

26th November 2012**Agenda Item: 9****REPORT OF THE SERVICE DIRECTOR FOR PERSONAL CARE AND
SUPPORT – YOUNGER ADULTS****SHARED LIVES - UPDATE****Purpose of the Report**

1. The purpose of this report is to update committee on the development of the Shared Lives service and ask committee to approve the shared lives policy subject to further endorsement and ratification by the County Council's Policy Committee.

Information and Advice

2. At present the County Council operates an Adult Placement Scheme (APS) providing long-term placements and short-term breaks in a carer's home for adults with a learning disability. This model ensures trained and approved carers are able to look after people in a household environment, providing an alternative to residential care. In addition, the scheme provides short-term respite breaks for unpaid/family carers who care for elderly or disabled relatives.
3. In 2011/12, the department developed a business case to propose that the APS service should be developed into a new service, called Shared Lives. Shared Lives is a service delivered by individuals and families within the community to people in need of support in their day-to-day lives. This will move away from the idea of just offering an adult fostering arrangement, to providing a range of flexible support options that promote independence and community inclusion. The scheme will also be expanded to support more adults with a learning disability, as well as other service area groups including mental health, physical disability and older people. This expanded service will allow Shared Lives carers to provide a range of services including:
 - Short or long-term accommodation and support provided within the carers own home.
 - Rehabilitative or transitional support
 - Short breaks - a couple of weeks, over night or just for an evening or a day (e.g. if the service user usually lives with their own family or another shared lives carer)
 - Day time support
 - Outreach support where a carer acts as 'extended family' to someone living in their own home.
4. The service is to be managed by a small team within Nottinghamshire County Council who have the responsibility of recruiting and training carers, taking service user referrals,

matching service users and carers according to the needs of the service user and capacity of the carer. The team will then monitor the placements and offer ongoing support to the carers.

5. Individual carers join the Shared Lives scheme which is registered with the Care Quality Commission (CQC). The Nottinghamshire County Council team includes the scheme's registered manager and ensures that individual carers meet the CQC standards.
6. The overall financial impact of the remodelled service will be to reduce expenditure for Nottinghamshire County Council as Shared Lives will provide alternatives to residential care and further increase community living options for a range of service user situations. This is likely to offer more local solutions for adults, especially in areas of higher cost housing.
7. Earlier in 2012, delegated decision reports approved the disestablishment of the current Adult Placement Service and the establishment of a shared lives service, and the provision of external expertise to assist in the development of the new service.
8. In order to progress the development of the Shared Lives service it has been necessary to review of all existing Adult Placement policy and guidance to develop a single Shared Lives policy document. This is attached at **Appendix A**. This document details the context and nature of the service, the eligibility for services and the authority's responsibilities in connection with the service. The Committee are asked to approve the policy and agree for it be sent on to the Policy Committee for final ratification and endorsement.
9. To date the progress on development of the new service has:
 - Identified an external organisation who can offer expert advice on the development of the shared lives service and entered into an agreement with them to provide a part-time project development manager for 1 year plus 27 days consultancy support.
 - Reviewed the current team structure, written new job descriptions and had posts reviewed by the Job Evaluation team.
 - Completed a consultation process with staff and embarked on the enablement of staff to the new structure.
 - Invited existing carers to an event to celebrate their achievements to date and discuss issues going forward.
 - Started the recruitment of a Team Coordinator.
 - Begun to promote the Shared Lives service model to care management teams.
 - Planned a marketing campaign to promote shared lives to potential carers, an article will be appearing in the November edition of County News and the December edition of frontline magazine in preparation for a recruitment drive in January 2013.
 - Recruited and approved 4 further respite carers. One of these carers is supporting the first shared lives service user with mental health issues. The service user currently has respite in residential care but care managers have struggled to find an appropriate

setting which meets his needs and which his family are happy with. The shared lives alternative is proving popular with both the individual and his parent carers. Another individual has just become homeless following an abusive situation at home. The individual currently has a small supported living package but would have required a residential placement until new accommodation could be found for him as he is too vulnerable to stay in a hostel. He will be moving out after a few weeks back into a home of his own.

10. Further work in progress:

- Existing carers' event and Carer Champions identified to help take the project forward.
- Existing recruitment and approval processes for shared lives carers to be reviewed with a view to making them quicker, less onerous and more effective.
- Review of the current induction and training programme for shared lives carers to ensure it is fit for purpose and incorporates on-going development.
- Recruitment of a Team Coordinator
- Recruitment of a temporary project development manager
- Review of current fees paid to carers and consideration of variable payments based on levels of need of the person being cared for. The way the service is funded also needs to be considered to ensure congruence with personal budget requirements.
- The development of guidance for shared lives carers in consultation with shared lives carers.

