviewing current expenditure – this may involve understanding the resources required / time and cost for delivery of critical processes of the scheme including:
 - Evaluating how staff use their time,
 - The number of visits and number of worker hours on average, per assessment and approval of a Host Carer. On average, an assessment of a new Host Carer should take a worker between three to six months. A worker will also usually spend six to eight visits to an applicant during the assessment and approval process.
 - Time spent on support and monitoring visits
 - Understanding the total cost of assessing and approving a Host Carer in staffing hours and training costs.
 - Time spent on the matching and introduction process and the number of visits required to complete it.
 - Worker performance reviewing time spent on work tasks, i.e. time taken to complete assessments, the matching process's efficiency, time spent resolving issues in Shared Lives arrangements.
 - Time spent chasing up criminal records checks and references of new applicants.
 - Time and money spent on organising and delivering Host Carer and staff training. Schemes should also review the impact and effectiveness of the training provided.
 - The time and resources spent on the promotion of the scheme to local stakeholders. Also evaluating the effectiveness of these approaches and the impact on scheme staff, i.e., involvement in



promotional activity, significantly impact a worker's ability to carry out the core duties of their role.

- Time spent arranging and following up Host Carer Allowances.

Quality assurance

A Shared Lives scheme will have robust quality assurance and complaints processes which help to improve the service. Suggested Shared Lives scheme quality assurance processes include:

- Reviewing whether the service has a budget for Host Carers activities, i.e., a Host Carer support group, newsletter, or sending information out to Hosts Carers.
- Reviewing the amount and type of support that Host Carers receive from the service and meeting their needs.
- Ensuring that feedback about service improvement is obtained from Host Carers, Service Users and their carers. This feedback helps identify ineffective processes, service gaps and satisfaction levels among staff, Host Carers, Service Users and their carers.
- The number of complaints received, whether and these are responded to, the outcomes and learning from complaints.
- Identifying and evaluating the resources a service needs during periods of growth or diversification. This may involve additional staffing to focus on recruiting new Host Carers and promoting the service.

Complaints, concerns, and compliments

It is vital that anyone making a complaint against a Shared Lives scheme understands the complaint process and that it will be responded to in a timely and effective way.

It is also essential that Service Users, carers and Host Carers are comfortable raising complaints without worrying about how the scheme will view or treat them in the future. Shared Lives schemes should have a robust complaints process. Organisations should use complaints as a valuable source of learning what went wrong and areas for service improvement. All Shared Lives schemes should have an accessible and understandable complaints policy, which is readily available.



The policy should cover:

- The process for making a complaint,
- How the scheme will respond to a complaint
- The timescales for responding to and resolving a complaint.
- Who will be responsible for dealing with the complaint?
- Support available to someone making a complaint.
- The process if a Shared Lives scheme does not respond to a complaint satisfactorily.

Schemes should work closely with the complainant to understand their concern and seek local resolution to attempt a prompt and fair resolution of the complaint.

Some service complaints can lack clarity on the core issue, what the complainant wants to achieve by the complaint and the resolution they would like to see. A practical approach to overcoming this issue is getting the complainant to set out:

- What the problem is and why it is an issue for them.
- How the complainant would like the scheme to resolve the complaint and why.
- What is the best way for the scheme to respond to the complaint, i.e., in writing or a meeting?

Taking this approach ensures that Shared Lives schemes can respond and resolve complaints more effectively, helping to maintain positive relationships between the scheme and the complainant.

Involvement opportunities

A Shared Lives scheme will have active involvement opportunities for staff, Host Carers, Service Users and their carers. Involvement opportunities should help to shape the delivery and development of the service.

Host Carers, Service User's and carers involvement in the delivery and development of the service are a cornerstone of effective Shared Lives scheme governance. Shared Lives schemes who prioritise participation at all levels see improved working relationships with Host Carers, staff, Service Users and their carers. They also experience fewer complaints. A service which works for everyone involved in it including a range of stakeholders can be time-consuming. However, this enables them to gain a better understand of what is and is not working in the service and



identify and develop co-produced solutions to any issues. Any involvement activities should be accessible and meaningful, rather than tokenistic.

A useful starting point for Shared Lives schemes is to understand the effectiveness of involvement approaches can involve evaluation of:

- The current methods used to include Service Users, their carers staff, Host Carers in making decisions about the service delivery and development.
- How Host Carers, Service Users' and their carer's views are obtained, listened to, and how they shape the delivery and development of the service.
- Evidencing involvement, how effective it is and the outcomes it achieves.
- Engagement approaches used and how effective they were?
- What feedback has been obtained about involvement opportunities and has this improved the service.

Using this list enables Shared Lives schemes to make an informed decision about the effectiveness of existing involvement approaches and highlights gaps. Shared Lives schemes interested in developing involvement opportunities should work in partnership with Host Carers, Service Users and their carers to identify the purpose, format, and desired outcomes of proposed involvement activity. Any initial activity should be simple for people to get involved with, meaningful and produce quick wins, to help build momentum and positive connotations of involvement activity.

Shared Lives schemes can improve their involvement of Host Carer, Service Users and their carers by offering opportunities to:

- Have their say about any proposed growth or development plans for the service, which may impact on them.
- Participate in the recruitment process for new staff.
- Review the policies, procedures and operations of the service, i.e., how the service deals with complaints.
- Review Host Carer training and offering suggestions for improvement or other training they would like to see offered.
- Promote the service.
- Act as peer mentors to each other or setting up peer support groups.

Active involvement is about more than just creating involvement opportunities. Shared Lives schemes need to ensure that involvement opportunities are meaningful



and promoted by Hosts Carers and Service Users. A practical approach to Shared Lives scheme involvement will include:

- Service Users, their carers and Host Carers are informed about how to get involved, why they should get involved, and the difference their involvement can make. They should also be clear about how the scheme will use contributions and why they want their involvement. The service should also clearly state the requirements to take parts, such as time commitments and the approaches used, i.e., surveys or meetings.
- Involvement opportunities which are varied, accessible and meaningful.
- The scheme clearly stating the support which is available to enable people to take part in involvement activity. This may involve:
 - Having additional staff at involvement events where Service Users are involved.
 - Thinking about the time when meetings are held and for how long.
 - Holding meetings in accessible venues or the use of interpreters.
 - Consideration of participants access needs will ensure that all participants can meaningfully contribute to the service's active development and delivery. This may involve also holding virtual meetings using options such as Whatsapp, Zoom, Skype for Service Users, Host Carers who find it difficult to attend any face-to-face meetings.



Checklist 1: Effective Scheme Governance

Quality checklist

The quality checklist is a tool for Shared Lives schemes to evaluate how effective they are, and to identify potential areas for improvement.

Quality measure:

The Shared Lives scheme has robust governance and planning processes to ensure the delivery, quality, and sustainability of their service.

| Indicator | How does the Scheme evidence this? |
|--|------------------------------------|
| How involved are senior managers with the schemer? Do they understand the Shared Lives model? Do they support the service manager and have a good relationship with them? Do they know critical processes used by the service? | |
| If the scheme has a board of trustees, do they: <ul style="list-style-type: none"> • Understand their role and responsibilities on the board and about the delivery of the service. • Influence the development and delivery of the service and the resources it has. • Promote financial sustainability in the service. • Identify and respond to potential risks in the service. | |
| How are board members recruited? What induction do they receive? What training are they provided with? | |
| How is the Board's performance reviewed to ensure it is useful and behaves with integrity and manages | |



| Indicator | How does the Scheme evidence this? |
|--|------------------------------------|
| conflicts of interest? | |
| <p>How robust, understandable, and useful are the scheme strategic or operational plans regarding:</p> <ul style="list-style-type: none"> • the setting of clear and measurable goals and priorities for the next three to five years? • Identifying how the scheme will achieve goals and priorities. • Whether internal and external risks are identified, and what plans are in place to respond to them if required? • Whether the service has the resources necessary to deliver the strategic and operational plan are identified and provided? • how are goals measured and evaluated • what activities or services are provided to achieve goals or priorities? • when and how the scheme will review the strategic and operational plans | |

Quality measure:
Shared Lives schemes are financially sustainable.

| Indicator | How does the Scheme evidence this? |
|--|------------------------------------|
| How is scheme income, expenditure and cash flow recorded and understood? | |
| What financial systems are in place to plan, monitor and evaluate current and the future financial sustainability of the | |



| Indicator | How does the Scheme evidence this? |
|--|------------------------------------|
| scheme? | |
| How often does the scheme review its income and expenditure, to determine if these could be improved? | |
| Does the scheme budget or management fee income cover the cost of running the service to build up reserves and any future gaps in funding are covered? | |
| What is the board or senior decision maker's understanding of the financial sustainability of the service? | |

Quality Measure:

The Shared Lives scheme has the resources needed to ensure high-quality Host arrangements and to develop and grow the Shared Lives service.

| Indicator | How does the Scheme evidence this? |
|--|------------------------------------|
| How are scheme resources understood and evaluated to ensure the service is delivered safely and effectively? | |
| How does the scheme manager determine the level of resources they need to provide the service effectively? | |
| Does the scheme manager understand how to use service resources effectively? How does the service identify and prioritise the resources it needs for the delivery, development and growth? | |
| How much time and focus can the service manager dedicate to the scheme? Do they have other responsibilities which may impact their running of the Shared Lives scheme? | |
| How are scheme processes reviewed to make them more efficient and effective? | |



| Indicator | How does the Scheme evidence this? |
|--|------------------------------------|
| Does the scheme manager have a good understanding of any external factors which may impact on service effectiveness? | |
| Does the scheme have an appropriate budget for promotion of the scheme, development, and delivery? | |

Quality measure:
Complaints, concerns, and compliments are managed effectively and learnt from by the scheme.

| Indicator | How does the Scheme evidence this? |
|---|------------------------------------|
| How understandable is the complaints and concerns process for Service Users, Host Carers and stakeholders? | |
| Do people understand: <ul style="list-style-type: none"> • how to make a complaint? • Who to make the complaint to? • how the complaint will be responded to? • how quickly the complaint will be responded to? | |
| How does the scheme encourage feedback from people who are not happy with the service it provides? | |
| Are people who complain to the scheme provided with details of what will happen if it is not sufficiently responded to? | |
| How does the scheme learn from the complaints it receives to improve? What examples of scheme improvement from complaints are there? | |



Quality measure:

The scheme offers meaningful involvement opportunities for staff, Host Carers and Service Users to shape the scheme’s delivery and development.

| Indicator | How does the Scheme evidence this? |
|--|------------------------------------|
| How are Host Carers, Service Users, their carers and scheme staff involved in quality assurance and development? | |
| How does the service ensure that it provides meaningful involvement opportunities? How do people find out about involvement opportunities and how are they supported to take part? | |
| How does the scheme review, evaluate and evidence the involvement opportunities provided? | |
| What difference do involvement opportunities make to the scheme and the people involved? | |
| What have future involvement opportunities been identified for Host Carers and Service Users? | |



Guide 2: Effective Scheme Staffing

The quality and level of staffing are vital indicators of the effectiveness of a Shared Lives scheme. Shared Lives schemes need staff with the right combination of skills, experience, values and belief in the Shared Lives model. If a service doesn't have enough staff, it will impact on the level and quality of support provided to Host Carers and impact on Shared Lives arrangements' safety and effectiveness. This guide sets out a series of principles for the recruitment, support and training to ensure effective Shared Lives scheme staffing.

Shared Lives scheme staff roles and responsibilities

Shared Lives scheme staff understand their role. They have the necessary skills and expertise to provide high-quality Shared Lives arrangements and effectively support Host Carers.

The staffing of a Shared Lives scheme is an integral part of the quality and effectiveness of it. Usually, it comprises of a manager, workers, and administration support. Shared Lives scheme staff need to have the right combination of skills, experience, values, and belief in the Shared Lives model.

Shared Lives scheme manager

The service manager is critical to the delivery of a high-quality and effective Shared Lives scheme. They are responsible for ensuring the delivery of the service, utilising service resources and staffing effectively, ensuring Host Carers are supported, and that Service Users access high-quality arrangements. A Shared Lives scheme manager has significant responsibility for the service and needs to manage many competing priorities to ensure a capable Shared Lives scheme. To become an effective scheme manager, he/she must comply with the regulatory requirements of the HPSS Adult Placement Agency (Northern Ireland) 2007 regulations to become a registered manager and will also:

- Understand the intricacies of the Shared Lives model and how it can be delivered effectively.
- Understand the role, responsibilities and regulatory requirements of the Shared Lives scheme and Shared Lives arrangements.
- Engage and work in partnership with statutory/regulatory and key agencies to provide assurance that the Scheme's governance arrangements are robust.



- Have relevant experience, knowledge, skills and be values-led.
- Be a competent people manager who can build positive working relationships with staff, Host Carers, Service Users, their carers and key local stakeholders.
- Ensure that the Shared Lives scheme is financially sustainable.
- Be accountable for the delivery of Shared Lives arrangements and what happens in them.
- Ensure the Shared Lives scheme promotes a positive culture and values, in line with the Shared Lives philosophy.
- Ensure the Shared Lives scheme has open, honest and accessible communication with staff, Host Carers and Service Users and their carers.
- Ensure the Shared Lives scheme has the resources it needs to provide high-quality Host arrangements.
- Ensure staff, Host Carers receive the support and training they need.
- Ensure the effective promotion and marketing of the Shared Lives scheme
- Commit to the lasting quality, growth and development of a Shared Lives scheme, so more people can benefit from the service.
- Ensure the Shared Lives scheme offers a range of involvement opportunities to Host Carers and Service Users to shape its delivery and development.

Shared Lives scheme workers

Shared Lives scheme workers have a range of roles and responsibilities. Still, they are usually involved in the following areas of work:

- Assessment and approval of Hosts Carers.
- Providing practical and emotional support to Hosts Carers.
- Support and monitoring of Shared Lives arrangements Host Carer reviews.
- Delivering or organising training sessions.
- Administration of Shared Lives arrangements, including setting up and administering Host Carer allowances, completing reference and criminal record checks.
- Promoting and marketing the Shared Lives scheme to local stakeholders.
- Developing and revising scheme policies and procedures.
- Organising Host Carer support groups.



Competent Shared Lives scheme workers have certain qualities, skills, experience and values which include:

- Understanding and believing in the Shared Lives model.
- Understanding their role and responsibilities.
- Effective communication skills.
- The ability to build positive and supportive working relationships with other Shared Lives staff, Host carers, Service Users and their carers.
- An eye for detail and strong report writing skills.
- The ability to problem-solve issues which arise in the Shared Lives scheme or Shared Lives arrangements.
- Working autonomously takes responsibility and makes decisions about their caseload and Shared Lives arrangements they oversee.
- Respond positively to feedback about the Shared Lives scheme, and Host Carers.
- Having direct experience of working with individuals with a range of support needs.

Shared Lives schemes should prioritise recruiting staff with people who have excellent communication skills, who also have the right values and belief in the Shared Lives model. Effective workers will quickly build and maintain positive working relationships with those around them to facilitate effective support and Shared Lives arrangements.

Shared Lives scheme admin worker

Effective admin workers ensure the Shared Lives scheme runs smoothly and enables other scheme workers to work more effectively.

Skilled and knowledgeable admin staff also provide a friendly and consistent voice at the end of the phone when a Host Carer can't get hold of their allocated scheme worker. Lack of dedicated admin support means that Shared Lives scheme workers spend increasing time on admin duties. The responsibilities of a Shared Lives scheme admin worker will usually involve:

- Responding to enquiries from Service Users who may want to access a Shared Lives arrangement.
- Responding to queries from individuals who wish to become a Host Carer.
- Completing and following up criminal record and reference checks for Host Carer applicants.



- Setting up, processing, and following up Host Carer Allowances.
- Organising training for Shared Lives scheme staff, Host Carers.
- Organising Host Carer events and groups.

Shared Lives scheme staff workloads

Shared Lives scheme staff must have workloads which are achievable, and which enable the delivery of high-quality Host arrangements. Shared Lives scheme workers should consider the number and complexity of the Shared Lives arrangements each supports in line with the HPSS Adult Placement Agencies Regulation (Northern Ireland) 2007 and the Draft Minimum Standards. If a scheme worker supports too many Shared Lives arrangements or is supporting too many Service Users with a high level of complex needs, it impacts on:

- The amount, frequency and quality of support provided to Host Carers and the Shared Lives arrangements for which they are responsible.
- Their ability to recruit and assess new Host Carers applicants.
- The promotion, marketing, development and growth of the Shared Lives scheme.
- The safety and suitability of Shared Lives arrangements established by the scheme.
- Staff sickness levels, staff wellbeing and job satisfaction.

Signs of an understaffed Shared Lives scheme include:

- Support and monitoring visits occur less than every three months.
- An assessment and approval process of new Host Carers taking longer than six months regularly.
- High levels of staff sickness.
- Shortcuts made with Shared Lives scheme processes.

Shared Lives schemes recruit staff safely and effectively

Service Users have a range of support needs and can be vulnerable. Therefore, any Shared Lives scheme must use safe recruiting practices to ensure that Service Users are not at risk. The recruitment process for staff usually involves:

- An advertised role with clear job description and personal specification.
- A completed application form demonstrates the applicant's work and education history and their suitability for the role.



- Proof of an applicant's right to work in Northern Ireland.
- Proof of identity.
- A completed and satisfactory criminal records check.
- A Completed and satisfactory check on their medical fitness.
- Completed and satisfactory references on their character.
- An interview.

Shared Lives schemes have found the following principles work well for recruitment:

- Ensure the job description and person specification is clear and relevant to the role advertised.
- Ensure the job advert also includes some information about the Shared Lives scheme applicants will be applying for. Most applicants won't have any direct experience with the Shared Lives model. This can be a useful way for applicants to understand the Shared Lives model, how the scheme works, and Host Carer's role.
- Consider the timing of recruiting new staff. Sometimes a Shared Lives scheme may have no choice when to recruit, i.e., if another worker has left at short notice. However, suppose the recruitment is due to growth or diversification of the provider. In that case, there is greater control over the recruitment of new staff. Thinking about when to recruit could significantly differ from how effective the recruitment is, i.e. recruiting during the summer months may be tricky as many people are on their holidays.
- Speaking with existing staff to see if any would be suitable or interested in the new role. This may involve an internal recruitment process initially. Shared Lives schemes have found that internal recruitment is an effective way of getting staff with the right values and understanding the Shared Lives model. Internal recruitment also provides potential personal development opportunities to existing staff.
- Ensure that reference and criminal record checks are completed on all new staff.
- Regularly review recruitment approaches used by the Shared Lives scheme to evaluate their effectiveness. Feedback from applicants can also be invaluable as an improvement tool.
- Involving Host Carers and Service Users during the recruitment process can be a practical approach to how applicants build relationships with Service Users.



Shared Lives scheme staff induction

Shared Lives scheme staff have a robust induction which teaches the fundamentals of their role. All new shared Lives scheme staff should receive a robust induction which is relevant to their position. It can take a new worker up to six months to be entirely up to speed with all processes and develop the necessary knowledge and skills needed to do their role effectively. Effective inductions for new Shared Lives scheme workers should include:

- Shadowing opportunities with experienced staff to learn how processes work in practice. To also meet with experienced Host Carers or visit established Shared Lives arrangements to get a sense of how these work.
- Knowledge and understanding of the Shared Lives model and associated processes, the Shared Lives scheme, and the different workers' roles.
- The staff member's role and responsibilities and how it fits into the Shared Lives scheme.
- Learning how to write assessment reports for new Hosts Carers.
- Being mentored by an experienced staff member who can provide advice, guidance and observe the new worker's practice.
- Shared Lives scheme paperwork, HR and IT processes.
- Training and development.

Improving the induction process for new staff

Shared Lives schemes have found the following principles ensure a useful induction for new staff:

- Ensuring all inductions are well planned and based around the priority areas that a new worker needs to know about their role. All new workers should have a detailed induction plan covering their first few weeks with the scheme. A successful induction should also allow new staff members to meet with other staff, Host Carers, Service Users and their carers.
- Ensuring the new worker has access to the information, policies and procedures they will need to know and understand.
- Ensuring the new worker has the equipment and workspace they need.
- Ensure that other Shared Lives staff know when the new worker will start, who they are, and what they will be doing.
- Using options including Zoom or Teams can be a useful option to set up introductory meetings if the scheme covers a significant geographic area or in times of travel restrictions, i.e. Covid-19 restrictions.



- Assign someone to be the new worker's mentor and to provide peer support
- Ensure time is allocated for the new worker to meet with and spend time with the scheme manager.
- Ensure time is also assigned with the relevant Shared Lives scheme staff to understand scheme work policies, i.e., Allowances, term and conditions, annual leave.
- Ensure shadowing visits are set up for the new worker to go out on visits with an existing scheme worker and meet Host Carers, Service Users and their carers.
- Shadowing visits help new workers to understand how provider policies and procedures are implemented in practice.
- Consider how the new provider worker is welcomed into working for the Shared Lives scheme. A simple thing could include a colleague offering to take them out for lunch.
- Consider how the induction process gauges the new worker's knowledge, understanding and training needs about their new role.
- Shared Lives schemes need to consider their induction process for new service managers and be supportive. New managers need time to understand how the provider, the Shared Lives model and scheme processes work. They also need time to evaluate how effectively the scheme is running and build relationships with Host Carers and key local stakeholders. A robust induction plan for a new manager is essential to their understanding of the Host provider. It allows them to develop the expertise and relationships they need to develop and grow the provider.

Supporting scheme staff

Effective Shared Lives schemes ensure that their scheme staff are well supported. Shared Lives scheme staff have rewarding and challenging roles. They need regular and ongoing support to enable them to be productive team members. Supervision and support sessions are one approach to ensuring staff are supported by providing a space to explore work issues, challenges in Shared Lives arrangements, evaluate workloads, and work quality. These sessions also provide a valuable opportunity to check progress against work goals, reflect on their work, and explore learning and development opportunities. Effective supervision and support sessions should balance these practical areas of support while also meeting the staff member's emotional needs.

Regular team meetings are also an invaluable way of providing support to scheme staff and building positive working relationships. Effective team meetings should



have a clear purpose, a schedule, and opportunities for all staff to contribute. Shared Lives schemes have found that regular team meetings ensure:

- All Shared Lives scheme staff understand essential issues that impact the scheme or Shared Lives arrangements for which they are responsible.
- Shared Lives scheme staff can discuss and share issues relating to their Shared Lives arrangements. This provides the opportunity for staff to provide peer support and have a good understanding of each Shared Lives arrangement.
- Team members can share good news stories about their Shared Lives arrangements with colleagues.
- Shared Lives scheme staff have a better understanding of each other's workloads and any challenges.
- Shared Lives scheme staff have dedicated time together, which may be the only chance they have.

Scheme staff personal development, appraisal and training

Shared Lives schemes need to make sure staff can access the training and personal development opportunities they need. Shared Lives scheme staff need to have a good knowledge of the Shared Lives model, relevant processes, guidance, and regulation. An integral part of this is for all staff to receive ongoing training, personal development opportunities and regular appraisal with the Shared Lives scheme. Training should cover areas including relevant Northern Ireland legislation, quality assurance, provider process, and ways to support Host Carers and Service Users effectively.

The scheme should also offer personal development opportunities to existing scheme workers which include:

- Mentoring other scheme staff.
- Being mentored by other scheme staff.
- Attending training or e-learning.
- Shadowing opportunities within the current Shared Lives scheme, or with another scheme.
- Specialising within the Shared Lives scheme, i.e., focusing on Host Carer assessments and approval.
- Developing new work areas for the Shared Lives scheme, i.e. supporting new client groups or leading on quality assurance.
- Developing and delivering training.



All training and personal development opportunities should be developed in partnership with scheme staff and regularly evaluated for effectiveness. Regular appraisal will develop staff and ensure clear roles, responsibilities and training opportunities are identified. Shared Lives schemes have identified the following considerations for effective staff training and personal development:

- What is the individual training or personal development needs of workers, i.e. topics of training and format of the training?
- What training and support needs are met by the training or personal development opportunity accessed?
- Does the training or personal development opportunity upskill the staff member and provide them with the knowledge and skills they need to improve their work practice?
- Are the training and personal development opportunities relevant to staff?
- What are staff learning from the training they attend? How are they implementing the learning in their roles and across the service?
- How are training and personal development opportunities helping to address gaps in worker knowledge?
- Does the training provide clear objectives and outcomes?
- How effective are the trainers?
- Are different types of training available? How effective is each kind of training activity, i.e., how useful, and practical is e-learning?
- How the training provided links to scheme training plans



Checklist 2: Effective Scheme Staffing

Quality checklist

The quality checklist is a tool for Shared Lives schemes to evaluate how effective they are, and to identify potential areas for improvement.

Quality measure:
Shared Lives scheme staff understand their role. They have the necessary skills and expertise to be a capable Host Carer.

| Indicator | How does the Scheme evidence this? |
|--|------------------------------------|
| How does the scheme ensure all staff understand their role and responsibilities? | |
| How does the scheme ensure it recruits staff with the necessary knowledge, skills and expertise to carry out their roles safely and effectively? | |
| How does the scheme ensure it has a safe and effective recruitment process? | |

Quality measure:
Shared Lives scheme staff have workloads which are achievable, and which enable the delivery of high-quality Host arrangements?

| Indicator | How does the Scheme evidence this? |
|---|------------------------------------|
| How does the scheme determine staff workloads? How many Shared Lives arrangements does scheme worker support? | |
| What are staff sickness levels in the scheme, and how does staff sickness impact other worker workloads? | |
| Are scheme workers able to provide the necessary level of support to Shared Lives arrangements? | |



| Indicator | How does the Scheme evidence this? |
|--|------------------------------------|
| Are scheme staff taking dangerous shortcuts with critical processes, due to time pressures or lack of staff? | |

Quality measure:
Shared Lives scheme staff have a robust induction which teaches the fundamentals of their role.

| Indicator | How does the Scheme evidence this? |
|--|------------------------------------|
| What induction does new staff members receive with the scheme? | |
| How does the scheme ensure new staff receive a positive and productive induction? | |
| What information and opportunities are available to new staff during an induction? | |
| What opportunities are there for new staff to meet with Host Carers, Service Users and their carers? | |
| How are new staff inductions organised? | |
| How effective is induction at preparing a new staff member for their role? What would improve the induction process? What feedback does new staff provide about their induction? | |
| What shadowing opportunities are there for new staff? | |
| What support is available for new scheme manager to equip them to run a scheme effectively? | |



Quality measure:
The scheme ensures that all staff are well supported.

| Indicator | How does the Scheme evidence this? |
|---|------------------------------------|
| What support is available to the scheme manager to deliver an effective service and support their team? | |
| How does the service ensure its workers get the support they need? | |
| How often are team meetings held, what do they cover and how useful are they? | |
| How often do staff access supervision with a manager? How effective and useful do staff and managers find supervisions? | |

Quality measure:
Personal development for scheme staff

| Indicator | How does the Scheme evidence this? |
|--|------------------------------------|
| What personal development, appraisal and learning opportunities are available for staff? How are learning and development opportunities promoted and shared with staff? | |
| How are staff training needs identified and met? | |
| What training do scheme staff receive? | |
| How frequently do they access training and how relevant is it to their role? How useful is the training and what impact does it have on staff? How is staff training evaluated and improved? | |



Guide 3: Effective Scheme Safety and Training

Shared Lives arrangements are the safest and most effective forms of care and support due to their robust assessment and approval, training, support, monitoring, and processes. Shared Lives schemes ensure

Shared Lives arrangements follow proper health and safety requirements and that these are met and understood by Hosts Carers.

- For Service Users requiring support with medication. The service has robust processes for the management, administration, storage, and recording of medication.
- The scheme has good processes in place for managing incidents and accidents.
- Shared Lives arrangements receive the necessary support to ensure safeguarding and allegations are effectively managed.

All Shared Lives staff and Host Carers must receive the necessary information and training needed to minimise unnecessary or harmful risks and de-escalation of challenging behaviours. Training should include:

- Health and safety in Shared Lives arrangements.
- Understanding and carrying out a risk assessment.
- The importance of health and safety issues.
- Relevant legislation.
- Scheme and Host Carer responsibilities regarding health and safety.
- Safe working practices and how to apply them.

The main areas of information and training Shared Lives schemes offer to Host Carers include (please note that specialist training may be required to meet assessed needs of Service User):

- Fire safety.
- Ensuring the Host Carer's home is safe from hazards.
- Moving and handling.
- Accidents and falls
- The reporting of any accident or incident which has led to damage, injury, or death.
- Safe ways of working.



- Food hygiene.
- Medication.
- Control of substances hazardous to health.
- Risk assessments.
- Lone working.

The Shared Lives scheme should check the Host Carer's understanding and following health and safety processes from time to time.

Health and safety in Shared Lives

Shared Lives arrangements are significantly different from other forms of care and support, due to being provided in the Host Carer's own home. Shared Lives arrangements occur in domestic premises, so any fire safety, food hygiene, or health and safety requirements are the same as living in their own home. The Shared Lives scheme and the Host Carer need to ensure that fire safety, and food hygiene practices are followed to avoid endangering anyone in a Shared Lives arrangement.

Shared Lives schemes should conduct a health and safety check of the Host Carer's home during the assessment and approval process and their annual review and will usually include:

- The safety of home appliances and whether these are regularly checked, i.e., getting a boiler serviced annually.
- Whether the property has working carbon monoxide and smoke alarms fitted.
- Whether there is a first aid box in the Host Carer's home?
- The suitability of the Host Carer's home for everyone living there.
- If there are any identified hazards in the property that could cause harm to the Host Carer or someone living in a Shared Lives arrangement?
- If there are any hoarding issues, which could present a fire risk? Also planned escape routes in the event of a fire.

Health and safety checks are vital to safe Shared Lives arrangements by identifying and addressing any potential risks in the Host Carer's home.

The Shared Lives scheme and the Host Carer should work in partnership to complete Health and safety checks. This will ensure a shared understanding of any issues and a jointly developed plan to resolve them. Shared Lives schemes should take a tactful approach to discussions about health and safety and respect the Host



Carer's home. Shared Lives schemes should also take an educational approach to health and safety so that Host Carer's always understand and implement robust health and safety practices. When Shared Lives schemes have not taken this approach, it has resulted in:

- The Shared Lives scheme being unnecessarily intrusive and critical of the Host Carer's home, resulting in a damaged working relationship.
- The Host Carer not wanting to let Shared Lives scheme staff into their home, impacting the scheme's ability to provide support and monitoring visits of Shared Lives arrangements.
- Host Carers disengaging from any training or discussions about health and safety.

Fire safety

Host Carer's homes should be treated in the same way as any other domestic premises for fire safety regulation purposes. As Host Carer's support Service Users who may be vulnerable, they must have a fire escape plan in place, or what they will do in the event of a fire. There should be a risk assessment completed to minimise fire safety risks, including the risks associated for people who smoke. This is particularly important in Shared Lives arrangements involving people with physical or mobility disabilities, making it difficult for them to escape a fire. Shared Lives schemes should seek advice and involvement from the local fire service on the best way to manage fire safety for each Shared Lives arrangement.

Host Carers must have up to date and relevant fire safety training. The Shared Lives scheme should also work closely with local fire services to access advice and fire safety checks for Host Carers.

Host Carers should have working and regularly tested fire and carbon monoxide alarms throughout their property. Carbon monoxide alarms can help prevent carbon monoxide poisoning, which can be fatal. A Host Carer should also ensure the wiring in their homes is safe and have annual gas safety checks of their property.

Hygiene and infection control

Host Carers need to understand the principles of infection control to prevent the spread of diseases and infections. This should include need for and support with accessing Personal Protective Equipment (PPE) when managing the likes of COVI-19. They can develop the necessary understanding through training and discussion



with Shared Lives scheme staff and other Host Carers. Host Carers should understand:

- The spreading of diseases and infections.
- How to reduce the risk of infection.
- How to manage bodily fluids safely.
- How to clear up spillages of blood or fluids.
- How to get rid of contaminated waste.
- How to dispose of sharps correctly.

It is also essential that Host Carers support Service Users to follow safe hygiene and infection control processes.

Medication

Not all Service Users have medication support needs, but many do. All Host Carer's should receive medication training before supporting a Service User with medication support needs. After completing any medication training, a Host Carer should understand:

- The management and administration of medication.
- How to store medicine safely and effectively.
- How to prepare and dispense medication.
- How to dispose of any unwanted or unused medication.
- Recording of medication usage.

If a Service User living in a Shared Lives arrangement manages their medicines, then the Host Carer must also understand how to support them safely and effectively. Consideration must also be given to how any Service Users store their medication and how it may impact other people living in their home.

All Shared Lives schemes must have an easy-to-understand medication policy which covers the management, administration, storage, storage and recording of medication.

Host Carer's need to record what they do regarding medication and when they do it. Any medication records kept by the Host Carer need to be readable and understandable by anyone else who reads them. Any records also need to include all medicines they have managed on behalf of a Service User in a Shared Lives



arrangement. The Shared Lives scheme needs to have a consistent approach for Host Carers regarding medication records. Medication records must:

- Be complete, legible, and up to date.
- Written in black ink, dated, and signed to show who has made the record.

Storage of medication

Shared Lives arrangements have some flexibility about where and how to store medicines due to domestic premises. Medications must not be kept in places that are easily accessible by children or areas subject to damp or steamy conditions, i.e., bathroom cabinets or kitchens. Considerations of where to store the medication, who requires access and individuals living with the Host Carer.

Shared Lives scheme workers, the Host Carer and the Service User should discuss medication storage when setting up the Host arrangement. This will help to determine the safest and most effective approach to storing medication.

Self-administration of medicines

Where possible Service Users should take responsibility for their medicines, this may mean they self-administer their medicines or require some support to take their medication. If a Service User self-administers medication, they can do this for all or some of their medicines. Still, not others, i.e., they may self-administer an asthma inhaler, but not the medication for a stroke.

The Shared Lives scheme and the Host Carer should discuss self-administration, storage, and medication disposal with the Service User and their carers.

Effective accident and incident processes

Shared Lives schemes should have good processes in place for managing incidents and accidents.

Host Carers and scheme staff training should provide a good understanding of:

- Relevant health and safety legislation.
- Their responsibilities in law.
- What to do if an accident or incident occurs, including who to notify in the
- Shared Lives scheme and how to prevent accidents from occurring.



Shared Lives schemes should have a simple and effective process for reporting and recording incidents understandable by all scheme staff and Host Carers. Shared Lives schemes should develop and maintain an open culture so that Host Carers feel comfortable reporting an accident or incident. If Shared Lives schemes fail to have an open culture, they may find several unreported accidents and incidents.

Shared Lives scheme staff and Host Carers should discuss and learn from accidents once reported to identify the learning and how to avoid them happening again.

Shared Lives scheme staff and Host Carer's should work in partnership to identify any potential risks to themselves or Service Users. Risk assessments identify potential risks and determine how to mitigate these. An example of this may include the Host Carer supporting a Service User with challenging behaviour, the triggers for this behaviour and how to avoid them.

To ensure a Host Carer understands what to do if an accident or incident occurs, it is also vital that they have up to date first aid training. First aid training usually needs to be repeated every three years by someone qualified to deliver it. Like all training in Shared Lives arrangements, any first aid training should apply to the Host Carer and the people they support. It is also essential that the Host Carer understands their limitations regarding first aid, and when it is appropriate to seek assistance.

Safeguarding

The safety of Service Users in Shared Lives arrangements is paramount to Shared Lives schemes. Shared Lives schemes should do everything they can to ensure abuse or neglect of Service Users does not occur.

Shared Lives schemes must have a policy for provider staff and Host Carers which details:

- What should happen during a safeguarding investigation?
- The role of the Shared Lives scheme during an investigation.
- The support which the Shared Lives scheme can provide to a Host Carer during an allegation.
- Who will be involved in a safeguarding investigation?
- The levels of allowance that a Host Carer under investigation will receive.

All Shared Lives scheme staff and Host Carers should receive safeguarding training which is specific to Shared Lives arrangements and covers:



- Roles and responsibilities in safeguarding.
- What safeguarding means and involves.
- What types of abuse there are.
- The indicators or signs of abuse.
- How and where to raise concerns.
- Reporting procedures for safeguarding.
- Safeguarding and mental capacity.

All relevant regulatory and legal requirements regarding safeguarding must be understood and implemented by the Shared Lives scheme.

Effective safeguarding process for Host Carers: their perspective

Host Carers recommend the following approaches to ensure an effective safeguarding process:

- Excellent initial and ongoing communication with the Host Carer from the Shared Lives scheme, the Health and Social Care Trust, anyone else involved in the investigation and the police (where relevant).
- The Host Carer is involved in the safeguarding process.
- The Host Carer can tell their story early in the process.
- Clear identification at an early stage of the difference between a complaint against a Host Carer and a complaint which constitutes a safeguarding alert. This would enable a problem-solving approach to be taken where there is a complaint and not assume that everything will become a safeguarding investigation.
- The Shared Lives scheme can discuss the safeguarding processes and associated timescales with the Host Carer at the start of an investigation.
- Ensuring a named worker or person the Host Carer can contact for support and an update on any investigation.
- Any safeguarding investigation should be concluded in writing. There should also be a face-to-face meeting with the Shared Lives scheme and the investigators.
- When a Host Carer continues to support Service Users in Shared Lives arrangements while an investigation occurs. Support and monitoring visits should be completed in a supportive way, rather than focusing on the Host Carer's future and whether they will stay approved by the scheme.
- External support being made available.



- Continued support and communication for the Host Carer from the Shared Lives scheme.
- If possible, a Host Carer should continue to receive an allowance during the period of an investigation.

Effective safeguarding process: the scheme perspective

Shared Lives schemes have identified the following points as being vital to having a safeguarding process:

- The Shared Lives scheme manager and staff must have a good understanding of the relevant safeguarding processes.
- All Shared Lives scheme staff and Host Carers must access practical safeguarding training which is Shared Lives specific. Any training should clearly explain the local safeguarding process.
- The Shared Lives scheme should establish and maintain good relationships with other key organisations and stakeholders responsible for investigating safeguarding allegations, including the Health and Social Care Trust safeguarding leads. Their understanding of the context of Shared Lives arrangements can make all the difference.
- The Shared Lives scheme should prepare the Host Carer because a safeguarding allegation may occur and involve them. If Shared Lives schemes have never dealt with a safeguarding concern, they may not understand:
 - any flaws or gaps in their local safeguarding process.
 - gaps in the support they can provide to their Host Carer's.
 - or know what to do if a safeguarding concern arises.
- The Shared Lives scheme should be clear about the type and frequency of support it can provide to Host Carers throughout a safeguarding investigation or allegation. This helps to establish and manage expectations of the Shared Lives scheme and Host Carers.
- Investigations should occur within the context of the Shared Lives arrangement. This might mean that the scheme needs to support investigating safeguarding teams and the police to understand the dynamics of Shared Lives arrangements supported within a family environment.
- The Shared Lives scheme should have regular contact with both the Host Carer and the investigating worker or team, to ensure active involvement in the safeguarding process. This can make a significant difference to a Host Carer facing an allegation, who otherwise will feel isolated and unsupported.



Suppose an allegation is made and found to be unsubstantiated or withdrawn from the individual who made the allegation. In that case, there should be a de-brief, including the involved Host Carer and Shared Lives scheme staff. During this meeting, the Shared Lives scheme needs to acknowledge the Host Carer's feelings and experiences and address the investigation's practical matters.

Shared Lives arrangements are in everyday family homes, and Shared Lives schemes should treat them as such, instead of treating them as an institution or care home.



Checklist 3: Effective Scheme Safety and Training

HEALTH AND SAFETY CHECKLIST

Shared Lives schemes must complete a health and safety checklist as part of the Host Carer assessment and then as part of the annual Host Carer review.

A Shared Lives scheme worker should work with the Host Carer to complete the checklist. If the Shared Lives scheme worker and Host Carer identify any health and safety issues, they should work together to resolve these. Any required action to be taken should be recorded in the checklist.

Below is a non-exhaustive list of health and safety topics which should be included in the checklist. Shared Lives schemes should adapt the template below to suit their own needs.

Host Carer awareness and learning needs

| Detail | Yes | No | Action to be taken |
|--|-----|----|--------------------|
| Are you aware of all Shared Lives health and safety policies and procedures? | | | |
| Have you identified any risks to do with your role as a Host Carer? | | | |
| Have you identified any learning needs around health and safety? | | | |
| Do you need any additional support regarding health and safety? | | | |
| Do you understand your legal responsibilities around health and safety issues? | | | |

Emergency procedures

| Detail | Yes | No | Action to be taken |
|---|-----|----|--------------------|
| Do you have an accessible first aid box? | | | |
| Do you know how to deliver emergency first aid and when and how to summon help? | | | |



| Detail | Yes | No | Action to be taken |
|---|-----|----|--------------------|
| Do you have emergency telephone numbers readily available? | | | |
| Are all key members of the household aware of this? | | | |
| Have you a 'planned' escape route and procedure in the case of a fire or emergency? | | | |
| Is everyone in the household aware of this plan? | | | |
| Are all exit doors easily opened in an emergency, including at night? | | | |

Assessing the home environment

| Detail | Yes | No | Action to be taken |
|--|-----|----|--------------------|
| Is your house suitable for the number or people who will be living or staying there? | | | |
| Do all rooms have good ventilation? | | | |
| Are the lighting levels adequate in all used rooms? | | | |
| Can you control the temperature in all rooms? Is the temperature kept at a comfortable level? | | | |
| Do your windows pose any risk? If yes, are you aware of how to reduce the risk this poses? | | | |
| Do you have any animals? | | | |
| Are the roads or railway near to you busy or dangerous? If yes, are you aware of how to reduce the risk this poses? | | | |
| Do you have any 'out of bounds' areas? | | | |
| Are any machinery, tools and garden equipment stored safely? | | | |
| Do you have any ponds, garden features that could cause a hazard? If yes, are you aware of how to reduce the risk this poses? | | | |
| Could any rugs, mats or floor covering constitute a tripping hazard? If yes, are you aware of how to reduce the risk this poses? | | | |



| Detail | Yes | No | Action to be taken |
|---|-----|----|--------------------|
| Are all cleaning fluids and other substances kept in their original containers and in a safe place? | | | |

Fire and carbon monoxide safety

The questions listed below are generic and intended for Host Carers. Shared Lives schemes should also risk assess the fire safety of Service Users.

| Detail | Yes | No | Action to be taken |
|--|-----|----|--------------------|
| Do you have a fire plan to ensure everyone can escape safely in the event of a fire? A fire plan should include: <ul style="list-style-type: none"> • Escape routes that are known, unobstructed and free from trip hazards. • Means of raising the alarm in the event of a fire. • A meeting point outside the home • How to contact the Fire and Rescue Service in the event of a fire | | | |
| Do you have fire and smoke detectors fitted? | | | |
| Do you regularly clean your alarms to make sure they are kept free from dust? | | | |
| Do you check your alarms regularly? (The Northern Ireland Fire and Rescue Service (NIFRS) recommends that everyone check the battery of their fire alarm once a week) | | | |
| Do you follow a fire safety bedtime routine? | | | |
| Does anyone in the household smoke? | | | |
| If yes, are you aware of how to reduce the risk this poses? | | | |
| Are you aware of the fire safety risks posed in the kitchen and how to reduce these? | | | |
| Do you use a deep fat fryer? If yes, are you aware of what to do if the pan catches fire? | | | |
| Are you aware of the fire risk of overloading an electrical | | | |



| Detail | Yes | No | Action to be taken |
|--|-----|----|--------------------|
| socket? | | | |
| Is there any risk posed by trailing leads or extension cables? | | | |
| Do you use electric blankets? If yes, are you aware of how to reduce the risk this poses? | | | |
| Do you use candles? If yes, are you aware of how to reduce the risk this poses? | | | |
| Do you use a portable/gas heater, open chimney or wood burning stove? If yes, are you aware of how to reduce the risk this poses? | | | |
| Is your home cluttered? If yes, are you aware of how to reduce the risk this poses? | | | |
| Do you drink alcohol or take any medication which may impact your response time in the event of a fire? If yes, are you aware of how to reduce the risk this poses? | | | |
| Does anyone in the household use emollient creams? If yes, are you aware of how to reduce the risk this poses? | | | |
| Does anyone in the household use an air pressure mattress or “pressure relieving device”? If yes, are you aware of how to reduce the risk this poses? | | | |
| Does anyone in the household require oxygen at home? If yes, are you aware of how to reduce the risk this poses? | | | |
| Are your gas appliances safe and serviced annually by a gas safe registered engineer? | | | |
| Do you have carbon monoxide alarms near any gas appliances? | | | |



| Detail | Yes | No | Action to be taken |
|--|-----|----|--------------------|
| Do you know what action to take if the Carbon Monoxide alarm sounds? | | | |