11. Future plans are to:

- Officially launch the new Shared Lives service in the New Year
- Undertake an initial recruitment drive and ensure a strategy for ongoing recruitment of shared lives carers to grow the existing scheme and ensure it is sustainable long-term.
- Promote the service across all service areas and ensure an ongoing profile for the service. This will ensure that social workers consider shared lives as an option for people and promote the service where appropriate.
- Explore opportunities to work with children's services on a shared lives service for people in transition.
- Further develop community support and day opportunities within the Shared Lives model.

Statutory and Policy Implications

12. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of

children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Human Resources Implications

13. The department is undertaking an enabling process within the shared lives team as current workers were mainly qualified social workers. Pay protection will apply for two years for those staff who wish to stay as part of the shared lives service. Voluntary redundancy is also an option. A team leader post is being recruited to.

Financial Implications

14. It is expected that the project will save £450,000 over the next three years. This will be made up of real savings from the staffing restructure, income from service user contributions and cost avoidance as an alternative lower cost option to residential care and potentially, though promoting independence, reduce the future costs for individuals moving onto supported living.

Equal Opportunities Implications

15. The service is currently only available to people with learning disabilities. The new developments will offer opportunities for service users from all user groups.

RECOMMENDATION/S

It is recommended that the Adult Social Care and Health Committee.

- 1) Approve progress made to develop the Shared Lives Service
- 2) Approve and recommend the Shared Lives Service policy and ask the Policy Committee to adopt the policy at its next meeting.

JON WILSON

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Constitutional Comments (LMC 09/11/2012)

16. The Adult Social Care and Health Committee may approve the recommendations in the report and recommend to the Policy Committee that the policy be approved and adopted by the Council at its next meeting.

Financial Comments (NDR 01/11/2012)

17. The financial implications are set out in paragraph 14 of the report.

Background Papers

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- (a) Benefits realisation plan 213.
- (b) AH/2012/00040 – Reconfiguration of Existing Adult Placement Scheme Staff Team – 9th May 2012 (previously published).

Electoral Division(s) and Member(s) Affected

All.

ASCH 70



Nottinghamshire County Council

Policy Library Pro Forma

This information will be used to add a policy, procedure, guidance or strategy to the Policy Library.

Title: Shared Lives services in Nottinghamshire

Aim / Summary: To identify the basic principles of Shared Lives services in Nottinghamshire and to clearly identify the service offer to carers and service users and the roles and responsibilities of the carers, service users and Nottinghamshire County Council in relation to the service.

Document type (please choose one)

Policy	X	Guidance	
Strategy		Procedure	

Approved by:

Version number:

Date approved:

Proposed review date:

Subject Areas (choose all relevant)

About the Council		Older people	
Births, Deaths, Marriages		Parking	
Business		Recycling and Waste	
Children and Families		Roads	
Countryside & Environment		Schools	
History and Heritage		Social Care	X
Jobs		Staff	X
Leisure		Travel and Transport	
Libraries			

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Responsible team: Shared Lives Team

Contact number:

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Please include any supporting documents

1. Current APS carer and service user handbooks will be reviewed in line with this policy in consultation with existing carers and service users.

2. Current APS process documents will be reviewed in line with this policy.

3.

Shared Lives Policy

1. Context

The County Council, as is reflected in its Strategic Plan 2010-14 is committed to ensuring that Nottinghamshire is a place where people want to live and feel safe. Two of the priorities for securing this are:

- to foster aspiration, independence and personal responsibility
- to securing good quality, affordable services.

This policy sets out how the Shared Lives service will be run in Nottinghamshire to provide good quality, value for money services which actively promotes independence and engagement in the local community.

Shared Lives (previously known as Adult Placement) is a service delivered by individuals and families within the community to people in need of support in their day-to-day lives. The service is based on the principle of sharing family life including the carers' home. The service is commissioned by the County Council and is regulated by the Care Quality Commission.

The service can include:

- Short or long term accommodation and support provided within the carers own home.
- Rehabilitative or transitional support
- Short breaks – a couple of weeks, over night or just for an evening or a day (e.g. if the service user usually lives with their own family or another Shared Lives carer)
- Day time support
- Outreach support where a carer acts as 'extended family' to someone living in their own home.

The service may also offer Homeshare where a carer moves into the home of a person needing support.

Shared lives can provide alternatives to residential care or intensive supported living, day service or outreach provided by a personal assistant or support provider who is paid on an hourly basis to deliver support in a structured manner. Shared Lives can also be used as a short or medium term solution to help an individual develop skills around cooking, cleaning, managing bills and money as well as learning how to engage with the community and find natural support networks before moving onto more independent living.

2. Scope of this policy

This policy will include:

- The responsibilities of the Shared Lives service and clarify how this fits within the wider social care responsibilities of the department.
- The criteria for becoming a Shared Lives carer and the terms and conditions of the role.
- The criteria for becoming a Shared Lives service user.