Safe working practices

| Detail | Yes | No | Action to be taken |
|---|-----|----|--------------------|
| Do you assist the Service User(s) you support through moving or handling? | | | |
| Are you aware of the correct methods for moving and handling? | | | |
| Do you handle sharps in order assist the Service User(s) you support? If yes, are you aware of the risks? | | | |
| Are you aware of what to do if you are injured by a sharp? | | | |
| Are you aware of the potential risks posed by working alone? | | | |
| Are you confident in contacting your Shared Lives scheme if you are physically or mentally affected by working alone? | | | |
| Are you aware of the correct procedure for reporting an accident or other safety incident? | | | |

Control of Substances Hazardous to Health (COSHH)

| Detail | Yes | No | Action to be taken |
|---|-----|----|--------------------|
| Do you know which substances in the household could cause a hazard to someone's health? | | | |
| If you need to use a substance hazardous to health, do you know how to use and store it safely? | | | |



Hygiene and infection control

| Detail | Yes | No | Action to be taken |
|--|-----|----|--------------------|
| Do you understand how infections can be spread and how to stop them spreading? | | | |
| Are you familiar with good hygiene practices in regard to: <ul style="list-style-type: none"> • Handwashing • Respiratory and cough hygiene • Personal Protective Equipment (PPE) | | | |
| Do you understand how to safely handle blood, urine or any body fluids? | | | |
| Are you confident to support a Service User to follow good hygiene practices? | | | |

Food safety and hygiene

| Detail | Yes | No | Action to be taken |
|---|-----|----|--------------------|
| Is it obvious when your cooker or hobs are on? If not, are you aware of how to reduce the risk this poses? | | | |
| Are your kitchen work surfaces and flooring kept clean and in good condition? | | | |
| Is food appropriately stored and the fridge and freezer kept at a safe temperature? | | | |
| Are you and your household aware of the correct methods of food handling and hygiene? | | | |
| Are you aware of the difference between use by and best by dates? | | | |
| Are you aware of how to choose where to eat when you go out based on hygiene ratings? | | | |



Medication and health

| Detail | Yes | No | Action to be taken |
|---|-----|----|--------------------|
| Could you be/are you required to handle any medication? | | | |
| Can the Service User(s) you support self-administer their medication, or are you required to administer it? | | | |
| Are you familiar with different types of medications and how they work? | | | |
| Are any of the medicines the person you support takes considered harmful or dangerous? | | | |
| Do you have a safe and secure place in which to store medications if needed? | | | |
| Are you familiar with the correct method for disposing of unwanted, damaged or out of date medicines? | | | |
| Are you familiar with how to keep accurate records of any medications taken by the Service User you support? | | | |
| Are you aware of what action you need to take if the Service User you support shows any side effects from their medication? | | | |



Guide 4: Host Carer Assessment and Approval Process

Host Carers are special people who are willing to provide support and share their home and family/ community life with a Service User. The assessment and approval process ensures Shared Lives schemes can safely recruit suitable Host Carers, with the right combination of knowledge, skills, values, and experience.

The assessment process usually takes three months and provides the scheme with plenty of opportunities to get to know an applicant and determine whether they would make a capable Host Carer. The process also means that applicants understand how the Shared Lives scheme works and enables them to decide about joining the scheme. It is essential to the ongoing success and development of Shared Lives schemes that there are not any reckless shortcuts with the assessment and approval of Host Carers.

Host Carers come from all walks of life and bring a range of personal and work experience with them. As part of the assessment and approval process, applicants must be provided with the necessary induction and training to support people using the scheme effectively.

Assessment and approval

Shared Lives schemes need to have a robust and easily understood assessment and approval process. The assessment process begins after an individual has made an initial enquiry to become a Host Carer, and they have decided to move forward with their application. The assessment process comprises of three steps which are detailed below.

STEP ONE: Pre-Host and Shared Lives Carer assessment

The pre-assessment phase provides the applicant with the necessary information about how the scheme works and helps to gauge their suitability to be a Host Carer. The pre-assessment process also enables the applicant to decide whether to continue with the assessment. This phase aims to cover:

- The assessment and approval process: what is involved, what the applicant can expect, required documentation and timescales.
- The Shared Lives arrangement model: how the model works and how it is different from other forms of support.
- The role and responsibilities of a Host Carer.



- The role and responsibilities of the scheme, how the scheme works and how they support their Host Carers.
- Practical information such as pay and respite break entitlement.
- Suitability of the applicant and their home for the Shared Lives scheme.
- The process if either the applicant or the scheme if they decide to not continue with the assessment.
- Discussion about the next steps in the approval process.

At the end of the pre-assessment phase, both the scheme and the applicant can decide if they want to continue the assessment process.

STEP TWO: The Assessment process

The scheme uses the assessment process to get to know the applicant and assess their knowledge, values, skills, experience, and suitability as a Host Carer for approval. The assessment process also enables the applicant to understand how the Shared Lives scheme works and make an informed decision about whether to become a Host Carer. The assessment process provides the scheme with a detailed understanding of the applicant. It completes a series of reference and criminal record checks to ensure that safe recruitment practices are followed. It is important to consider the effectiveness of the assessment process for different parties involved in it.

An effective assessment process for the scheme

The Shared Lives scheme will:

- Have a detailed understanding of an applicant (and other household members), their knowledge, skills, experience, and values to make them a capable Host Carer.
- Understand why an applicant wants to become a Host Carer.
- Ensure that any applicant who is not suitable to be a Host Carer is counselled out of the process and provided a clear explanation of why they aren't suitable for Shared Lives.
- Have followed safe assessment and recruitment processes by completing criminal records checks and obtaining references.
- Ensure the applicant understands their responsibilities as a Host Carer.
- Ensure that the applicant understands all key Shared Lives scheme processes, i.e., an accident, emergency, booking short breaks, and how the scheme provides monitoring and support.



- Ensure that the applicant understands the initial and ongoing scheme training requirements. The scheme will also keep details of training completed by the applicant which is relevant to them becoming a Host Carer.
- Have a positive working relationship with the applicant which has been built by a scheme worker having regular contact and meetings with the applicant.
- Provide essential contact information for their scheme worker.
- Provide the applicant with the opportunity to view their completed Host Carer assessment and comment on this before getting approval with the scheme.
- Ensure a Host Carer is clear about their approval status with the scheme.
- Approve applicants who can provide effective care and support to Service Users and their carers referred to the Shared Lives scheme.
- Have obtained feedback from the applicant about the assessment process, what went well about it and what they could improve.
- Have a record of any meetings and interviews with the applicant.
- Have completed criminal record and reference checks to ensure the applicant is safe to become a Host Carer.

The Shared Lives scheme should also consider the applicant's attitude and values regarding:

- Disabled people and equality and diversity.
- Working in a person-centred way.
- Communicating with people who have communication difficulties.
- How they would support a participant using the scheme to make choices and decisions.
- How resilient and patient they are.
- How welcoming they and their home is to participants using the scheme.

An effective assessment process for applicants

For an assessment process to be effective, the applicant must make an informed decision about becoming a Host Carer. The following list provides recommendations for Shared Lives schemes to ensure a positive assessment experience and ensure applicant engagement throughout the assessment process:

- Provide regular visits and phone contact from the scheme worker who is assessing them.



- Provide clear information about the frequency of support visits and contact information for the worker evaluating them.
- Keep the applicant updated about the progress of their assessment and any delays, i.e., unreturned references.
- Provide an estimated timescale for completion of the assessment and approval with the scheme.
- Ensure that any unnecessary delays can be avoided by carrying out any accommodation checks, requesting references and criminal records checks at the start of the process.
- Ensure the scheme has a process for managing delayed applications.
- Being honest with an applicant about their suitability to become a Host Carer and counsel them out of the process if they aren't suitable for the scheme.
- Working in partnership with an applicant.
- Work with the applicant to overcome knowledge and skills gaps which would stop them from being approved.
- Ensure the applicant can view and comment on any assessment report about them.
- Shared Lives schemes can evaluate their assessment process's effectiveness from an applicant's perspective using the following criteria. By the end of the assessment process, the applicant will:
- Have made an informed decision about whether to become a Host Carer and understand:
 - How the Shared Lives scheme works including the role and responsibilities as a Host Carer.
 - The expectations on the Host Carer when supporting a Service User.
 - The terms and conditions of being a Host Carer with the scheme.
 - How Host Carer Allowances work within the scheme and the requirements and process for receiving them.
 - What is involved in the assessment and approval process and how long it takes.
 - The requirements of being a self-employed person and any required insurance for the role of Host Carer, i.e., liability insurance.
 - The impact of becoming a Host Carer on potential welfare benefits entitlement.
 - The likelihood of the applicant receiving a match once approved.
 - Any agreements they need to sign including the Licence agreement, and Carer's agreement and Shared Lives arrangement agreement.



- Understand all essential scheme processes, i.e., an accident, emergency, booking short breaks, and how the scheme provides monitoring and support.
- Understand requirements (pre- and post-approval) and what the ongoing Host Carer training requirements there are.
- Have access to details of any peer support or Host Carer groups.
- Be able to view and comment on any assessment about them.
- Have a clear understanding of their approval status.
- Be provided with a clear reason for not being approved with the scheme if the scheme deems them to not be a suitable Host Carer.

STEP THREE: The approval process

Once a scheme has completed an applicant's assessment, a scheme worker will compile a report detailing their recommendation for approval with the scheme. The overall responsibility for approval of all applicants is with the Shared Lives scheme manager.

Shared Lives schemes can also incorporate a quality assurance panel. The Panel is a group of interested and experienced people, appointed by the scheme, but operating independently of that scheme. This Panel considers new Host Carer assessments and makes recommendations on their approval. The Panel also makes recommendations about the ongoing approval of existing Host Carers.

A panel has responsibility for:

- Monitoring, reviewing and quality assuring Host Carer assessments.
- Identifying any issues with completed Host Carer assessments.
- Helping to ensure consistency of the assessment and approval process across the scheme.

Quality assurance and ongoing improvement

Host Carer arrangement schemes should also keep their processes under review, with a view to ensuring ongoing learning and continuous improvement.



Preparing an applicant to become a Host Carer

One of the most important outcomes of the assessment process is to ensure if an applicant is fully prepared to become a Host Carer. The scheme can achieve this through:

- Being honest about what they are looking for in a Host Carer and what the role is like. If the applicant is unsuitable, the scheme will work with the applicant to overcome potential knowledge and skill gaps required for the role. If the applicant remains unsuitable, the scheme will counsel them out of the assessment process and explain why.
- Being clear about what the assessment and approval process looks like, the level of detail it goes into and an estimate of how long the process will take. The assessment process gets applicants to open up about all areas of their lives and their personal life history, so they must understand this from the pre-assessment meeting. The scheme having copies of mock assessments to share with an applicant can also help them to understand what a final assessment looks like. Following these principles will help build a positive working relationship with the applicant and keep them engaged throughout the assessment process.
- Ensure the applicant has a good understanding of the Service Users supported by the scheme and the level and type of support they typically receive from a Host Carer.
- Ensuring the applicant understands some of the challenges Host Carers can face, such as potential isolation, challenging behaviour, and lack of guaranteed work. Being a Host Carer can also be stressful and emotionally draining at times, so the applicant will need to be resilient at times and can manage these demands on them. We recommend the scheme, and the applicant together thinks about how they would handle these demands:
 - Managing challenging behaviour.
 - Do they understand their limits and what they can cope with.
 - What practical and emotional support will they have once approved as a Host Carer, i.e., family, friends, and support network.
 - What experience do they have of supporting someone with a disability or older people?
 - What will happen if they become ill once approved as a Host Carer and supporting a Shared Lives arrangement? They may either need to continue providing support to a Service User during this time or get support from someone else to enable them to have some time off.



- Do they understand how or if they will access breaks and what the process is for this?
- The Service User's natural family may still be involved with them, and sometimes this can be a source of conflict or demands on the Host Carer's time. Have they thought about managing these other relationships?
- How will they juggle the different demands on their time once approved as a Host Carer.
- Ensuring the applicant understands that being a Host Carer is not a job you leave at the end of the day. Service Users may be living or spending short breaks with them, so it is essential to understand how this may impact them and their family (both positively and negatively).
- Ensuring the applicant understands that their lives and their effectiveness as a Host Carer will come under scrutiny from the scheme through monitoring and support.
- Ensuring the applicant understands the positives of being a Host Carer i.e., satisfaction from being a Carer, the positive difference of sharing your life and supporting a Service User and their carers can make. Also, there is not a commute, and they get to work from home, they will also have much autonomy over how they provide support to Service Users.
- Ensuring the applicant is provided with any copies of their assessment and given plenty of time to comment on the assessment before it is put forward for approval.

Involving and supporting applicants

Applicants need to be well supported during the assessment process. Some useful ways of enabling this to happen are:

- Taking a partnership approach to the assessment so that the scheme and the applicant work together to determine whether they are a good match for each other and providing Shared Lives.
- Ensuring the applicant is given plenty of opportunities to raise any concerns they have about becoming a Host Carer and the scheme responding to these.
- Ensuring applicants have regular meetings and phone contact with the scheme throughout the assessment process. This will help the applicant avoid feeling like they have been forgotten about during the assessment and



approval process. It will also ensure the scheme worker and the applicant can build good working relationships and get to know each other.

- Ensuring the Host Carer and scheme worker is a good match to develop a positive and supportive working relationship.
- Ensure new Host Carers can meet with or speak with other Host Carers to learn first-hand what it is like to be a Host Carer. This approach will also allow them to build relationships with other Host Carers and learn from them.
- The scheme being transparent throughout the process ensures that the applicant does not feel obliged to continue if they do not think being a Host Carer is for them.
- The scheme to use training and learning sessions as an opportunity for an applicant to meet with and spend time with other Host Carers. The scheme can use training sessions to learn more about the applicant and build a working relationship.
- The scheme to build and maintain effective ongoing communication with the applicant through the assessment and approval process. The scheme to have good ongoing contact with the applicant throughout the assessment and approval process.

Determining applicant suitability to become a Host Carer

- Considering the applicant's experience of supporting, working with or being around disabled people. This may be through work or personal experience. Also considering any caring expertise they have from working in a care setting or through a caring role with their own family.
- Considering whether the applicant can demonstrate a good understanding of how they would meet a Service User's support needs in Shared Lives.
- Considering whether the applicant can meet the support needs of people referred to the scheme. If not, how can they develop the necessary knowledge and skills? Do they need any specific training?
- Considering whether the applicant understands how becoming a Host Carer will impact on their life and family? What are the views of other family members?
- Considering the applicant's attitude to personal development and training? Is the scheme clear about an applicant's preferred way of training and potential training issues, i.e., does the applicant dislike training in big groups?



- Considering how the applicant manages the various challenges and demands of being a Host Carer.
- Considering the applicant's support networks and how these will support the applicant in Host Carer's role.
- Considering the applicant's understanding and approach to confidentiality, equality, and diversity. This includes attitudes to race, gender, cultural differences, sexuality, and disability. Their attitude to these areas could indicate how tolerant and empathetic they are to other people. How tolerant are they of other people may indicate a need for further training in this area?
- Considering the applicant's standard of literacy and communication skills of the applicant. This is important as the applicant will need to keep records relating to the person using the scheme. Do they need any support with learning how to keep appropriate records?
- Considering how welcoming the applicant and their home is to others.



Checklist 4: Host Carer Assessment and Approval Process

Quality checklist

The quality checklist is a tool for Shared Lives schemes to evaluate how effective they are, and to identify potential areas for improvement.

Quality measure:

The Shared Lives scheme ensures that applicants have the necessary information they need about the assessment and approval.

| Indicator <i>How does the scheme ensure the applicant's understanding of:</i> | How does the Scheme evidence this? |
|--|------------------------------------|
| The assessment and approval process, timescales and scheme expectations on them? | |
| Training requirements? | |
| The role of the Shared Lives scheme and being a Host Carer? | |
| Who will be involved in the assessment process? | |

Quality measure:

The scheme ensures the applicant can make an informed decision about becoming a Host Carer

| Indicator <i>How does the scheme ensure that applicants understand:</i> | How does the Scheme evidence this? |
|---|------------------------------------|
| How the Shared Lives model works and how it is different from other forms of support. | |
| What the different roles and responsibilities of the scheme and Host Carers are. | |
| That they will be using their own home to provide Host arrangements, also | |



| Indicator <i>How does the scheme ensure that applicants understand:</i> | How does the Scheme evidence this? |
|--|---|
| understanding the impact this may have on their own family. | |
| That they will be self-employed, their terms and conditions, Host Carer Allowance and any required insurance for their role. | |
| How the scheme supports its Host Carers. | |
| Any agreements or contracts they will be required to sign to provide Shared Lives arrangements. | |
| Any relevant regulations and legislation relevant to their role. | |
| The likelihood of them receiving a match to a participant using the scheme once approved. | |

Quality measure:
The assessing scheme worker has a detailed understanding of the applicant to ensure they would make a suitable and effective Host Carer.

| Indicator <i>How does an assessing scheme worker determine an applicant's suitability be a Host Carer?</i> | How does the Scheme evidence this? |
|--|---|
| The Applicant's knowledge, skills, relevant experience and values. | |
| The applicant's reason for wanting to become a Host Carer. | |
| Suitability of their home for Shared Lives. | |
| Completed reference and criminal record checks. | |
| Relevant training completed. | |
| The applicant's personal circumstances and whether it is the right time for them to | |



| Indicator <i>How does an assessing scheme worker determine an applicant's suitability to be a Host Carer?</i> | How does the Scheme evidence this? |
|---|---|
| become a Host Carer. | |
| They have a suitable home to provide Shared Lives arrangements. | |
| Other members of the applicant's household and family are on board with the applicant becoming a Host Carer. | |

Quality measure:

Applicants receive the support they need from the scheme during the assessment and approval process.

| Indicator <i>How does the scheme ensure the applicant is supported throughout the assessment and approval process:</i> | How does the Scheme evidence this? |
|--|---|
| What support is available to the applicant from the scheme? | |
| How frequently is the support provided? | |
| How is the applicant kept updated about their application and engaged throughout the assessment process? | |
| Are applicants provided with an accurate timescale for completing the assessment and approval process? | |

Quality measure:

The applicant understands all key Shared Lives scheme processes.

| Indicator | How does the Scheme evidence this? |
|---|---|
| How does the scheme support the applicant to understand key processes including, i.e. support and monitoring, finance, mental capacity, safeguarding? | |



Quality measure:
Applicants who are not suitable or unlikely to be approved are counselled out of the assessment and approval process promptly.

| Indicator | How does the Scheme evidence this? |
|---|------------------------------------|
| How does the scheme ensure that applicants are not taken further through the process than they need to if they are unlikely to be approved? | |
| How are unsuitable applicants counselled out of the assessment and approval process? | |
| Are unsuitable applicants provided with clear reasons for their unsuitability or decision not to approve them? | |
| What feedback about the assessment and approval process, from applicants who have been counselled out? | |

Quality measure:
How does the scheme ensure its assessments are of high quality?

| Indicator | How does the Scheme evidence this? |
|--|------------------------------------|
| Do assessment reports consistently provide the reader with a good sense of why the applicant should be approved? | |
| Do completed assessments contain any gaps or cast doubt on whether an applicant should be approved? | |
| Are assessments peer-reviewed by other scheme workers? | |
| What is the quality assurance process for signing off an assessment? | |
| Are assessments of consistent quality across different scheme workers? | |



Quality measure:
Is Host training relevant and useful?

| Indicator | How does the Scheme evidence this? |
|---|------------------------------------|
| What training do Host Carers receive? | |
| Who provides the training? | |
| What types of training is provided? | |
| How often do they receive training? | |
| How understandable and relevant to their role and Shared Lives is training? | |
| How accessible is training? | |
| What feedback has the Shared Lives scheme received about training? | |
| How is the feedback used to improve training? | |
| How is the training evaluated? | |
| Are there any training gaps? | |

Quality measure:
Support to new Host Carers?

| Indicator | How does the Scheme evidence this? |
|--|------------------------------------|
| What practical and emotional scheme support is available to new Host Carers? | |
| How effective is the support offered according to new Host Carers? | |
| Are there any support gaps? | |
| What peer support is available from other Host Carers in the scheme? | |



Guide 5: Referral, Matching, and Setting Up Arrangements

The matching and introduction processes are critical to setting up safe and effective Shared Lives arrangements. Shared Lives schemes use the matching process to ensure the compatibility of Service Users, Host Carers. The Shared Lives scheme review a range of information about the referred Service User including their care plan, risk assessments, personal support need requirements and individual preferences and match them to the most appropriate available Host Carer. The matching and introductory processes are vital to ensuring safe and effective Shared Lives arrangements. Taking shortcuts with either process can result in unsuitable Shared Lives arrangements that break down, put the Host Carer at risk or cause reputational damage to the Shared Lives model.

Ensuring stakeholders understand the Shared Lives model

Information about the Shared Lives scheme

Shared Lives schemes should have tailored information for different stakeholder groups, including Service Users and their families, referring teams and potential Host Carers. Depending on Service User support needs, information may need to be adapted, i.e., if Service Users have a learning disability, the information should be available in Easy Read formats or explained in an easy-to-understand way by the scheme.

The following principles will also help different Service Users to understand the service and how it works:

- Accessible and up to date information about the service, preferably available online and in a range of formats, i.e. video, stories, BSL/ISL, Easy Read
- Breaking up text into smaller chunks or using bullet points.
- Printing information in a large font.
- Adding Text-to-speech to websites.
- Ensuring that websites work on mobile phones.

An organisation called Accessible Information has produced guides in relation to providing information in accessible formats. See:

<http://www.accessibleinfo.co.uk/information/more-information.php>



Getting to know Service Users who want to use the Shared Lives scheme

The Shared Lives scheme worker visits the Service User and their family to get to know them, their support needs, preferences, and ensure they understand how Shared Lives works. The following pieces of information will help the scheme determine the Service User's suitability for Shared Lives and make an effective match to a Host Carer:

- What the Service User likes to be called.
- Their life story: who they are; where they have been and what they have done in their life; what they want to do in their life; significant events in their life.
- The Service User's lifestyle and interests (finding out this information can often be as crucial as just what Service User's care needs are).
- Who are the significant people in the Service User's life, including spouse, family members, civil partners and what their relationships are like with them?
- What activities the Service User is involved in during the day.
- The Service User's understanding of Shared Lives and why they want to use the service.
- What care and support needs the Service User has, including:
- What do they think they need support with or find difficult and whether these support needs fluctuate, i.e., personal care or medication support?
- How the Service User manages their money and any support required with this.
- Whether they can travel independently and what support do they need to travel.
- What their mobility is like.
- If there any continence issues and what support is required to manage these.
- If there any medical issues which the scheme needs to know about to match the Service User to a suitable Host carer.
- Details of the Service User's GP and other health services accessed.
- Whether the Service User has any pets and their views on pets in a Host's home.
- Their dreams and goals, likes, and dislikes, and things in their life that are important to them.
-



A Shared Lives scheme carries out information gathering visits and in doing so, should ensure there is consistency in the questions asked by the Shared Lives scheme workers. This may involve having a standardised set of questions or a checklist that the worker can refer to. This approach will help to ensure that these visits are productive and gather the information that the Shared Lives scheme needs.

Matching, introductions and establishing Shared Lives arrangements

The matching process

Successful Shared Lives arrangements depend on the Service User and Host Carer getting on well together. The matching process ensures that Host Carers and Service Users can 'test-drive' a Shared Lives arrangement and make an informed decision about whether to go ahead with it. A Shared Lives arrangement scheme can establish and maintain effective Shared Lives arrangements by using a robust referral, matching and introduction processes.

During the assessment process, the Shared Lives scheme builds their knowledge of their Host Carers, their households, and their skills and experience to enable them to support Service Users. Schemes use their knowledge of their existing Host Carers with information gathered about a referred Service User to create suitable and effective matches.

The referred Service User and the Host Carer are provided with information about each other and asked if they would like to meet. Suppose they both agree that an introduction visit occurs in a neutral location, i.e., a coffee shop arranged and overseen by a Shared Lives scheme worker. Suppose there are external circumstances which stop initial visits from occurring such as Covid-19 lockdown restrictions. In that case, schemes can also run virtual meetings between the Host Carer and Service User, to get a sense of whether they will get on well.

If this initial visit goes well, both parties spend more time together before an overnight stay occurs at the Host Carer's home (this is only relevant if the Service User is looking to avail of a short break or long-term stay). If matching visits continue to go well, the scheme will work with the Host Carer and the referred Service User to formally set up a Shared Lives arrangement. The number of required matching visits will usually be determined by how comfortable the referred Service User moves into the Shared Lives arrangement.



Ensuring an effective matching process

The following recommendations are vital to an effective matching process:

- All Shared Lives schemes should have a robust matching process which ensures suitable, timely, safe, and effective Shared Lives arrangements. Where a match does not work, the Shared Lives scheme will work with the Service User, where possible to find another suitable match.
- Everyone involved in the Shared Lives arrangement should clearly understand the matching and establishing a Shared Lives arrangement processes. Host Carers and Service Users should be clear about their expectations from being part of a Shared Lives arrangement, i.e., support to be provided, house rules, and responsibilities for making payments.
- The Host Carer and Service User are supported by the service to understand any contracts or agreements they need to sign, before signing them.

Service Users should be involved throughout the matching and introduction process to decide to use the Shared Lives scheme service. Service Users will be engaged by:

- Having a choice of several potential Host Carers.
- Meeting, spending time and having a meal with a Host Carer and their household. The amount of time spent will range from a few hours to an overnight or weekend stay.
- The scheme supporting the Service User to be prepared for visits to the Host Carer's home i.e., talking through what they can expect when they visit and what their bedroom will be like (only required if Service User is availing of respite/long term stay) and answering any questions they have.
- Ensuring the Service User can see what kinds of records will be kept about them by the Host Carer.
- Ensuring the Service User can speak with other Service Users already being supported by the Host Carer, to see what their experience of Shared Lives is like.
- The Shared Lives scheme and Service Users understand any issues or concerns. They are supported to resolve them to their satisfaction.



More effective introductory visits

Before an introductory visit occurs, the Shared Lives scheme can prepare the Service User and the Host Carer about what will happen during the visit. Preparing them in advance can help turn a potentially unsuccessful introductory visit into a successful one. Useful discussion topics between the scheme and Service User include:

- What will happen during the introductory visit, when will it take place, who will be at the visit, how long will it last and why they have a visit.
- Whether a Shared Lives scheme worker is there and who their allocated worker will be.
- Whether family or friends of the Service User can take part.
- How many times the Service User and Host Carer will meet and in what capacity?
- What happens if the Service User and Host Carer don't like each other, or something goes wrong?

Having ideas for activities to break the ice can help overcome initial nerves and help the Host Carer and the Service User to get to know each other. Suppose a Service User is nervous about meeting someone new. In that case, schemes should consider setting an introductory visit based on an activity that the Service User likes to ensure that both parties enjoy the visit more. Using this approach can reduce the pressure on both parties and the visit will be much more fun.

The Shared Lives scheme can help the Host Carer to prepare for the introductory visit by:

- Providing the necessary information about the Service User, including their support needs and likes and dislikes.
- Letting the Host Carer know in advance if there is anything they need to know for the introductory meeting, i.e., how the Service User communicates, or if the Service User is likely to demonstrate challenging behaviour become anxious. The Host Carer can use this information to put the Service User at ease, communicate with them effectively and avoid doing something which may upset the Service User.
- Providing the Host Carer with some potential topics of interest for conversation, i.e., based on the Service User's likes.



Effective matching and introductions is a crucial indicator of whether a Shared Lives arrangement is likely to be appropriate, effective and lasting. Shared Lives schemes should keep records of meetings and conversations during the matching and introductions processes. This can be an effective way of finding out what is working and not working about these processes. The scheme may keep a record of:

- Participant experience during matching and introduction visits.
- How the Host Carer and the Service User decided to enter into a Shared Lives arrangement together.

Setting up a Shared Lives arrangement

To set up a Shared Lives arrangement, a Shared Lives scheme worker must go through any agreements with both parties. The Shared Lives scheme worker should meet with and explain key agreements to ensure a clear understanding of both parties. During these meetings, it is also useful to discuss house rules and their expectations within the Shared Lives arrangement. These meetings can provide clarity to the Host Carer about:

- The care and support they will be required to provide to the Service User.
- Monitoring, recording and paperwork requirements.
- What they need to notify the Shared Lives scheme about
- What to do if something goes wrong or they are unhappy about
- To reiterate the support the Shared Lives scheme can offer to the Host.

These meetings can also provide clarity to the Service User about:

- House rules.
- Scheme expectations on the Service User in the Shared Lives arrangement.
- Any potentially difficult topics, such as the Service User's guests staying over with them.
- Any agreements they are signing.

Supporting the Service User to settle into a new Shared Lives arrangement

When a Service User moves into a Host Carer's home, there are several things a Host Carer can do to help them to settle in:

- Help them to settle in by showing them where everything is.



- Offer to help them unpack their things and sort out their room (only relevant for short breaks and long term arrangements).
- Introduce the Service User to everyone else in the home.
- Have something fun to do for the first night, i.e., making sure everyone in the house will be at home. Enjoyable social activities could include having a family meal, going out to the pub together, going out for a walk.
- Spend the first few days doing some fun things together and supporting the Service User to know the area, i.e., bus routes and shops. The Service User may be new to the area and not know any of this information. This will enable the Service User and the Host Carer to get to know each other and build a positive relationship.
- Help the Service User to learn any house rules gradually, to avoid overwhelming them.
- The Host Carer asks the Service User what they can do to help them settle in and feel more comfortable.
- Ask the Service User what they would like to do when they first arrive.



Checklist 5: Referral, Matching, and Setting Up

Checklist: Setting Up a Shared Lives Arrangement

| Item | Notes |
|--|-------|
| There is funding in place for the Shared Lives arrangement. | |
| The Host Carer and referred Service User have understood and signed any agreements they need? | |
| How will the Service User's finances be managed on a day-to-day basis? | |
| Are the Host Carer and Service User clear about what support to be provided and how? | |
| How will the Service User be integrated into the Host Carer home and family life? | |
| Are the Host Carer and the Service User clear about how the scheme will support the Shared Lives arrangement with any issues? | |
| Have other Service Users already living with the Host Carer been considered as part of matching? Do they understand that another Shared Lives arrangement will happen in their home? | |
| Has the referred Service User thought: <ul style="list-style-type: none"> • When will they move in (only required for adult placement/long stay) • What do they need to sort out in advance? • What possessions will they bring with them? • Will they be able to decorate their room and bring their furniture? | |
| Have relevant family members of the Service User been told about what is happening and when? | |



Quality checklist

The quality checklist is a tool for Shared Lives schemes to evaluate how effective they are, and to identify potential areas for improvement.

Quality measure:

The Shared Lives scheme has readily available, accessible and understandable information about the scheme, which complies with RQIA requirements.

| Indicator | How does the Scheme evidence this? |
|---|------------------------------------|
| <p>This information may include:</p> <ul style="list-style-type: none"> • Shared Lives scheme aims, objectives and values. • Information about how the Shared Lives scheme works, who it supports and how Service Users access the scheme. • The role of the scheme and Host Carers. | |
| <p>How does the scheme ensure information is available which?</p> <ul style="list-style-type: none"> • Is it understandable and accessible for Service User's, their families and carers? • Is tailored to different stakeholders, i.e., Host Carers and referring teams? • Complies with RQIA requirements. | |

**Quality measure:**

The scheme has a simple, effective and straightforward referral process, which is understood by Service Users, their carers, potential Host Carers, families and referring organisations.

| Indicator <i>How does the Scheme ensure:</i> | How does the Scheme evidence this? |
|---|---|
| That referring organisations understand the referral process. | |
| The scheme receives suitable and appropriate referrals. | |
| The referral process is as simple as it can be, without making it unsafe. | |
| The referral form used by the scheme is simple and effective. | |
| That any required information, documentation, or risk assessments about a referral are received, the scheme picks up any gaps in required referral information. | |
| The Referrer shares any identified risks about a referred participant with the Host Carer and their family. | |
| It manages a referrer's expectations about a referral, i.e., timescales and chance of a match. | |
| Referring teams notified about the outcome of a referral promptly. | |
| It regularly evaluates its referral process to understand what works well and what needs to improve. | |



Quality measure:
The Shared Lives scheme has a robust and effective matching process.

| Indicator | How does the Scheme evidence this? |
|---|------------------------------------|
| How does the Shared Lives scheme ensure it makes matches in a timely, safe and effective way? | |
| How does the Shared Lives scheme make sure everyone involved in the matching process understands it, their role in it and expectations on them? | |
| How are Host Carers and Service Users matched for suitability? | |
| How long does the matching process take? | |
| What happens when a match doesn't work out? | |
| How does a Shared Lives scheme ensure a Service User has a choice over their potential Host Carer? | |
| How are any concerns about introductory visits addressed for a Service User and Host Carer? | |
| How does the Shared Lives scheme support matching participants to prepare for an introductory visit? | |
| What feedback is sought from participants about the matching process, and how does this improve the process? How has the feedback been used previously to improve the matching process? | |



Quality measure:
The Shared Lives scheme has a robust and effective process for establishing Shared Lives arrangements.

| Indicator <i>How does the Scheme ensure:</i> | How does the Scheme evidence this? |
|---|---|
| That the Host Carer and the Service User understand the Shared Lives arrangement, they are entering. | |
| Participants receive the support they need to make an informed decision, about whether to go ahead with a Shared Lives arrangement. | |
| That the Host Carer and the Service User understand the agreements, they are signing. | |
| It has an effective process in place for establishing Shared Lives arrangements, where a Service User lacks mental capacity. | |
| There is practical support in place for new Shared Lives arrangements. | |
| There is an effective process in place for when a Shared Lives arrangement breaks down. | |
| It obtains feedback from Hosts and Participant's about the process, which is used to improve future introductory visits. | |



Guide 6: Support and Monitoring

Shared Lives arrangements are a highly effective form of care and support where a Host Carer shares their life with Service Users. Through the support received, Service Users get to lead active lives in their local communities, develop meaningful friendships and achieve fantastic life outcomes.

Shared Lives arrangements work so well because Service Users:

- Are involved in the planning and delivery of their support, including who they will live with and where.
- Are matched and introduced to an appropriate Host Carers and their family and actively involved throughout the matching process, through to setting up a Shared Lives arrangement. Matching is at a pace which is comfortable and supported throughout by the Shared Lives scheme.
- Once a Shared Lives arrangement is set up the Host Carer and Service User receive active ongoing support from the Shared Lives scheme. This Shared Lives scheme support helps the Host Carer and Service User to overcome any issues which arise and to make sure the arrangement continues to work for both parties.
- Service Users in effective Shared Lives arrangements become extended members of the Host Carer's family. They are treated as such by other family members. This additional informal support helps the Service User to build meaningful relationships which go beyond one of paid support.

Shared Lives scheme support to Host Carers

Shared Lives schemes provide a range of support to Host carers which may include:

- Support and monitoring visits.
- Telephone calls and email support.
- Annual Shared Lives reviews.
- Practical support, i.e., sorting out Allowances or short breaks.
- Social support to support Host Carers to access peer support.
- Support based on specific needs of the Host Carer, i.e., they may need a break from their caring role due to a bereavement.
- Providing training and learning opportunities
- Mediation support to resolve issues between the Host Carer and Service User.



This guide covers each of these areas in more detail. The Shared Lives scheme can also build positive and productive relationships with Host Carers by implementing the following ideas and processes:

- Making sure Allowances are representative of the level of support provided by the Host Carer to their Service Users. Also making sure that allowances are paid on time, using a simple payment system. Examples include:
 - Shared Lives schemes setting up an automatic monthly Host Carer Allowance for live-in/ adult placement arrangements, rather than requiring an invoice before paying allowances every month.
 - Shared Lives schemes offering online payment systems, so that Host Carers can submit invoices electronically, instead of relying on providing them via post.
- Making sure the Host Carer has the necessary information and documentation to support a Service User when setting up the Shared Lives arrangement. This ensures the Host Carer understands how to support the Service User most effectively. They can also make an informed decision about whether to support the Service User.
- The Shared Lives scheme being available and supportive if an issue or crisis arises in the Shared Lives arrangement. Lack of Shared Lives scheme support during the evenings and weekends can be particularly problematic if problems or emergencies occur in Shared Lives arrangements. Shared Lives schemes should consider how they can provide this support, i.e., having out of hours help from Shared Lives scheme staff or other from another Host Carer.
- If the Host Carer complains to the Shared Lives scheme, the scheme responds to the complaint efficiently and effectively.
- Making sure Host Carers have a voice in the Shared Lives scheme and to raise issues collectively, through the creation of Shared Lives groups or recruiting Shared Lives representatives who feedback Shared Lives issues to the Shared Lives scheme.
 - Host Carers providing long term/adult placement (live-in) support should have a minimum of 4 weeks of short breaks to avoid burnout from their caring role and to reduce the chance of a Shared Lives arrangement breaking down.
 - The Host Carer should not be expected to provide 24/7 support and breaks during the week are usually based around the Service User accessing some day activities, education, volunteering, or work. The



Host Carer should still be able to do things that are important to them, such as meet their family commitments, work or have time to themselves.

- The Shared Lives scheme should consider the match between the Shared Lives scheme worker and the Host Carer. The relationship between the Host Carer and their allocated Shared Lives scheme worker is essential, as a clash of personalities can result in a poor working relationship.
- Supporting Host Carers to avoid them becoming isolated, mainly if they are supporting a Service User with complex needs or challenging behaviour. Approaches that have worked well include:
 - Setting up Host Carer social groups, which enable Carers to spend time together, access peer support and provide a platform to raise issues they are facing.
 - Setting up a buddy or a peer mentor system so that newer Host Carer's can access support from experienced Carers.
 - Shared Lives scheme workers providing social and practical support visits.
 - During training sessions include some time for Host Carers to socialise and get to know each other.
 - Host Carers having strong informal support networks to support them in their role.
- Ensure that Host Carers can access ongoing learning and development opportunities. Shared Lives schemes who are doing this well have learning and development plans and a range of training opportunities. They also have regular discussions with each Host Carer about how best to support their individual development and training needs.

The support and monitoring process

The support and monitoring processes used by Shared Lives schemes ensure Shared Lives arrangements are safe, effective, and work for everyone involved in them. Shared Lives arrangements will usually receive a support and monitoring visit every three months to keep arrangements running effectively. Support and monitoring visits are completed at the Host Carer's home involving a combination of them, the Shared Lives scheme worker the Service User and their carers.

Regular support and monitoring visits are an integral part of positive relationships between the Shared Lives scheme, Host Carers, Service Users and their carers. Support and monitoring visits are the glue that keeps Shared Lives arrangements



working effectively, to manage and mitigate issues in arrangements and stop them from breaking down. These visits are also an invaluable source of practical and emotional support to Host Carers.

Shared Lives schemes which provide less support tend to experience several issues which include difficult relationships between the Shared Lives scheme and their Host Carers feeling disconnected and unsupported and increased levels of arrangement breakdown. We, therefore, recommend that regular support and monitoring visits are an essential part of all Shared Lives arrangements.

Delivering effective scheme monitoring and support of Shared Lives arrangements

Effective support and monitoring visits should be shaped by whether the Shared Lives scheme worker is meeting with the Host Carer, the Service User and their carers or each party. The following sections list potential topics and approaches for both the Host Carer, and Service User, to ensure they are actively involved in the support and monitoring process.

Support and monitoring visits with Host Carers

To ensure Shared Lives schemes get the most out of a support and monitoring visit with a Host Carer, they should spend the first part of each visit focusing on practical and emotional support. The scheme worker should support the Host Carer to talk through any issues with arrangements and Service Users they are supporting. This approach will help to build a positive relationship with each Host Carer and ensure they feel supported and valued by the Shared Lives scheme. Over time the Host Carer will know they can open up and share what is working well, but also any challenges or things they need support within the arrangement. Together they can work in partnership to identify and implement potential solutions and help to reduce the chance of issues escalating into something significant. Taking this approach will make it easier for a Shared Lives scheme worker to:

- Provide practical support and monitoring to a Host Carer and each arrangement.
- Check the records kept about a Service User by a Host Carer, i.e. medication, financial records. If files fail to meet the required standard, the Shared Lives scheme worker can work with the Host Carer to understand why and implement solutions.



- Review the Host Carer's support to each Service User and whether it meets their needs, i.e., to manage their medication, their care needs, or their finances.
- Talk openly about the support provided by the Shared Lives scheme and whether it meets the needs of the Host Carer.
- Discuss the Host Carer's experience of the Shared Lives scheme's training and how to overcome issues of non-attendance at training sessions.

Support and monitoring visits with Service Users

For support and monitoring visits involving Service Users, the Shared Lives scheme must think about how the Service User can take part in the meeting in a meaningful way. If a Service User chooses not to attend a visit because they want to do something else, the Shared Lives scheme should still work with them to seek their views. Suggested discussion areas are:

- Their experience of the Shared Lives arrangement, living with their Host Carer and other people in the home.
- Any issues that the Shared Lives scheme need to know about regarding the arrangement.
- Discussions about the management of their finances and support needs.
- Discussions about the other things they do in their life i.e. attending day activities, work, volunteering or education. If these different forms of support or activity are not working out for the Service User, it may impact on their level of satisfaction within the Shared Lives arrangement.
- Their health and wellbeing. Discussions about any other activities, interests or hobbies they would like to be doing and whether they can access these.
- Reviewing the Service User Plan and agreed outcomes.

Discussing these various topics with the Service User and their representative will help the Shared Lives scheme to ensure the Shared Lives arrangement is working well. It will also help to identify any broader issues before they become significant. Service Users will have a range of support needs to consider allowing them to take part in support and monitoring meetings meaningfully:

- Involve the Service User by making sure they have the necessary information and support they need, to be able to participate and make choices about themselves.
- If the Service User agrees, involve other people who know the Service User well, i.e., friends, their carers and family members. This will allow the Shared



Lives scheme to get a well-rounded view of the Service User's experience of using the Shared Lives scheme.

- Prepare the Service User for any meetings they need to attend to ensure they are clear of its purpose and what to expect. Suggested preparation topics include:
 - The purpose of the meeting, where and when it will be held, who will be there and how long it is likely to take.
 - What will be discussed in the meeting.
 - Find out how the Service User would like to be involved in the meeting and if they need anyone with them for support, i.e., a representative or family member.
 - How to remove barriers which stop the Service User from taking part in the support and monitoring meeting.
 - How the Shared Lives scheme worker will record the meeting, i.e., will the Shared Lives scheme worker be making notes during the session, what will happen to the notes produced, will they get to see them?
 - How frequently a meeting is likely to take place, i.e. support and monitoring visits usually occur every three months.
 - Whether the Service User needs preparation time and support to think about what they would like to say during a meeting. This can include the questions the Service User will be asked during the session.

If Service Users are supported to prepare for and participate in a meeting, it will assist the Shared Lives scheme in making the meeting productive and getting the information it needs. After a meeting has finished, the Service User should be supported to explain what they liked and did not like about a meeting. This helps to provide some ongoing learning about involving the individual more effectively in participating in meetings, about their care and support and making decisions about their life.

Improving the Shared Lives scheme's support and monitoring process

To improve the Shared Lives scheme's support and monitoring process, they can:

- Ensure that Shared Lives scheme workers, Host Carer, Service User and their carer/s understand:
 - The purpose, frequency and process for support and monitoring visits.
 - The expectations on them during the support and monitoring visits.



- How details of the meeting will be recorded.
- Make sure that support and monitoring visits are booked in with a Host Carer well in advance of the actual meeting, and that the Host Carer is told:
 - What questions they are going to be asked about and what topics will be covered.
 - What documentation or information the Shared Lives scheme will need to provide and why they will need to provide it?
 - The date, time, location and duration of the meeting (this will help them to plan other things around the support and monitoring meeting).
 - If there are any outstanding actions from the last meeting which require the Host Carer to have done something.
 - Ensuring there is enough time allocated to the support and monitoring visit to discuss any issues which may have arisen in the Shared Lives arrangement. If any problems have arisen the Host Carer and the Shared Lives scheme can work in partnership to try and resolve it.
- Ensure that the views of the Host Carer, the Service User and their carers are sought about the Shared Lives arrangement.
- Ensure that part of the visit focuses on support for the Host Carer. Ask them how they are doing, rather than focusing solely on the monitoring of the Shared Lives arrangement.

Any actions for the Shared Lives scheme worker or the Host Carer are identified and agreed upon in the meeting. This ensures both parties are clear on agreed actions and helps to reduce the chance of potential disagreements between a Shared Lives scheme worker and Host Carer about what was agreed.

Shared Lives annual reviews

All Host Carers should have a yearly review to evaluate any arrangements that they support. The review provides a structured way of reflecting on the past year and plans for the year ahead. Shared Lives schemes are free to decide on the content of Shared Lives annual reviews, and the following list is suggested topics to cover:

- The Host Carer's supports to each Service User supported, looking at their Service User plan, support needs, and whether the Service User carer has what they need to continue to support each Service User.
- Feedback from Service Users and their carers and/or their representatives.



- Reflections on the past year, what went well, what the challenges were, and what the learning from these were. Are there any outstanding objectives or actions from the previous year?
- A review of the accuracy and quality of records kept by the Host Carer to see whether these meet the required Shared Lives scheme standard. If files don't meet the necessary standard what extra support is needed to improve these
- How to achieve any learning and development needs for the coming year.
- A review of their home to ensure it remains suitable for Shared Lives arrangements.
- The Host Carer's current health, lifestyle, and family circumstances, looking at how these may impact on their ability to continue being a Host Carer.
- The views of other people living in the Host Carer's home.
- Updating references, insurances or checks, i.e. criminal record checks.
- The Host Carer's experience of the Shared Lives scheme and suggestions for improving it.

Before a review, a Host Carer must understand what they will be asked and which documents they will need to provide. They should also be given the necessary time to prepare for the meeting.

Quality assuring scheme support to Shared Lives arrangements

Host Carers have different support needs which can be based on who they are, their life circumstances, or due to the Service User, they are supporting. Shared Lives schemes should review the types and frequency of support they can provide, to ensure that Host Carers get the help they need. To avoid any potential misunderstandings about the available support, the Shared Lives scheme should:

- Be clear about the Shared Lives scheme support provided, how Host Carers, Service Users and their carers can access it, and when it is available.
- Have details of any other sources of support they may be able to access outside the Shared Lives scheme, i.e., advocacy.
- Include Host Carers, Service Users and their carers in Shared Lives scheme planning days to provide a shared approach to discussing issues and working together to resolve them.

To improve the support provided by the Shared Lives scheme, several essential areas must be evaluated:



- Support and monitoring visits.
- Shared Lives reviews.
- Everyday support provided by the Shared Lives scheme, i.e. telephone calls and email.

An overall evaluation of the support should also focus on:

- What specific support is provided to Host Carers, Service Users and their carers? Is the support delivered in way which works for both parties and does it meet their needs?
- Shared Lives scheme worker availability and responsiveness to help resolve queries and problems raised by Carers, Service Users or their carers.
- How are Shared Lives scheme workers matched to Host Carers? The relationship between a Host Carer and the Shared Lives scheme is significant, and this can sometimes be affected by how a Shared Lives scheme worker and Host Carer get on. Shared Lives schemes should consider matching their Shared Lives scheme workers to Host Carers to avoid any potential personality clashes and to ensure positive working relationships between them can flourish.
- How are Host Carers supported to understand the requirements of their role, i.e., their tax responsibilities, insurance responsibilities etc?
- How Host Carers receive the specific support, they need from the Shared Lives scheme relating to their current Shared Lives arrangements.
- How does the Shared Lives scheme support Host Carers to resolve any issues in relation to allowances?
- What social opportunities there are for Host Carers to meet with other Host Carers, on a social basis or for peer support?
- How the Shared Lives scheme supports Host Carers personal and professional development, through training and development opportunities?
- How does the Shared Lives scheme support new Host Carers and how does the Shared Lives scheme support Service Users and their carers who have just moved into a Shared Lives arrangement?
- How does the Shared Lives scheme support a Host Carer and Service User during an emergency or crisis?



After exploring these issues, the Shared Lives scheme needs to work with their Host Carers, Service Users and their carers to:

- Identify any unmet support needs.
- What is causing the support needs to occur.
- What the Shared Lives scheme, Host Carer, Service User and their carer can do to resolve the issues through planning, identifying and implementing solutions.

From time to time, there will be a range of issues that will be difficult to resolve but Shared Lives schemes and Host Carers should try to work in partnership to resolve them. Support and monitoring of Shared Lives arrangements is an essential part of ensuring safe and effective Shared Lives arrangements.



Checklist 6: Support and Monitoring Arrangements

Quality checklist

The quality checklist is a tool for Shared Lives schemes to evaluate how effective they are, and to identify potential areas for improvement.

Quality measure:
Shared Lives schemes offer regular support and monitoring of Shared Lives arrangements to make sure they are safe, effective and work well for everyone involved in them.

| Indicator | How does the Scheme evidence this? |
|---|------------------------------------|
| How does the scheme ensure its support and monitoring process is efficient and effective? | |
| How well are support and monitoring processes understood by scheme staff, Host Carers, Service Users and their carers? | |
| How effective are support and monitoring visits and how does the scheme know this? | |
| What could the scheme do to improve their support and monitoring process? | |
| How often are support and monitoring visits completed by the scheme? | |
| What topics are covered during a support and monitoring visit? | |
| How does the scheme ensure there are opportunities for both the Host Carer, Service User and their carer to participate in support and monitoring visits? | |
| How does the scheme ensure Host Carers, Service Users and their carers can honestly discuss any issues relating to the Shared Lives arrangement? How does the scheme support participants to work in partnership to resolve any | |



| Indicator | How does the Scheme evidence this? |
|------------------------------|------------------------------------|
| problems in the arrangement? | |

Quality measure:
Host Carers receive an annual review from their scheme

| Indicator | How does the Scheme evidence this? |
|---|------------------------------------|
| Do Host Carers have an annual review with the scheme? | |
| How does the scheme ensure that Host Carers receive an annual review and are actively involved in it? | |
| What does the annual review cover? Are there any gaps in what the review covers? | |
| How effective is the review process? What could improve it? Does the Shared Lives scheme seek Host Carers feedback about how to improve the Review process? | |

Quality measure:
The scheme offers the necessary practical and emotional support to ensure Host Carers and can carry out their role effectively

| Indicator | How does the Scheme evidence this? |
|--|------------------------------------|
| What Host Carer support does the scheme provide? | |
| How effective is this support, and how does the scheme know this? | |
| How does the scheme provide practical support when there are visiting restrictions, i.e. Covid-19 lockdown restrictions? | |
| What support would the scheme like to provide but currently does not? What support would Host Carers like from the | |



| Indicator | How does the Scheme evidence this? |
|---|------------------------------------|
| scheme? What are the barriers to providing this support? | |
| How are Host Carers involved in evaluating and providing feedback about the support and monitoring process? | |
| How has the scheme resolved previous support issues with Host Carers? What learning has there been from this? | |



SECTION 3: FORMS AND TEMPLATES



Template 1: Service User Referral Form



Service User Referral Form

Referral for:

| SERVICE | |
|-----------------------|--|
| Learning Disability | |
| Older Persons Service | |
| Other | |

| TYPE OF SUPPORT | |
|----------------------------------|--|
| Day support / opportunities | |
| Short break | |
| Adult placement / long term care | |

Has Service User's consent been agreed to refer and share information with the shared lives scheme? yes / no (please circle)

Reason for referral to Shared Lives

Please state the reason for the Service User being referred to Shared Lives

Does the Service User know they are being referred to Shared Lives?



Service User Details

| | |
|--|--|
| Forename(s) | |
| Surname | |
| Title | |
| Date of birth | |
| Gender | |
| Address | |
| Contact details | |
| Health and Care number | |
| Keyworker name and contact details | |
| Appointee or legal representative of Service User contact details | |
| Carer name and relationship | |
| Carer contact details | |
| Please state assessed needs | |



Completed Assessment Checklist

Referral will not be processed unless accompanied with updated and signed documents below

| Assessment | <i>Completed (yes or no), if no please provide the reason</i> | <i>Copy of the assessment attached (yes or no)</i> |
|---|--|---|
| Carers assessment | | |
| Risk assessment | | |
| Transport assessment | | |
| Comprehensive assessment / NISAT | | |
| PQC (if appropriate) | | |
| Care plan | | |
| AHP reports | | |

Service User Additional Information

Please include any additional relevant information about the Service User not included in assessments. This will help us to determine the suitability. Provide detail below and label additional information not already included in assessments. Examples of useful additional information include housing accessibility requirements, challenging behaviour, or potential risks.

| |
|--|
| |
|--|

Other Services Currently Accessed

Please provide details of any existing services the Service User currently accesses:

| Service accessed and service contact details | When accessed/ number of days | Is transport provided? If yes, which transport provider? |
|---|--------------------------------------|---|
| | | |
| | | |



Referrer Details

| | |
|------------------------|--|
| Referrer name | |
| Designation | |
| Contact details | |
| Referral date | |

Screened by Community Team Leader

| | |
|---|--|
| Name | |
| Designation | |
| Contact details | |
| Date | |
| Number of days/hours agreed for day support | |
| Number of short breaks | |
| Comments | |
| <p>Eligibility criteria for transport</p> <p><i>It is expected that families will make arrangements for transport. The Trust will consider applications for transport provision for applicants who meet the eligibility criteria.</i></p> <p><i>The Service User has complex health care needs that requires specialist seating and the family does not have access to transport that provides this.</i></p> <p><i>If the family have no transport at their disposal to take their family member to the respite provision the Service User requiring transport needs someone to assist then in the vehicle due to a health concern or challenging behaviour.</i></p> | |



Template 2: Service User Plan, Monitoring, and Review Form



Shared Lives NI

Service User Plan, Monitoring, and Review Form

This Service User Plan is part of your Shared Lives Placement Agreement.

It gives your Host Carer the information they will need to support you effectively, tells them about the things that are important to you, and also tells them about who else supports you and how.

| 1: Your details | |
|---|--|
| Your name and what you prefer to be called | |
| Address | |
| Contact details | |
| Emergency contact details | |

| 2: About you | |
|---|--|
| Your religion <ul style="list-style-type: none"> • Are you religious? • How important is your religion to you? • How do you practice your religion? • Do you want or need any support from a Host Carer to practice your religion? Is there anyone else you know who could help with this and how? | |
| Eating and drinking <ul style="list-style-type: none"> • What foods do you like to eat? • What foods do you not like to eat? • Are there any food or drink you should not | |



| | |
|---|--|
| <p>have i.e. due to dietary restrictions or allergies? Please explain why.</p> <ul style="list-style-type: none"> • Do you need any support or special equipment regarding eating or drinking? If yes, what support? • Do you like to have meals with other people in the house? | |
| <p>Communicating with others</p> <ul style="list-style-type: none"> • Do you have any communication difficulties your Host Carer should be aware of? • Do you need any support communicating with others i.e. not being able to hear someone on the phone. | |
| <p>Decision making</p> <ul style="list-style-type: none"> • Do you need any support with making decisions? If yes how would you like your Host Carer to support you? Does anyone else support you to make decisions? • Do you need any support with speaking up for yourself? If yes how can your Host Carer to support you with this? | |
| <p>Money</p> <p>In a Shared Lives arrangement Service User's typically look after their own money.</p> <ul style="list-style-type: none"> • Can you manage your own money and finances? If yes how, if no what support would you need from your Host Carer with this? • Does anyone else help you manage your finances i.e., a family member or an appointee for benefits? | |
| <p>Moving and getting about</p> <ul style="list-style-type: none"> • Do you need any support or assistance with moving or getting about i.e. getting out of a chair or bed, using stairs? If yes, what support would you need from your Host Carer. | |



| | |
|---|--|
| <ul style="list-style-type: none"> Do you use any aids or adaptations to move around i.e., a wheelchair, walking frame, walking stick? If yes, what are they? | |
| <p>Things you like to regularly do</p> <ul style="list-style-type: none"> What interests, activities, hobbies, or services do you have or regularly access? What support, if any, do you have to access your hobbies or activities? Would you need your Host Carer to provide this support? | |
| <p>Holidays/ Short breaks</p> <ul style="list-style-type: none"> Service Users in Long term/Adult Placement arrangements sometimes access short breaks or holidays away from their Host Carer. What kinds of short breaks or holidays would you prefer i.e. staying with a family member, respite service or another Host Carer? | |
| <p>Keeping safe</p> <ul style="list-style-type: none"> Your Host Carer will support you to live the kind of life you want and the things that important to you. Is there anything your Host Carer should know to help you stay safe? Has anyone completed a risk assessment with you? Do you have a copy of this? Have any restrictions been agreed with you for your own safety i.e. to not see certain people, go to certain places or be involved in certain activities. If yes what has been agreed and by whom? | |
| <p>Getting upset</p> <ul style="list-style-type: none"> What makes you upset or get annoyed? Will you get help if you get very upset? How can your Host Carer support you if you get upset? | |



| | |
|--|--|
| <p>The future</p> <ul style="list-style-type: none"> • Are there new things you would like in your life in the future? i.e. like new friends, to try new things, have a new relationship, to learn something new, to live on your own? • Do you want your Host Carer to help with this and if so how? Is there anyone else who can support you with this? | |
| <p>Your health</p> <ul style="list-style-type: none"> • Do you have a GP? Who is your GP and what are their details? • Will you need support to register with a new GP if you move in with a new Host Carer? (relevant for Short breaks and Long term/Adult Placements) • Do you have any health issues or conditions your Host Carer should be aware of? How do you currently manage these? • Do you require any support from your Host Carer to manage your health? If yes, what support do you need? • Who else helps you manage your health? • Do you take any prescribed medication? If yes, please provide details. • Do you take any over the counter medicines i.e. painkillers, anti- allergy tablets, cough medicines etc. • Will you take your own medication and look after it safely or do you need any support from a Host Carer to take or look after your medication? If yes to support, what support will you need? • What allergies do you have? How do you manage these and what can be done to prevent or deal with the allergy? Is there anything your Host Carer needs to know about your allergy? | |



| | |
|---|--|
| <p>Personal care</p> <ul style="list-style-type: none"> • Do you need any support with personal care? • Do you need any help with having a wash, a bath or a shower? What help do you need? • Do you need help if you want to go to the toilet? What help do you need? • Do you need help with any of the following and if yes what help do you need? <ul style="list-style-type: none"> ○ Shaving ○ Cleaning your teeth ○ Looking after your nails ○ Care of your ears ○ Getting dressed ○ Coping with periods ○ Doing your hair or make up ○ Other things (could include care of glasses) | |
| <p>Your post and correspondence</p> <ul style="list-style-type: none"> • Do you need help with reading or responding to letters or cards you receive? Will you need support from your Host Carer with this? Can anyone else help with this? | |
| <p>Keys</p> <ul style="list-style-type: none"> • You will be given a key to the Host Carer's house if you are living with them as part of Long term/Adult Placement. • Can you look after a key? | |
| <p>Anything else</p> <p>Is there anything else you would like your Host Carer to know about you or to support you with?</p> | |



3: Contact with family and friends and other important people in your life
Which family members or friends do you want to stay in contact with?

| | |
|---|--|
| <i>Name and contact details and how you want to stay in contact with them</i> | |
| <i>Name and contact details and how you want to stay in contact with them</i> | |
| <i>Name and contact details and how you want to stay in contact with them</i> | |
| <i>Name and contact details and how you want to stay in contact with them</i> | |

| | |
|--|--|
| <i>Would you like your Host Carer to support you to stay in contact with family and friends? If so, how?</i> | |
| <i>Is there anyone else who can help you stay in contact with family and friends and how?</i> | |



| 4: Other important contacts | |
|------------------------------------|---------------------------------|
| Referrer name | Name and contact details |
| Keyworker | |
| Employer | |
| GP | |
| Consultant | |
| Dentist | |
| Optician | |
| Chiropodist | |
| Occupational therapist | |
| Physiotherapist | |
| CPN | |
| Community nurse | |
| Diabetic nurse | |



| 5: Reviews and changes to your Service User Plan | |
|---|------------------------|
| Your Service User plan is reviewed annually or sooner if your circumstances change or if you request a review. Who would you like to be involved in your Service User plan review? | |
| Name, role, and reason for involvement | Contact details |
| | |
| | |
| | |

| 6: Reviews | |
|-----------------------|--|
| Date of review | Change to the Service User Plan and the reason for change |
| | |
| | |
| | |



Template 3: Service User Evaluation Form



Service User Evaluation Form

Host Carer home = the family home you go to for
Day Opportunities,
Short Breaks,
or the family you live with.

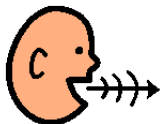


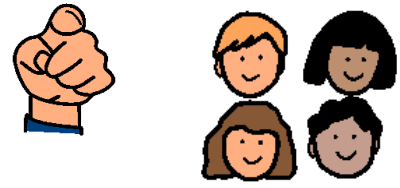
What do you think about your host Carer home?

Good

Bad

Comments





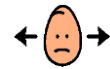
Who lives at your Host Carer home?

Do you like living with?

Name: _____



yes

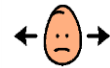


No

Name: _____



Yes

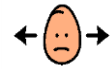


No

Name: _____



Yes

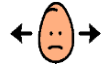


No

Name: _____



Yes

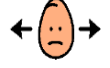


No

Name: _____

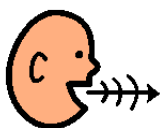


Yes



No

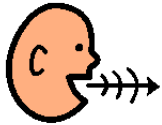
Comments





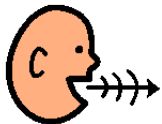
What do you like about your Host Carer home?

Comments



What do you not like about your Host Carer home ?

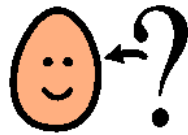
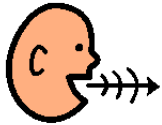
Comments





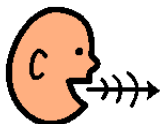
What help do you need at your Host Carer home?

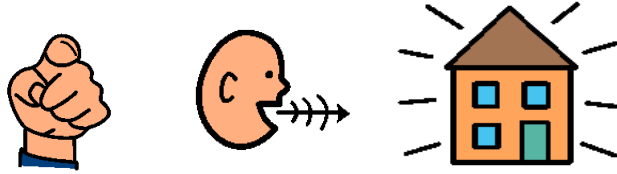
Comments



Are you given choices at your Host Carer home?

Comments





Anything else you would like to say about your Host Carer home?



Service User: _____



Person Assisting: _____

Date: _____



Template 4: Host Carer Application Form



Host Carer Application Form

| | |
|------------------|--|
| Name | |
| Address: | |
| Post Code | |
| Tel No Mobile | |

| 1: PERSONAL DETAILS | |
|--|--|
| 1.Forename | |
| 2.Previous Surname | |
| 3.Date of Birth | |
| 4.Ethnic Origin | |
| 5.Religion | |
| 6.Occupation | |
| 7.Hours of Work | |
| 8.Marital Status | |
| If married, widowed, separated, divorced please provide dates. | |



| 2: OTHER MEMBERS OF THE HOUSEHOLD (use separate sheet if required) | | | | |
|---|------------|----------------------|-------------------------------------|-------------|
| Name | Sex | Date of Birth | Relationship to Applicant(s) | Work |
| | | | | |
| | | | | |
| | | | | |

| 3: OTHER MEMBERS OF THE HOUSEHOLD LIVING ELSEWHERE (use separate sheet if required) | | | | |
|--|------------|----------------------|-------------------------------------|-------------|
| Name | Sex | Date of Birth | Relationship to Applicant(s) | Work |
| | | | | |
| | | | | |
| | | | | |

| 4: ACCOMMODATION | | | | |
|------------------------------------|--------------------------|------------------------|--------------------------|----------------------|
| Select all that apply: | | | | |
| Detached house | <input type="checkbox"/> | Semi-detached house | <input type="checkbox"/> | Terraced house |
| Bungalow | <input type="checkbox"/> | Semi-detached bungalow | <input type="checkbox"/> | Flat |
| Owned | <input type="checkbox"/> | Rented | <input type="checkbox"/> | NI Housing Executive |
| Housing Association | <input type="checkbox"/> | Private Rental | <input type="checkbox"/> | Other |
| Provide brief descriptions: | | | | |
| Living Room/s: | | | | |
| Bedrooms: | | | | |
| Bathroom/s/ Ensuite: | | | | |



| | |
|---|--|
| Kitchen/Dining: | |
| Describe sleeping accommodation for Service User: | |
| Please provide details of any pets and where they are kept: | |
| Please provide details of any garden/pond/ outdoor area: | |

| |
|--|
| 5: Please describe any voluntary/paid experience you have supporting people with care needs |
| |

| |
|--|
| 6: Please explain why you would like to become a Host Carer |
| |

| | |
|--|--|
| 7: Host Families are expected to offer support and care to individuals for different periods of time. Please select the kind of arrangement you are interested in offering. | |
| Day support/Opportunities: | |
| Short Breaks: | |
| Adult placement /long term placement: | |



| 8: Please tick below how much time you may be able to offer. This will be discussed in more detail with you. | | | | | |
|---|--------------------------|-------------|--------------------------|--------------|--------------------------|
| Day time: 4-8 hours | <input type="checkbox"/> | Evening | <input type="checkbox"/> | Overnight | <input type="checkbox"/> |
| A weekend | <input type="checkbox"/> | Once weekly | <input type="checkbox"/> | Once monthly | <input type="checkbox"/> |
| Adult placement/long term placement | <input type="checkbox"/> | | <input type="checkbox"/> | | <input type="checkbox"/> |

| 9: REFERENCES | | | |
|---|---------|--------|------------|
| <p>Please give names of two individuals, other than relatives, who have known you for five years or more; one should be a recent employer if applicable. Applicants known to Health and Social Care Trusts as Carers should also provide the name of a professional who can comment on their role. A written response will be requested from the referees and contact may also be made by telephone or in person.</p> | | | |
| Referees: | Address | Tel No | Occupation |
| 1. | | | |
| 2. | | | |

| 10: HEALTH | |
|--|---|
| <p>A reference will be requested from your GP in relation to your health.</p> | |
| <p>Please describe your general health, providing information on any health issues:</p> | |
| <p>Name & Address of GP:</p> | <p>Postcode:</p> <p>Tel No:</p> |



| 11: CONSENT | |
|--|-------------|
| <p>I agree that a reference will be sought from my GP requesting information with regard to my health and my fitness to be a Host Family and that Access NI Checks will be completed, with all those who live in my home over 10 years old, prior to our commencement as a Host Family.</p> | |
| Signature | Date |
| | |

| 12: How did you hear about/become aware of Shared Lives? | |
|---|--|
| Word of mouth | |
| Internet | |
| Local papers | |
| Volunteers | |
| Other Host Carers | |
| Social Media | |
| Other | |
| If other, please provide detail: | |

Please return completed forms to: Scheme Manager



Template 5: Host Carer Pre-Assessment Form



Shared Lives NI

Host Carer Pre-Assessment Form

| | |
|--------------------------|--|
| Name of applicant | |
| Address | |
| Phone number | |
| Email | |

| Information discussed | Shared Lives worker notes | | | |
|---|---------------------------|----|------------------|----------|
| | Yes | No | What was shared? | Comments |
| The role of the Shared Lives scheme explained | | | | |
| Aims and objectives explained | | | | |
| The role of the Shared Lives Host Carer explained | | | | |
| People who use Shared Lives schemes | | | | |
| Regulation of Shared Lives schemes | | | | |
| The application and assessment process to become Host Carer | | | | |
| Training explained completed later in process | | | | |
| Approval /Re-approval with Shared Lives schemes and the panel | | | | |
| Host Carers as self-employed / benefit from tax free earnings | | | | |



| Any questions or concerns | |
|--------------------------------------|--|
| Host Carer applicant comments | |
| Shared Lives worker comments | |

| Agreeing the way forward | |
|---------------------------|--|
| Summary of Actions | |

| Areas of interest for Host Carer applicant | | | | | |
|---|--------------------------|-------------|--------------------------|--------------|--------------------------|
| The Shared Lives host families are expected to offer support and care to individuals for different periods of time. | | | | | |
| Day Support / Opportunities | | | | | |
| Short Break | | | | | |
| Adult Placement/ Long Term Care | | | | | |
| Please tick below how much time you may be able to offer. This will be discussed in more detail with you. | | | | | |
| Day time | <input type="checkbox"/> | Evening | <input type="checkbox"/> | Overnight | <input type="checkbox"/> |
| A weekend | <input type="checkbox"/> | Once weekly | <input type="checkbox"/> | Once monthly | <input type="checkbox"/> |
| Adult placement | <input type="checkbox"/> | | <input type="checkbox"/> | | <input type="checkbox"/> |

| | Signature | Date |
|--------------------------------------|-----------|------|
| Assessor/ Shared Lives worker | | |
| Host Carer applicant | | |



Template 6: Host Carer Assessment Form



Host Carer Assessment Form

| | |
|---|--|
| Name of assessor | |
| Shared Lives scheme/line manager | |
| Address and contact details of the Shared Lives scheme | |
| Date assessment presented to the approval panel | |

| |
|--|
| 1: Name(s) of applicant(s) for approval |
| |

| |
|---|
| 2: Details of meetings, training attended and relevant experience to support the Host Carer application. |
|---|

| | | |
|--|----------------------------|-----------------------|
| 2.1: Meetings and interviews with applicant(s) | | |
| Date | Location of meeting | Topics Covered |
| | | |
| | | |
| Shared Lives worker summary, comments, and feedback | | |
| | | |



| 2.2: Meetings and interviews with other household members | | | |
|--|---------------------|---|-----------------------|
| Date | Meeting with | Relationship to Host Carer applicant | Topics Covered |
| | | | |
| | | | |
| Shared Lives worker summary, comments, and feedback | | | |
| | | | |

| 2.3: Meetings and interviews with other relevant people, e.g., friends, family, referees, Trust staff | | | |
|--|---------------------|---|-----------------------|
| Date | Meeting with | Relationship to Host Carer applicant | Topics Covered |
| | | | |
| | | | |
| Shared Lives worker summary, comments, and feedback | | | |
| | | | |

| 2.4: Details of any training or learning completed by the Host Carer applicant | | |
|---|-------------|-----------------------------------|
| Date | Name | Method and subject covered |
| | | |
| | | |
| Shared Lives worker summary, comments, and feedback | | |
| | | |



| 2.5: Voluntary work or other experience gained by the Host Carer applicant | | |
|---|-------------|--------------------------|
| Date | Name | Experience gained |
| | | |
| | | |
| Shared Lives worker summary, comments, and feedback | | |
| | | |

| 2.6: Written information provided to the Host Carer applicant | |
|--|---------------|
| Date | Detail |
| | |
| | |
| Shared Lives worker summary, comments, and feedback | |
| | |

| 3: Approval sought |
|---|
| Approval sought including preferred numbers of people, age, gender, Shared Lives support to be offered |
| |
| Assessor comments |
| |
| Specific needs Host Carer applicant can support / is unable to support |
| |
| Assessor comments |
| |



CONFIDENTIAL INFORMATION

4: Host Carer applicant - Personal Profile

4.1 About you

Please outline below a profile of you as a person.

- Think about your strengths and weaknesses, likes and dislikes, dreams and fears, and what motivates you.
- If you find it challenging to write about yourself, maybe outline how you think your friends and family would describe you.

This exercise aims to present a picture of you to the Shared Lives worker and independent panel. We need to understand this to match you appropriately to Service Users. Use as little or as much of the space as you like and feel free to write it by hand or type it, whichever suits you best



| |
|--|
| 5: Other members of the household |
| Names and the their understanding of Shared Lives/ implications to the household |
| |
| Details of other people who regularly visit the home, i.e. this may include a partner, ex-partner, family members or friends. |
| |
| Willingness and ability of members of the household to be a Host support Carer |
| |
| Assessor comments |
| |



| 6: Applicant(s) employment history |
|--|
| Current job and employer |
| |
| If approved as a Host Carer and matched to a Service User, do you propose to make changes to your current job? If yes, what, i.e. reduction in hours? |
| |
| Dates and details of previous employment (please explain any gaps or reasons for leaving a job) |
| |

| 7: Your home |
|--|
| Details of your home |
| Type of property, description of your home, accessibility, garden or outside space, proposed sleeping arrangements, bathrooms and toilets |
| |
| Assessor comments |
| |



| 8: Community and Relationships |
|--|
| Details of: <ul style="list-style-type: none"> • The local community, facilities, and amenities • Relevant community groups operating locally |
| |
| Assessor comments |
| |

| 9: Transport |
|--|
| Details of: <ul style="list-style-type: none"> • Is the Host Carer applicant able to drive? • Do they have access to a vehicle? • Is there access to public transport? |
| |
| Assessor comments |
| |



| |
|---|
| 10: People who can support the Host Carer Applicant |
| Names of people, relationship to and the support they can offer. |
| |
| Assessor comments |
| |

EVIDENCING KNOWLEDGE AND SKILLS OF THE APPLICANT/S

| |
|---|
| 11: Where and how the Host Carer applicant lives |
| <i>Balancing the needs and lifestyles of all the people in the household.</i> |
| Assessor's view of the knowledge and skills in this area and evidence to support: |
| |
| <i>Provide a healthy and safe place to stay.</i> |
| Assessor's view of the knowledge and skills in this area and evidence to support : |
| |



| |
|--|
| 12: Personal skills |
| <i>Communicate effectively.</i> |
| Assessor's view of the knowledge and skills in this area and evidence to support: |
| |
| <i>Build positive relationships with other people.</i> |
| Assessor's view of the knowledge and skills in this area and evidence to support: |
| |
| <i>Support a Service User to manage their finances.</i> |
| Assessor's view of the knowledge and skills in this area and evidence to support this view: |
| |
| <i>Support a Service User to access education, employment, and leisure facilities.</i> |
| Assessor's view of the knowledge and skills in this area and evidence to support: |
| |



| |
|--|
| 13: Values |
| <i>Understand and challenge prejudice, discrimination, and oppression. Attitude towards people with a disability.</i> |
| Assessor's view of the knowledge and skills in this area and evidence to support: |
| |
| <i>Understand and respect confidentiality and privacy.</i> |
| Assessor's view of the Applicant (s) knowledge and skills in this area and evidence to support this view: |
| |

| |
|--|
| 14: Working with the Shared Lives Scheme |
| <i>Keep clear and accurate records.</i> |
| Assessor's view of the knowledge and skills in this area and evidence to support: |
| |
| <i>Understanding of Shared Lives including roles and responsibilities of Host Carers and schemes.</i> |
| Assessor's view of the knowledge and skills in this area and evidence to support: |
| |



| |
|--|
| <i>Understanding of policies, procedures and legal requirements.</i> |
| Assessor's view of the knowledge and skills in this area and evidence to support: |
| |

15: Record of checks and references

15.1 Record of checks

| | |
|--|--|
| Name | |
| Date birth certificate seen | |
| Type of photographic evidence of identity seen, e.g. passport | |
| Marriage certificate (to be seen only where the name has changed as a result) | |
| Access NI Check | |

15.2 Personal References

| | |
|--|--|
| FIRST personal reference | |
| Name of person completing reference | |
| Organisation name and address | |
| Date reference completed | |
| Summary of reference | |



| SECOND personal reference | |
|--|--|
| Name of person completing reference | |
| Organisation name and address | |
| Date reference completed | |
| Summary of reference | |

15.3 Medical Reference

| | |
|--|--|
| Name of person completing reference | |
| Address | |
| Date reference/s seen | |
| Summary of reference | |

15.4 Current Employer Reference

| | |
|--|--|
| Name of person completing reference | |
| Address | |
| Date reference/s seen | |
| Summary of reference | |



15.5 References: Shared Lives worker summary, comments and feedback

Empty box for worker summary, comments and feedback.

16: Transport

| | Date Seen | Comments |
|-----------------------------|-----------|----------|
| Vehicle registration number | | |
| Current road tax | | |
| Current insurance cover | | |
| Current MOT | | |
| Driving license/s | | |



17: Assessor's summary and recommendations

| Theme | Comments |
|--|----------|
| Summary of Host Carer applicant's family circumstances | |
| Summary of Host Carer applicant's strengths including relevant knowledge, skills, experience and emotional resilience | |
| Any other issues | |
| Summary of learning and development needs | |
| Summary of matching considerations | |
| Recommendation of assessor | |



18: Comments from Host Carer applicant

| | |
|---------------------------|--|
| Comments: | |
| Signature: | |
| Date of signature: | |

19: Comments and recommendation from Panel

| | |
|--|--|
| Comments and recommendation from the approval panel | |
| Signature (Panel Chair) | |
| Date | |

20: Shared Lives Scheme Manager's Decision

| | |
|---|--|
| Comments and decision of scheme manager regarding approval | |
| Signature (Scheme Manager) | |
| Date | |



Template 7: Host Carer Access NI Check



Shared Lives NI

Host Carer Access NI Check

PIN NOTIFICATION AND ID VALIDATION FORM



Applicant instructions

1. Go to www.nidirect.gov.uk/apply-for-an-enhanced-check-through-a-registered-body
2. Select the green button to Apply for an enhanced check through a registered body.
3. Register your account by creating a user ID and password [keep these details safe as you will need them to track the progress of your case].
4. Once you have successfully logged in, you will be taken to the on-line application.

5. Enter the PIN number below at **Step 1** of the form completion

| | | | | | |
|---|---|---|---|---|---|
| 2 | 7 | 1 | 9 | 3 | 2 |
|---|---|---|---|---|---|

6. Complete the remainder of the form and click on **confirm and proceed** to finish the on-line process.
7. You must note below the 10 digit AccessNI reference number in the boxes below:-

Application Reference¹

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

¹ This is the 10 digit case reference number provided on the confirmation page(Step 12) and email when the applicant completes their details on the AccessNI on-line system.



- Return this form to the person who asked you to complete the AccessNI application.

Identity validation

Three documents should be produced in the name of the applicant; **one from Group 1 and two from Group 1 or 2a or 2b**. At least one document must show the applicant’s current address. If this is not possible, then **four documents from Group 2a and 2b** should be produced, one of which being a birth certificate issued after the time of birth. At least one of these documents must show the applicant’s current address.

Applicant details as they appear on the ID documentation provided:

Surname..... First Name.....

Middle Name(s).....

Date of Birth :

| | | | | | | | | | |
|--|--|---|--|--|---|--|--|--|--|
| | | / | | | / | | | | |
|--|--|---|--|--|---|--|--|--|--|

Current postcode :

| | | | | | | | |
|--|--|--|--|--|--|--|--|
| | | | | | | | |
|--|--|--|--|--|--|--|--|

Driving licence number.....

Passport number.....

National Insurance Number.....

I confirm I have seen the original ID documentation as indicated on the attached sheet.

Date of ID check :

| | | | | | | | |
|--|--|---|--|--|---|--|--|
| | | / | | | / | | |
|--|--|---|--|--|---|--|--|

Signed :

Name (Capitals) :



GROUP 1

- | | |
|---|--|
| <input type="checkbox"/> Current passport (any nationality) | <input type="checkbox"/> Original birth certificate (UK, Isle of Man or Channel Islands) issue at time of birth |
| <input type="checkbox"/> Biometric Residence Permit (UK) | <input type="checkbox"/> Original long form Irish birth certificate –issued at time of registration of birth (ROI) |
| <input type="checkbox"/> Current driving licence (UK, ROI, Isle of Man, Channel Islands or any EEA country) | <input type="checkbox"/> Adoption certificate (UK, Isle of Man or Channel Islands) |

GROUP 2a

- | | |
|---|---|
| <input type="checkbox"/> Birth certificate (UK, ROI, Isle of Man or Channel Islands) issued after time of birth | <input type="checkbox"/> Electoral ID card (NI only) |
| <input type="checkbox"/> Marriage/Civil Partnership Certificate (UK, ROI, Isle of Man or Channel Islands) | <input type="checkbox"/> Current driving licence photocard (full or provisional) All countries outside the EEA |
| <input type="checkbox"/> HM Forces ID card (UK) | <input type="checkbox"/> Current driving licence (full or provisional paper version (if issued before 1998) (UK, Isle of Man, Channel Islands, EEA) |
| <input type="checkbox"/> Firearms licence (UK, Channel Islands and Isle of Man) | <input type="checkbox"/> Immigration document, visa or work permit (issued by a country outside the EEA – valid only if the applicant is working in the country that issued the document) |

GROUP 2b

- | | |
|--|---|
| <input type="checkbox"/> Mortgage Statement (UK, EEA) | <input type="checkbox"/> Land and Property Services rates demand (NI only) |
| <input type="checkbox"/> Financial statement, for example ISA, pension or endowment (UK) | <input type="checkbox"/> Council tax statement (Great Britain, Channel Islands) |
| <input type="checkbox"/> P45 or P60 statement (UK, Channel Islands) | |

Above documents must be issued within the last 12 months

- | | |
|--|--|
| <input type="checkbox"/> Credit card statement (UK,EEA) | <input type="checkbox"/> Bank or building society account opening confirmation letter (UK, EEA) |
| <input type="checkbox"/> Bank or Building society statement (UK, EEA) | <input type="checkbox"/> Utility bill (not mobile phone) (UK, EEA) |
| <input type="checkbox"/> Bank or Building society statement (Outside EEA) (Branch must be in the country where the applicant lives and works) | <input type="checkbox"/> Benefit statement, for example Child Benefit, Pension etc (UK, Channel Islands) |
| <input type="checkbox"/> Central or local government, government agency, or local council document giving entitlement, for example from the Department for Work and Pensions, the Employment Service, HMRC (UK, Channel Islands) | |

Above documents must be issued within the last 3 months



- | | |
|---|--|
| <input type="checkbox"/> EU National ID card | <input type="checkbox"/> Cards carrying the PASS accreditation logo (UK, Isle of Man, Channel Islands) |
| <input type="checkbox"/> 60+ or Senior (65+) SmartPass issued by Translink (NI) | <input type="checkbox"/> Letter from head teacher or further education college principal (UK for 16 -19 year olds in full time education – only used in exceptional circumstances if other documents cannot be provided) |
| <input type="checkbox"/> yLink card issued by Translink (NI) | <input type="checkbox"/> Letter of sponsorship from future employment provider or voluntary organization (Non UK or non-EEA only for applicants residing outside UK at time of application) |

Above documents must be valid at the time of checking

**THIS FORM SHOULD BE RETAINED WITHIN YOUR ORGANISATION
PLEASE DO NOT SEND IT TO ACCESSNI**



Template 8: Host Carer Medical Reference Letter



Host Carer Medical Reference Letter

Date

Dear Dr

| | |
|------------------|--|
| Surname | |
| First name | |
| Maiden Name | |
| Address | |
| Previous address | |

The above named has applied to become a Shared Lives Host Carer (See attached leaflet).

A Host Carer must be approved and regulated by the Regulation and Quality Improvement Authority (RQIA). This role is similar to fostering of children. Their duties may include personal care, physical and/ or emotional support.

I would be grateful if you could complete and return the attached Medical Reference and return within 2 weeks. All information received will be confidential to the Shared Lives Scheme.

Thank you for your assistance.

Yours sincerely



CONFIDENTIAL

Name of applicant: _____

| | |
|---|--|
| How long has the applicant been a patient in this practice? | |
| How long have you known the applicant? | |
| Are you aware they are applying to become a Host Carer? | |
| Has the applicant suffered from any serious illness, including mental ill health that would impact on the role of a Host Carer? | |
| Are you aware of any medical reason which would inhibit the applicant's ability to become a Host Carer, caring for a person in their own home? E.g. Epilepsy, back problems, heart condition etc. | |
| Are you aware of any other information that would concern you if this person were to be approved as a Host Carer? If so, please provide details here. | |

| | |
|------------------|--|
| Signed | |
| Date | |
| Telephone number | |

Thank you for completing this medical reference.



Template 9: Host Carer Reference Letter



Host Carer Reference Letter

Date

Dear

Re: Reference for the position of Host Carer - The Shared Lives Scheme

NAME has applied to become a Host Carer with our Shared Lives Scheme (please see attached leaflet for information) and has forwarded your name as a referee.

This role may involve the Host Carer providing Day Opportunities /Short Breaks/ Long Term care and support for people in need of care and support in his/ her/ their family home.

For the purpose of this reference you are required to have known the applicant for at least five years and be able to outline their previous experience in a caring role. You will also be required to comment on their personality, highlighting qualities that are considered essential for a Host Carer.

A reply within two weeks would be much appreciated. Please send your completed response to the address below.

When we receive your reply, you may be contacted by a member of the Shared Lives Scheme regarding your reference.

Thank you for your kind assistance.



IN CONFIDENCE

NAME

ADDRESS

Please answer the following questions and add any further comments, which you consider to be relevant.

How long have you known the applicant?

| |
|--|
| |
|--|

**In what capacity do you know the applicant?
(e.g. personal friend, colleague etc)**

| |
|--|
| |
|--|

Please give details of any caring roles you are aware the applicant may have had.

| |
|--|
| |
|--|

Would you consider the applicant suitable to care for and support a person who has care and support needs?

| |
|--|
| |
|--|



Please comment on the applicant's qualities that are considered necessary for a Host Carer. (Please consider the following in your outline; caring, tolerance, understanding, flexibility, commitment and integrity)

| |
|--|
| |
|--|

| | |
|-------------------------|--|
| Signed | |
| Name | |
| Date | |
| Telephone number | |

Thank you for your assistance.



Template 10: Host Carer Panel Approval Letter



Host Carer Panel Approval Letter

Date

Dear

Re: Panel Meeting

I am writing to advise you that a Shared Lives NI Panel Meeting was held on DATE.

I am pleased to advise you that the panel have decided to register you as a Host Carer in accordance with the HPSS Adult Placement Agency Regulations (NI) 2007 and Draft Standards.

The Shared Lives Team looks forward to working with you in the coming year and will continue to provide any training and support you require.

Yours sincerely,



Template 11: Host Carer Review Form



Host Carer Review Form

| 1: HOST CARER REVIEW DETAILS | |
|--------------------------------|---|
| Host Carer Name: | |
| Date: | |
| Shared Lives worker | |
| Date of review: | |
| Date of last review: | |
| Reason for this review: | Annual / end of probationary period/ request for change in approval / change in circumstances / concern, complaint or allegation about Host Carer(s) (Delete as appropriate) |

| 2: HOST CARER HOUSEHOLD | | |
|-------------------------|--------------|-----|
| Name | Relationship | Age |
| | | |
| | | |
| | | |
| | | |



| 3: HOST CARER HOUSEHOLD CHANGES SINCE LAST REVIEW |
|--|
| |

| 4: OTHER EXTENDED FAMILY RELATIONSHIPS, WHERE SIGNIFICANT/RELEVANT | | |
|---|--------------|-----|
| Name | Relationship | Age |
| | | |
| | | |
| | | |
| | | |
| | | |

| 5: HOUSEHOLD PETS | |
|-------------------------------------|--|
| Type(s) of pet and number(s) | |

| 6: CHANGES IN HOST CARER'S HEALTH, LIFESTYLE, OR FAMILY CIRCUMSTANCES SINCE LAST REVIEW |
|--|
| |



| 7: SERVICE USERS SUPPORTED BY HOST CARER | | | |
|--|--|--|--|
| Service Users support by the Host Carer since the last review | Date Shared Lives arrangement began and ended (if applicable) | How well is the Shared Lives arrangement running? What is working well? Are there any issues or concerns? | Any changes in needs of the Service User? |
| | | | |
| | | | |

| 8: ACTIONS AND LEARNING FROM THE LAST REVIEW | |
|--|--|
| What actions and learning objectives from the last review have been achieved? | What has not been achieved, and what were the reasons for this? |
| | |
| | |

| 9: HOST CARER FEEDBACK |
|---|
| What feedback has there been from Service Users supported by the Host Carer, family members or other professionals involved with them? |
| |



Views about the Shared Lives Scheme from other members of the Host Carer's household

| |
|--|
| |
|--|

Any compliments or complaints about the Host Carer since the last review?

| |
|--|
| |
|--|

10: HOST CARER KNOWLEDGE AND SKILLS TO SUPPORT SERVICE USERS

Give evidence of the skills and knowledge listed below, using records, notes from meetings, comments from others, training undertaken, observations of Shared Lives Worker, feedback from people in Shared Lives arrangements, etc. If there is no evidence, this needs to be acknowledged and recorded too.

Providing a good standard of care and support to Service Users in line with their Service User plan

| |
|--|
| |
|--|

Providing a safe and healthy environment

| |
|--|
| |
|--|

Supporting Service Users to communicate effectively

| |
|--|
| |
|--|



Supporting the Service User to build and maintain positive relationships with members of the household and others

| |
|--|
| |
|--|

Supporting the Service User to make decisions (where appropriate)

| |
|--|
| |
|--|

Supporting the Service User to be part of their community. This may include:

- accessing their hobbies and interests
- accessing education, employment, volunteering opportunities (where agreed)
- accessing health and leisure facilities

| |
|--|
| |
|--|

Supporting the Service User to manage their health. This may include:

- support to the Service User to store, record and take their medication
- eat healthily
- manage their weight

| |
|--|
| |
|--|

Supporting the Service User to manage their finances (where appropriate)

| |
|--|
| |
|--|

Supporting the Service User to follow their faith or cultural customs (where agreed and appropriate)

| |
|--|
| |
|--|



| |
|---|
| Supporting the Service User to manage their behaviour (where appropriate) |
| |
| Recognising and managing risks in a positive way and supporting the Service User to take acceptable risks (if appropriate) |
| |
| Examples of any restrictive practice used and how this is carried out (if appropriate) |
| |
| Fire safety/ Carbone monoxide (how is the Host Carer ensuring their home is fire safe) * The Shared Lives worker can refer to the health and safety checklist for reference. |
| |

| |
|---|
| 11: WORKING WITH THE SHARED LIVES SCHEME |
| Keeping up to date and accurate records |
| |
| Working in partnership with the Scheme and what the relationship is like |
| |
| Understanding scheme policies and procedures, legal requirements, and working positively with the Scheme to put these in to practice |
| |
| Understanding and balancing the needs of everyone in the household |
| |
| Any changes with Scheme and how the Host Carer has coped with these |
| |



| |
|--|
| 12: WORKING WITH THE SHARED LIVES SCHEME |
| Comments from the Host Carer about the Scheme in general and the support provided by Shared Lives workers. What has gone well and what could have been done better? |
| |
| Any issues from the Host Carer about the Shared Lives arrangements they support. This may include areas such as the sustainability of the Shared Lives arrangement, Host Carer allowance, issues in the Host Carer's Household, life events or circumstances etc. |
| |
| What ideas do you have for improving the Scheme? |
| |
| General comments from the Host Carer about their role and being a Host Carer |
| |



| 13: HOST CARER TRAINING AND DEVELOPMENT NEEDS | |
|--|-----------------------------------|
| 13.1: Details of training completed/ outstanding training | |
| | |
| 13.2: Future training which may be required i.e. dementia awareness, epilepsy management etc. | |
| Training required | How will this happen and by when? |
| | |
| | |

| 14: ANY OTHER COMMENTS OR ISSUES |
|----------------------------------|
| |

| 15: SIGNATURES | | | |
|----------------|------|-----------|------|
| Name | Role | Signature | Date |
| | | | |
| | | | |
| | | | |



Template 12: Host Carer Evaluation Form



Shared Lives NI

Host Carer Evaluation Form

The Shared Lives scheme wants to seek your views in relation to our scheme and the support you receive.

Completed forms are made available to the Regulation and Quality Improvement Authority (RQIA) as part of the Inspection process. By returning this form you are agreeing to share your responses with RQIA. Return address at the end of this form.

| | |
|---------------------------------------|--|
| Name of Host Carer | |
| Date(s) Approved / Re-Approved | |

| 1: Details of Shared Lives Arrangements which you provide | | |
|---|--------------------|---------------|
| Name/s of Service User/s | Frequency of break | Type of Break |
| | | |
| | | |
| | | |



| 2: Support received from Shared Lives Scheme |
|---|
| Please comment on quality of support from the Shared Lives Scheme and any areas where this could be improved? |
| |
| What is your experience of your Share Lives Worker? (Consider their level of contact, their response to your queries etc.) |
| |

| 3: Service User Information |
|---|
| Did you receive sufficient and relevant information about the Service User/s prior to the Shared Lives Arrangement commencing and has this information been regularly updated? |
| |

| 4: Training |
|--|
| Are there any specific areas of training which may be of benefit to you in your role as a Host Carer? |
| |



| 5: Service Users Reviews |
|--|
| <p>Did you have an opportunity to make a contribution to the Service Users review if you were unable to attend in person?</p> <p>Were you provided with up to date information following the review?</p> |
| |

| 6: Any other comments? |
|-------------------------------|
| |

| Signed (Host Carer) | Date |
|----------------------------|-------------|
| | |

Thank you for taking the time to complete this evaluation. Your views are important to us and will be used to inform the ongoing assessment of the Shared Lives Scheme. Please use additional pages if you wish.

Please return completed forms to: [insert detail]



SECTION 4: SHARED LIVES AGREEMENT – EXAMPLE



Part 1: Purpose and General Terms

PURPOSE OF THIS AGREEMENT

The Host Carer wishes to provide Care and/or Support to the Service User and the Service User wishes to accept such Care and/or Support, on the terms set out in this Agreement and in the Service User's Care and Support Plan.

In order for the Host Carer to provide Care and/or Support to the Service User under the Shared Lives Arrangement the assistance and cooperation of the Shared Lives Scheme and Worker and the Trust will be necessary.

TYPE OF SHARED LIVES ARRANGEMENT

The parties will agree which of the following types of Shared Lives arrangement will be put in place:

1. Long Term Placement / Adult Placement
2. Short Breaks Support
3. Day Support

(Each is known as a “**Shared Lives Arrangement**”)

GENERAL TERMS

Each party must sign at least one copy of the Agreement for it to be effective.

The Agreement comprises seven parts as follows:

PART 1: Purpose and General Terms

PART 2: Host Carer Obligations

PART 3: Shared Lives Schemes Obligations

PART 4: Service User's Obligations

PART 5: The Shared Lives Arrangement

PART 6: Sharing or Visiting the Home: House Rules

PART 7: Signature Page

By signing Part 7, the parties confirm their understanding and acceptance of the whole Agreement.



If the parties wish to vary this Agreement they will need to do so in writing and each party must sign the variation.

The Shared Lives Scheme agrees that it will inform the Host Carer of any proposed changes to the terms of this Agreement at least four weeks before the Shared Lives Scheme proposes to implement any such change.

The Host Carer and the Shared Lives Scheme agree that:

1. The Host Carer is engaged as a self-employed person.
2. The Shared Lives Scheme has no obligation to introduce or match any Service User with the Host Carer for the purposes of entering into a Shared Lives Arrangement.
3. The Host Carer has no obligation to agree to enter into a Shared Lives Arrangement with any Service User introduced to him/her by the Shared Lives Scheme.
4. The Host Carer will not be prohibited from entering into other Shared Lives Arrangements with other Shared Lives Schemes facilitating Shared Lives Arrangements (except where the Regulations prevent them from doing so).
5. This Agreement has been put in place to ensure that the Shared Lives Scheme Manager's statutory obligations are complied with.
6. Both the Shared Lives Scheme and the Host Carer agree that it is important for them to have good personal and professional relationships to allow the Host Carer to provide Care and/or Support to Service Users, and share his/her family and/or community life within the framework and ethos of Shared Lives.

ALLOWANCE ARRANGEMENTS

The Host Carer will receive an Allowance for the provision of Care and/or Support to the Service User.

The Host Carer will be exclusively responsible for the payment of taxation or other statutory contributions payable in respect of any allowance received for the provision of accommodation, Care and/or Support for any Service Users they support under a Shared Lives arrangement. The Host Carer will pay any such contributions and taxes to the appropriate authorities in accordance with their requirements promptly.



The Shared Lives Scheme will provide written confirmation to the Host Carer of the allowance arrangements. The Shared Lives Scheme will provide this information during or before the matching process where reasonably possible.

The Shared Lives Scheme will provide guidance and assistance to the Host Carer to help them to obtain the allowances due to him/her in respect of Shared Lives Arrangements, should there be an error, delay or dispute.

PERSONAL RESPONSIBILITY AND INSURANCE

The Host Carer may be held personally responsible for loss, cost or expense of any nature suffered by an Individual in connection with the Host Carer's provision of the Care and/or Support. The Host Carer must carry the necessary insurance during each Shared Lives Arrangement, including but not limited to public liability insurance, buildings and contents insurance and vehicle insurance (as applicable), and any other insurance specified by the Shared Lives Scheme Manager, and comply with the requirements of any relevant insurance policies.

The Shared Lives Scheme shall notify the Host Carer before the start of a Shared Lives Arrangement of the insurance cover that the Host Carer is required to carry and the reasons those insurances are needed.

CONFIDENTIAL INFORMATION

In this Agreement "**Confidential Information**" means all confidential, personal and sensitive information about a Service User, the Host Carer or the Shared Lives Scheme and any other information that an Individual and/or Host Carer would reasonably expect to be treated as confidential.

The Host Carer and Shared Lives Scheme will take all reasonable steps to ensure that the any confidential information is kept securely, fully protected and processed in compliance with the Shared Lives Scheme's Data Protection Policy.

TERMINATION OF SHARED LIVES ARRANGMENT BY HOST CARER

The Host Carer may terminate this Agreement and his/her provision of Care and/or Support by giving the Shared Lives Scheme [XXXX] prior notice.

When this Agreement ends, the Host Carer agrees to make any documents, records, materials, data, correspondence, papers and information (on whatever media and wherever located) and all matter created from them, relating to any Service User (who was formally in a Shared Lives Arrangement with the Host Carer) or any Service User



who proposed to, or considered entering into a Shared Lives Arrangement with the Host Carer, any Service User's Representative, the Shared Lives Scheme or any of their affairs, which is still in the Host Carer's possession or control, available for collection by the Shared Lives Scheme.

TERMINATION OF SHARED LIVES ARRANGMENT BY SCHEME

The Shared Lives Scheme may terminate this Agreement by following the de-approval process as written in its policies.



Part 2: Host Carer Obligations

CARE AND/OR SUPPORT

To ensure that Care and/or Support is provided with consent and is person centred the Host Carer agrees to:

1. Discuss with each Service User (or the Service User's Representative, as applicable) how their Care and/or Support requirements will be met;
2. Provide Care and/or Support to each Service User in the way in which each Service User prefers and requires in accordance with their Service User Care and Support Plan.
3. Respect each Service User's right to make decisions as set out in each Service User's Service User Care and Support Plan.

FAMILY AND COMMUNITY LIFE

To ensure that the Service User is treated with dignity and respect, the Host Carer agrees to support each Service User as set out in their Care and Support Plan to:

1. Express their views and make choices and decisions.
2. Take part in activities they have chosen (subject to agreed risk management strategies) where reasonably possible and appropriate.
3. Maintain and develop social, emotional, communication and independent living skills and build confidence.
4. Enter or continue education, training and/or appropriate work.
5. Manage their own finances and healthcare if appropriate.
6. Maintain existing personal and family relationships and develop new ones, as appropriate and together with the Shared Lives Scheme, find peer support and/or find or participate in local advocacy/self-advocacy groups.
7. Where reasonably possible, live the life which they want, to be part of the community (including assisting access to appropriate transport, facilities, services, shops and activities), to share family life with the Host Carer and to feel good, stay well and keep safe.
8. Enable each Service User to follow their religious and/or cultural customs;
9. Communicate in each Service User's preferred language, where possible;
10. Ensure each Service User's privacy is respected and their independence, personal choice and freedom of movement is promoted.



11. Involve each Service User fully in making family decisions, where appropriate.

MEETING NUTRITIONAL AND HYDRATION NEEDS

Unless a Service User (or a Service User's Representative) does not consent or it is not in a Service User's best interests, to ensure that nutritional and hydration needs are met the Host Carer agrees to:

1. Provide each Service User with suitable and nutritious food and hydration (having regard to their well-being, preferences, and religious or cultural background) which is adequate to sustain life and good health, and meets the Individual's reasonable requirements.
2. When prescribed by a health care professional, ensure that each Service User receives nutrition and dietary supplements in the manner prescribed; and
3. If necessary, support a Service User to eat and/or drink.

HOME ARRANGEMENTS

To ensure that the Host Carer's home and any equipment is suitable the Host Carer agrees to:

1. Any daily routines and house rules with each Service User during the introductions process for a new Shared Lives Arrangement.
2. Assist and facilitate each Service User's mobility in the Host Carer's home.
3. Act as a responsible householder and provide a safe, secure, well maintained and suitable home for each Service User.
4. Co-operate with the Shared Lives Scheme and/or any person appointed by the Shared Lives Scheme in carrying out risk assessments, health, safety and fire safety checks on the Host Carer's home and any review of such checks.
5. Where possible, inform and prepare each Service User of the procedures to follow in the event of a fire at the Host Carer's home, and ensure that an up-to-date fire plan is in place which takes into account each Service User's needs.
6. The Host Carer shall act reasonably when determining the level of access the Service User will have to each of the rooms in the home, and when deciding the level of access that the Host Carer will have to the room allocated to the Service User.



7. The Host Carer shall provide the Service User with a key to the home if this has been deemed to be appropriate during the Service User's assessments.
8. The domestic services to be provided by the Host Carer in respect of the room in which the Service User will live (including but not limited to changing of bedding, providing clean towels and vacuuming the room) will be agreed between the parties in accordance with the Shared Lives Scheme's policies and guidance.
9. The Host Carer shall carry out such services as and when they are needed.
10. The Host Carer shall notify the Shared Lives Worker of any equipment or adaptations required in respect of a Service User.
11. The Host Carer shall promptly report any issues with, damage to or loss of any such equipment and co-operate with the Shared Lives Worker if any repair or replacement of the equipment becomes necessary.

SAFE CARE AND/OR SUPPORT

To provide safe Care and/or Support the Host Carer agrees to:

1. Promote and protect the health, safety and welfare of each Service User, themselves and others in their household.
2. Only enter into a Shared Lives Arrangement when he/she believes that he/she can meet the Service User's assessed needs.
3. Not support more than 3 Service Users under a Shared Lives Arrangement at any one time, even if such Service Users are placed with the Host Carer by different Schemes or other relevant third parties.
4. Work in accordance with any risk assessment or risk management plan, inform the Shared Lives Worker of any additional or newly identified risks for each Service User and assist, co-operate and work with the Shared Lives Worker and others to find ways to manage those risks.
5. Co-operate, liaise with and seek assistance from the Shared Lives Scheme as appropriate, to obtain specialist advice or support from relevant professionals.
6. Follow the Shared Lives Scheme's policies and guidance, and any guidance in the Service User Care and Support Plan, for handling medicines.
7. Only administer medication to a Service User with that Service User's consent and as recorded in the Service User Care and Support Plan, and in accordance with the Host Carer's training and the Shared Lives Scheme's policies and procedures.
8. Seek information and advice, with the consent of the relevant Service User, from appropriate third parties in respect of dispensing medication.



9. Follow the Shared Lives Scheme's policies and guidance for the prevention and control of infection.
10. Identify any change in the needs of each Service User and bring this to the attention of the Shared Lives Worker and/or other relevant professionals; and
11. Inform the Shared Lives Scheme Manager (or out of hours emergency service) as soon as reasonably practicable and within 24 hours, keep records of and comply with the Shared Lives Scheme's written reporting policies within 3 days, in respect of any serious accident or incident involving any Service User, including (but not limited to):
 - Any serious infectious disease present in the Host Carer's home;
 - Any serious accident or injury or illness of any Service User.
 - Any event that has or may have an adverse effect on any Service User or their care, health, welfare or safety.
 - Any theft or burglary in the Host Carer's home.
 - Any incident concerning an Individual which is reported to or investigated by the police.
 - Any complaint or allegation made by any Individual against the Host Carer, those in the Host Carer's household, the Shared Lives Scheme or any other person, organisation or company.
 - Any unexplained absence from the Host Carer's home; in line with the Service User's missing person risk assessment.
 - Any Restraint which may restrict or deprive any Service User of their liberty; or
 - The death of a Service User, and the related circumstances.

SAFEGUARDING

To ensure that the Service User is safeguarded from abuse and improper treatment the Host Carer agrees:

1. To protect each Service User from abuse and improper treatment.
2. To follow the Shared Lives Scheme's policies and guidance on Safeguarding.
3. Not to use or threaten to use any form of Restraint on any Service User unless there are exceptional circumstances and it is the only means of keeping that Individual or another Individual safe and is in accordance with the Shared Lives Scheme's policies and guidance for Safe Caring and Restraint. Any incident involving the use of Restraint must be reported to the



- Shared Lives Scheme Manager as soon as reasonably practicable and within 24 hours.
4. Not to restrict or deprive any Service User of their liberty for the purpose of receiving Care and/or Support.
 5. To comply with the Shared Lives Scheme's Equality Policy and not to discriminate against a Service User.
 6. To comply with the Shared Lives Scheme's relevant policies if the Host Carer acts on behalf of a Service User, or receives money, from a Service User.
 7. To inform the Shared Lives Scheme as soon as possible (irrespective of whether the Host Carer is providing a Shared Lives Arrangement at the relevant time), and comply with the Shared Lives Scheme's policy regarding written reporting requirements, in respect of any:
 - Criminal conviction or civil judgment.
 - Proposed change of address.
 - Proposed change of accommodation.
 - Change in the composition of the Host Carer's household.
 - Change in personal circumstances that may affect the Host Carer's ability to support any Individual.
 - Proposal of the Host Carer to have time away from his/her caring role.

WORKING TOGETHER

The Host Carer agrees to:

1. Work in accordance with the aims and objectives of the Shared Lives Scheme and its standards of conduct and practice.
2. Co-operate with and follow all of the Shared Lives Scheme policies, procedures and guidelines.

SUPPORT, TRAINING & MONITORING

The Host Carer agrees to:

1. Participate in and co-operate with all reviews, monitoring visits, and meetings relating to each Service User, including (but not limited to) those conducted by Shared Lives Workers, and the Keyworker (if applicable). The Host Carer agrees to consent and allow access to his/her home to Shared



- Lives Workers, and the Keyworker at agreed pre-arranged times to allow such reviews, monitoring visits and meetings to be held.
2. The Host Carer agrees to allow access to his/her home on an unannounced basis where there are serious concerns about the well-being of anyone he/she supports as part of the Shared Lives Scheme.
 3. Inform each Service User about any planned visits from a Shared Lives Worker and/or Care Regulator where appropriate.
 4. Participate in and co-operate with Shared Lives Workers in respect of Host Carer's reviews and feedback; and
 5. Undertake any training or learning opportunities agreed with the Shared Lives Scheme, which are designed to meet the Host Carer's individual learning needs.

CONCERNS & COMPLAINTS

To ensure that concerns and complaints raised by the Host Carer can be properly addressed, the Host Carer agrees to:

1. Make use of the Shared Lives Scheme's whistleblowing procedure if he/she has concerns about the conduct or practice of another Host Carer, a Shared Lives Worker, a volunteer, the Shared Lives Scheme Manager or the operation of the Scheme.
2. Use the Shared Lives Scheme's relevant Complaints Procedure if he/she believes the Shared Lives Scheme has breached any of its responsibilities or if he/she is dissatisfied with any aspect of the Shared Lives Scheme.
3. Participate in and co-operate with any reviews or meetings conducted by a Shared Lives Worker, and/or Keyworker (if applicable) relating to each Service User.
4. Provide any and all details which are reasonably requested by a Shared Lives Worker, or Keyworker (if applicable) in such format as requested, relating to a complaint, incident or matter, as soon as reasonably practicable and in accordance with the relevant Scheme policy.



Part 3: Shared Lives Schemes Obligations

The Shared Lives Worker shall ensure that the Host Carer:

1. Is of integrity and good character.
2. Is physically and mentally fit to meet his/her obligations under the Shared Lives Agreement.
3. Has the qualifications, skills, competence and experience necessary to meet his/her obligations under the Shared Lives Agreement; and that
4. Full and satisfactory information is available in relation to the Shared Lives Arrangement.

PROVISION OF INFORMATION

The Scheme will provide the Host Carer with:

1. Comprehensive information about each Service User, including (but not limited to) an up-to date assessment of their needs and wishes, risk assessments and relevant risk strategies.
2. Written information about the aims, objectives and operation of the Scheme and the standards of conduct and practice required of him/her in his/her role as a Host Carer.
3. A Handbook with essential information and reference documents, including hard copies of the Scheme's policies, procedures and guidelines for Shared Lives Arrangements. To ensure that the Standards are met, this documentation will include policies and procedures relating to:²
 - [Matching and introductions;]
 - [Confidentiality;]
 - [Whistleblowing;]
 - [Data protection;]
 - [Handling finances;]
 - [Handling medicines;]
 - [The prevention of infections;]
 - [Safeguarding;]

²We have provided a list of the typical key policies which should be provided to a Host Carer. If your Shared Lives Scheme does not provide any of the policies in this list, the reference to that policy should be deleted. All square brackets should be deleted.



- [Safe caring and restraint;]
- [Manual handling;]
- [Fire safety;]
- [Food hygiene;]
- [Health and safety, including dealing with hazardous substances and maintenance of household appliances;]
- [Nutrition and hydration;]
- [Equality;]
- [Complaints;]
- [Approval/de-approval] and
- [The arrangements for the Carer's payments].
- Any specific requirements regarding tax liabilities and the insurance which the Host Carer is obliged to have in place in respect of Shared Lives Arrangements.

STARTING A SHARED LIVES ARRANGEMENT

The Shared Lives Scheme agrees to match each Service User who would like to be supported in a Shared Lives Arrangement with an appropriate Host Carer and facilitate their introduction to the Host Carer and their household/family in line with the Shared Lives Scheme's policies and procedures for matching and introductions.

During the matching and introductions processes, the Shared Lives Scheme agrees to:

1. Provide each Service User with essential information about the Shared Lives Scheme in a language or format which they can easily understand.
2. Provide the Host Carer with comprehensive information about each Service User, including (but not limited to) an up-to date assessment of their needs and wishes, risk assessments and relevant risk strategies.
3. Provide each Service User and each Service User's Representative (if applicable) with comprehensive information about the Host Carer and his/her household/family; and
4. Oversee the matching and introduction processes between the Host Carer and the Service User who is considering entering into a Shared Lives Arrangement, to ensure that all those involved would like the match and the Shared Lives Arrangement to proceed.



Before the start of a Shared Lives Arrangement, the Shared Lives Scheme agrees to:

1. Ensure that a Service User Care and Support Plan has been agreed with the Service User, the Service User's Representative (if applicable), the Service User's family (if the Service User does not have capacity), any relevant Keyworker, the Host Carer and the Shared Lives Scheme.
2. Ensure that appropriate risk assessments are undertaken by the Shared Lives Scheme and Keyworker, as applicable, and risk management plans are in place in respect of each Shared Lives Arrangement.
3. Ensure that funding is in place and provide written confirmation to the Host Carer of the allowance to be paid for each Service User and how this allowance will be made; what the allowance is made up of; how any additional costs will be met.
4. Provide support to the Host Carer in obtaining the allowances and/or expenses that are due, should there be delay or difficulty.

SUPPORT, TRAINING & MONITORING

The Shared Lives Scheme agrees to:

- Assist and support the Host Carer to access any specialist information, support, and services and/or to undertake any inductions and training required for him/her to fully understand his/her responsibilities, follow safe working practices and provide Care and/or Support to each Service User safely and effectively, and understand the ethos and approach of Shared Lives.
- Assist the Service User to apply for, and obtain any specialist aids or equipment that she needs in order for the Host Carer to provide Care and/or Support effectively.
- Allocate a named Shared Lives Worker to the Host Carer who will be responsible for providing on-going guidance and for the monitoring and review of the Host Carer's provision of Care and/or Support.
- Be accessible to the Host Carer by telephone and conduct regular reviews, and support and monitoring visits.
- Monitor the effectiveness of the Shared Lives Arrangement.
- Provide support and professional guidance, including (but not limited to) in respect of the Host Carer's obligations as set out in this Agreement.
- Ensure that the Host Carer has the skills and knowledge required to meet the changing needs of each Service User, facilitate any training required by the Host Carer. Where further training or learning is required, the Shared



Lives Scheme agrees to provide the Host Carer with flexible training and/or learning opportunities.

- Ensure that the Service User's Care and Support Plan will be reviewed and, if necessary, updated:
 - Following the end of any trial period and then on at least an annual basis or,
 - Each time there is any significant change in the health or circumstances of the Host Carer or the Service User and
 - When a Host Carer or a Service User or a Service User's Representative requests that a review takes place
- Support the development of independent Host Carer groups.
- Notify the relevant professionals of any unmet or changed need of any Service User which is identified by the Host Carer and notified to the Shared Lives Scheme.
- If any changes to a Service User's Care and Support Plan are proposed, agree any such change with the Host Carer, the Service User and the Service User's Representative (as applicable) about any such changes.
- Together with the Host Carer, ensure that health, safety and fire safety checks are undertaken at least annually on the Host Carer's home.
- Enable the Host Carer providing a live-in Shared Lives arrangement to take regular breaks and make time for him/herself and his/her family during a Shared Lives Arrangement. The Shared Lives Scheme agrees that this will include arranging alternative support for a Service User as appropriate and will liaise with Trust Key worker as needed.
- Obtain feedback about each Shared Lives Arrangement from all key stakeholders.
- The Shared Lives Scheme agrees to review and revise the Approval status of the Host Carer in accordance with the Shared Lives Scheme's policies and procedures.

CONCERNS & COMPLAINTS

The Shared Lives Scheme agrees to promptly address any concern or complaint raised by the Host Carer under the Shared Lives Scheme's relevant Complaints Procedure and/or Whistleblowing Policy. The Scheme will:

- Promptly investigate or facilitate the investigation of all concerns or complaints about the Host Carer by following relevant Shared Lives Scheme



policies and procedures, including any alleged breaches of standards of conduct or practice and breaches of this Agreement.

- Promptly investigate or facilitate the investigation of any concerns, allegations or suspicions of abuse or neglect raised relating to any Service User in a Shared Lives Arrangement, by following the relevant Health and Social Care Trust's policies and procedures for Safeguarding Adults.
- Carry out unannounced visits to the Host Carer's home in the event that any serious concerns or complaints about a Shared Lives Arrangement, or the Care and/or Support provided by the Host Carer are raised.
- If an allegation of abuse or neglect or a complaint is made against a Host Carer, the Shared Lives Scheme will provide the Host Carer with:
 - Clear information about the relevant procedures, and his/her right to seek legal advice and/or other forms of independent advocacy provided confidentiality is maintained.
 - Clear information about the allowance arrangements for the Host Carer if he/she is not allowed to continue providing support to Service User(s) during the course of a safeguarding investigation.
 - Continued support from the Shared Lives Scheme.

EMERGENCIES

The Shared Lives Scheme will provide the Host Carer with clear information about the emergency and out-of-hours support that is available to him/her. If a new Shared Lives Arrangement is made in an emergency, the Shared Lives Scheme will provide the Host Carer with:

- Enough information about the Service User to enable the Host Carer to start providing safe care and/or support.
- Comprehensive information in respect of the Service User within 1 working day.
- Work together with the Host Carer, the Service User, the Service User's Representative (if applicable) and the Keyworker (if applicable) to agree the Service User's Care and Support Plan and other relevant documents as soon as reasonably practicable and
- Review the Shared Lives Arrangement within [number]³ weeks of it being established to ensure that both the Service User and the Host Carer are able

³ The period of which the emergency arrangements will be reviewed should be inserted in this section, and the square brackets deleted.



and willing to continue with the Shared Lives Arrangement and that the level of allowance received by the Host Carer is appropriate. Longer term arrangements will also be planned with the Host Carer, the Service User, the Service User's Representative (if applicable) and the Keyworker (if applicable).



Part 4: Service User's Obligations

The Service User will:

1. Respect the wishes of all other people living in or visiting the home.
2. Follow the house rules.
3. Treat the home with respect and not cause any deliberate damage to the home or its contents.
4. Talk to the Host Carer, the Shared Lives Worker and/or the Key Worker if he/she is unhappy or worried about anything to do with the Shared Lives Arrangement.



Part 5: The Shared Lives Arrangement

**COMPLETE SECTIONS 1 OR 2 OR 3
AND SECTION 4**

| 1: Long Term Placement / Adult Placement | YES | NO |
|---|---------------------|-----------|
| | (circle one) | |
| The aims and proposed outcomes of this Shared Lives Arrangement Agreement for Long term/Adult Placement Support are: | | |
| | | |
| The room to be occupied by the Service User is: | | |
| (Please provide a description of the room) | | |
| | | |
| This room will only be changed if agreed in writing between the Shared Lives Scheme and the Host Carer. | | |
| The first review of the Shared Lives Arrangement will be held on: | | |
| (DATE) | | |
| | | |
| Subsequent reviews will be held as follows: | | |
| (INSERT FREQUENCY / DATES) | | |
| | | |



| 2: Short Breaks Support | YES | NO |
|--|--------------|----|
| | (circle one) | |
| The aims and proposed outcomes of this Shared Lives Arrangement Agreement for Short Breaks Support are: | | |
| | | |
| The first review of the Shared Lives Arrangement will be held on: | | |
| (DATE) | | |
| Subsequent reviews will be held as follows: | | |
| (INSERT FREQUENCY / DATES) | | |



| 3: Day Support | YES | NO |
|---|--------------|----|
| | (circle one) | |
| The aims and proposed outcomes of this Shared Lives Arrangement Agreement for Day Support are: | | |
| | | |
| The planned dates and/or frequency of the Day Support (if known) are: | | |
| | | |
| The first review of the Shared Lives Arrangement will be held on: | | |
| (DATE) | | |
| Subsequent reviews will be held as follows: | | |
| (INSERT FREQUENCY / DATES) | | |



| |
|---|
| 4: ALL Shared Lives Arrangements |
| The following person will support the Service User in expressing his views and wishes in relation to the Shared Lives Arrangement: |
| |
| The Host Carer has the following qualifications (if any) and experience: |
| |
| If the Host Carer is to act as agent for, or receives money from, the Service User, the following procedure will be followed: |
| |
| The following arrangement is in place to assist the Service User with mobility around the Home (if relevant): |
| |



Part 6: Sharing or Visiting the Home: House Rules

If the Service User will live in or visit the Host Carer's Home as part of the Shared Lives Arrangement:

The Service User may use the following facilities at the Home:

| |
|--|
| |
|--|

The Service User agrees to follow these House Rules:

| |
|--|
| |
|--|



Part 7: Signature Page

I confirm that I have understood and accept this full Agreement:

PART 1: Purpose and General Terms

PART 2: Host Carer Obligations

PART 3: Shared Lives Schemes Obligations

PART 4: Service User's Obligations

PART 5: The Shared Lives Arrangement

PART 6: Sharing or Visiting the Home: House Rules

PART 7: Signature Page

SERVICE USER

| | |
|------------------|--|
| NAME | |
| SIGNATURE | |
| DATE | |

SERVICE USER REPRESENTATIVE

| | |
|------------------|--|
| NAME | |
| SIGNATURE | |
| DATE | |

HOST CARER

| | |
|------------------|--|
| NAME | |
| SIGNATURE | |
| DATE | |

SHARED LIVES SCHEME

| | |
|------------------|--|
| NAME | |
| SIGNATURE | |
| DATE | |



SECTION 5: CALCULATING HOST CARER ALLOWANCES



Methodology: Calculating Host Carer Allowances

Last updated: March 2020

This methodology has been developed by the Health and Social Care Board (HSCB) in partnership with the five Health and Social Care Trusts (HSCTs) to provide guidance in determining allowances paid to host carers using a shared lives approach. Examples have been provided to illustrate the allowance for each type of support, as well as data definitions, which will help support and shape consistency of allowances across the region.

What is Shared Lives NI?

The purpose of a shared lives approach is to recruit and match dedicated individuals to provide care (host carer) in their own homes to Service Users who require care home placements, short breaks, or day supports. This approach provides care in a family setting and provides opportunities to share community life. It is based on relationships which enables Service Users to remain living in their communities, build long term sustainable relationships and reduce social isolation. People reported that they feel settled and valued and have improved self-esteem. Shared Lives is currently known as adult placement, which is a regulated service that provides assurance, choice and person centered care to Service Users and their carers.

What is a host carer?

Shared lives host carers open their homes to support eligible adults with support needs. A host carer can choose to offer three different types of support as follows:

- Day support - ranging from 1 hour minimum to 8 hours maximum
- Short Break - charged on a continuous 24 hour period basis (Minimum 24 hours/ Maximum 168 hours)
- Adult placement/ Long term services - long term services are charged on a banded system.

Shared lives host carers are self-employed; they are not employees of the scheme/ HSCTs. The allowance paid to a host carer depends on the service they provide, how many people they support and the support needs each person has.

Sharing your home, your family and your life with people is a big commitment and most people are not primarily motivated by the financial remuneration, but at the same time need to make a living as a paid professional carer.



Her Majesty's Revenue and Customs (HMRC) treats the income from Shared Lives in a similar way to that of foster carers. You can download the HMRC tax guidance here (<https://www.gov.uk/.../hm-revenue-customs/contact/northern-ireland-corporate-tax-office>).

Shared Lives host carer allowance must be fair and representative of the support they provide. This means:

- Allowances should be reviewed annually to keep up with living costs; at least with the annual rate of inflation.
- The caring allowance is per Service User so there is no reduction to the caring allowance based on supporting more than one person at the same time. A scheme could be open to challenge from both carers and HMRC if rates were reduced in these potential care arrangements.
- Host carers who offer live-in arrangements should receive fair pay irrespective of where they live or their shared lives scheme. All host carers should receive an allowance dependant on the level of care needs of the Service User.
- All Adult placement/Long term host carers can have up to six weeks of paid breaks from their role. This is subject to their assessment and Service User need. Breaks are essential to ensure the on-going physical and mental well-being of the host carer.
- Shared lives schemes should use the banding levels (Appendix 1) to ensure host carers allowance is proportionate to the care and support they give. The band levels reflect the input, skill and expertise the host carers will need, to provide high quality support, to the person requesting the service.
- HSCTs should use digression if it is deemed that a Service User has more significant complex needs than those identified in the banding levels.
- Day support arrangements should be set up with the flexibility and autonomy that is expected of other shared lives arrangements.
- Host carers should receive their allowance within a timely manner of providing this support service.

Worked examples

Each Shared Lives service is quite individual; therefore the allowances for services may vary.



1: Day Support

This should be calculated on an hourly rate basis ranging from 1 hour minimum to 8 hours maximum. The number of care hours provided is calculated from the time the host carer collects/is in contact with the Service User to the time they leave their care.

Trusts should consider the allowance for day support to be reflective of the National Living Wage. In addition consideration of the self-directed-support direct payment rate should be reflected in the host carer's allowance. A useful guide to support the hourly allowance for day support is to use the direct payment rate minus the management costs the Service User would normally pay to cover recruitments costs, annual/sick/maternity leave and employer pension contributions.

Example:

Joe is collected by his host carer at 9.30am and leaves at 3.30pm on a Monday and Friday every week.

- No. of hours per day = 6hrs
- Hourly allowance = £8.00 (e.g. Direct Payment rate £12 minus £4 management costs)
- Allowance per day = 6hrs x £8.00 = £48.00
- Allowance per week= £96.00 (2 days)

2: Short Break

This should be calculated on a continuous period ranging from 24 hours minimum to 168 hours maximum (depending on the length of the short break stay and the level of support the Service User will need from the shared lives host carer).

Independent Sector Care Home Tariffs 2019 /20 (CAGs) have been used to calculate allowances depending on the level of need the host carer is providing. This is determined by banding levels which are detailed in Appendix 1. Host carers providing short breaks should receive a care and support payment only. Normal arrangements for financial contributions from the Service User will apply.



Residential Care home tariffs (2019/20) have been used to support calculation as follows:

| Banding Level 1- 3 | Residential care homes weekly tariff (Elderly/ Learning disability and physical disability tariff) 2019/2020 | Proposed allowance per week for 2019/2020 | Average short break allowance for shared lives schemes in England (ref Briefing on Shared Lives Plus carer payment rates in England 2018) |
|--|---|--|---|
| Banding Level 1 60% of Elderly/Learning Disability weekly tariff | £564 | £338.40 | £357/week |
| Banding Level 2 70% of Elderly/Learning Disability weekly tariff | £564 | £394.80 | £399/week |
| Banding Level 3 70% of Physical Disability weekly tariff | £631 | £441.70 | £448/week |

Example:

Jill arrives at her host carer's house at 5pm on a Friday evening and stays until 8.30 am on Monday morning; this is based on duration of 72hrs.

- Jill needs have been assessed as Banding level 2= £394.80 (per week).
- 72 hrs = 3/7.
- $394.80 / 7 \times 3 = £169.20$.
- Client Contribution is deducted from the Service User based on existing Trust arrangements for respite/ short breaks/ care home placements.



3: Adult Placement

Long term services are also charged on the banded system (see 'Banding Levels' below). The total fees charged for a long term service, cover accommodation and household costs. In all cases Service Users will be responsible for meeting the rent and household costs element of the charge.

Duration: long term arrangement

| Banding Level 1- 3 | Residential care homes weekly tariff | Banding Level 1- 3 |
|--|---|---------------------------|
| Banding Level 1 60% of Elderly/Learning Disability weekly tariff | £564 | £338.40 |
| Banding Level 2 70% of Elderly/Learning Disability weekly tariff | £564 | £394.80 |
| Banding Level 3 70% of Physical Disability weekly tariff | £631 | £441.70 |

Note: Mileage

Arrangements for mileage should be determined by each HSCT based on individual Service User circumstance. Trusts may decide mileage should be included in the example above, however additional mileage to be considered for exceptional circumstances.

Data Definitions

- Day support: where someone would spend the day or part of the day with a host carer in their home.
- Short break: when a Service User would stay for a night, weekend or week(s) with the host carer. It is any activity or service designed to provide a



break for the persons cared for and their care. Such a break can be provided on a regular basis

- Adult Placement/ long term services: Under adult placements agencies Regulation’s (Northern Ireland) 2007 an ‘ adult placements carer is defined as a person who enters into an agreement with an adult placement agency to provide care or support for persons in need, which may include accommodation in the carers home’.
- Expenses: an amount of money given or allotted to support the host carer.
- Client Contributions: an amount of money that the client contributes to the allowance that a host carer receives.
- Self-Directed Support Direct Payment: HSCTs payments for people who have been assessed as needing help from Social Services, and who would like to arrange and pay for their own care and support services instead of receiving them directly from the local Trust.

Banding Levels

| Banding | Service User’s level of need and support |
|-------------------------------|--|
| Banding Level One (B1) | The host carer will be required to undertake some of the following to meet the Service Users assessed need: <ul style="list-style-type: none"> • Prompting regarding personal care and medication • Emotional support and companionship • Stimulation and encouragement • Development or maintenance of daily living skills • Introduction of community links and widening opportunities • Maintain family contact • Intermittent supervision to ensure health, well-being and safety • Arranging and accompanying Service User to appointments – GP, dentist, optician, social worker, nurse. |
| Banding Level Two (B2) | The host carer will be required to undertake the tasks at level 1 but in addition would be supporting the Service User in at least three of the following areas during the day and occasionally at night: <p>Toileting</p> <ul style="list-style-type: none"> • Requires help getting to and from the toilet • Requires help cleaning self • Requires support during menstruation |



| Banding | Service User's level of need and support |
|--|--|
| | <p>Washing, bathing, showering</p> <ul style="list-style-type: none"> • Requires help to clean teeth, wash hair, shave • Requires help cleaning self • Requires support/help to maintain personal hygiene <p>Communication</p> <ul style="list-style-type: none"> • Requires support being understood/understanding • Use of sign language/Makaton/Braille/communication boards <p>Risk Management</p> <ul style="list-style-type: none"> • Requires support and direction to develop understanding of danger • Requires ongoing support to reduce the risk of exploitation by others <p>Food Preparation</p> <ul style="list-style-type: none"> • Requires support to plan a meal • Requires support to prepare a meal • Requires verbal direction and guidance re health and safety issues • Requires help to use equipment safely <p>Feeding</p> <ul style="list-style-type: none"> • Requires encouragement to eat or drink <p>Medication</p> <ul style="list-style-type: none"> • Requires medication to be administered and managed by the adult placement carer <p>Personal Appearance</p> <ul style="list-style-type: none"> • Requires help to choose clothing • Requires help to change clothing • Requires help to dress/undress |
| <p>Banding Level Three (B3)</p> | <p>The host carer will be providing more than support/care in more than 5 of the areas highlighted at level 2 and up to 3 of the tasks below:</p> <ul style="list-style-type: none"> • Managing a significant level of risk as identified in a formal risk assessment • Requires help to get in and out of bed • Requires help with toilet/incontinence needs • Requires help getting to and using the toilet • Requires help to use a commode/bottle/bed pan • Requires help using or changing incontinence aids |



| Banding | Service User's level of need and support |
|---------|---|
| | <ul style="list-style-type: none"> • Requires help to get in and out of the bath/shower • Requires help transferring to and from a wheelchair and bed • Requires support to maintain good posture • Requires maintenance of peg tub • Behaviour which is frequently challenging (occurring daily but not constantly) • Frequent or sustained night time disturbances • More complex moving and handling tasks • Requires medication to be administered and managed by the adult placement carer |



Shared Lives NI