This policy is intended to act as an umbrella under which guidance and procedures will sit.

3. Principles and Commitments

3.1 Values of Nottinghamshire Shared Lives Service

- Respect – through appropriate support of carers and careful matching of service user needs and skills with carer capacity.
- Promoting independence – the service aims to maximise the independence of all service users and will support the carer to facilitate this.
- Social Inclusion – this service is about sharing lives. It may be that an individual shares a carer's home but just as important is the sharing of the carer's community and wider family networks and support the service user to build and maintain their own community networks.
- Safeguarding – the service has a duty of care to both to the service users and carers. Carers have a duty to care for any service users placed with them.

3.2 Service eligibility

Shared Lives is designed to meet the needs of any adult eligible for social care services that are in need of support to enable them to live within the community. This includes individuals who

- Have a learning disability
- Have mental health issues
- Are older people with age related support or care needs
- Have a physical disability
- Have other disabilities or impairments which cause them to be vulnerable or at risk.

Shared Lives Service Users must

- be aged 18 or over
- meet Nottinghamshire County Council's eligibility for social care services as determined through application of the Fair Access to Care services (FACs) criteria
- have had a self directed support assessment which indicates their level of need could be met appropriately by the service within their indicative budget
- have had a risk assessment which takes into account the kind of family they could be supported by and pose no significant risk
- want to receive support within the community as part of a Shared Lives service.

Service users will make a standard weekly contribution to their board and lodgings and may, following a fairer charging assessment, be required to contribute to the cost of their care and support.

Young People in transition to adulthood aged 16+ may begin the introduction process to live with Shared Lives carers prior to their 18th birthday. This may include overnight stays and introductory visits.

4. Commitments

4.1 A Shared Lives Team to undertake the following roles:

- a. A registered manager for the service to comply with Care Quality Commission requirements
- b. Ensure the service and individual carers meet standards as defined by The Care Quality Commission
- c. Promote the Shared Lives service to ensure care managers from both Health and Social care are aware of the service and know how to refer to the service
- d. Promote the Shared Lives service within the wider community to enable an ongoing recruitment process for Shared Lives carers.
- e. Undertake the initial assessment of potential Shared Lives carers and, where relevant, their family, including ensuring relevant checks with the disclosure and barring service are undertaken.
- f. Make recommendations as to potential carers' suitability to the approval panel.
- g. Undertake an assessment of the home to ensure it is suitable for the delivery of Shared Lives services.
- h. Provide directly or source other appropriate training for initial induction and on-going development of the Shared Lives carers.
- i. Receive service user referrals and ensure a robust process is used to achieve the most appropriate match between the service user's needs and skills and the carers ability and capacity.
- j. Provide on-going support to Shared Lives carers in the form of practical help, support, advice and guidance by way of regular contact and discussion through visits, attendance at meetings and training sessions and by telephone
- k. Engage with the service users' care manager to keep them informed of any issues arising and facilitate contact between the Shared Lives carer and care manager as appropriate.
- l. Support the carer to write and update support plans and risk assessments based on the care manager needs assessment and self directed support plan.

4.2 Shared Lives Carers will:

- a. Be committed to the Shared Lives values and are prepared to undertake training to ensure they have the necessary knowledge and skills to provide a safe and supportive service.
- b. Work within guidance provided in the carers' handbook and within the standards required by the Care Quality Commission.
- c. Engage with the Shared Lives team and the service users' care manager to address any issues with the service or individual service user.
- d. Report any concerns regarding the individual service user, including accidents and significant incidents to the care manager according to Nottinghamshire safeguarding guidance.
- e. Feel supported and appropriately trained to undertake the role of carer with any individual they have been matched with.
- f. Be paid according to the level of need of the service user they are working with and the amount of service provided (e.g. taking into account day care or carer breaks services received from an alternative carer or support provider). Payment will be made up of Housing Benefit, any eligible Continuing Health Care contribution and funding from the County Council in the form of a managed budget or paid directly to the service user in the form of a direct payment.
- g. Have a minimum of four weeks entitlement to carer break services per year.

4.3 Care Managers who:

- a. Will ensure FACS criteria are met
- b. Will undertake the initial self directed support assessment and support plan
- c. Will discuss with the service user or family carers Shared Lives as a support option where appropriate
- d. Will, on referral to the Shared Lives service, ensure all information regarding support needs, including issues relating to risk, are shared with the Shared Lives team.
- e. Will review individual support needs at least annually or where the Shared Lives carer feels there is a change in support required.
- f. Will undertake all usual care management functions relating to the service user including safeguarding, mental capacity assessments.
- g. Pass on any concerns regarding the quality of the support or accommodation to the Shared Lives team.

- h. Will, in the event of a breakdown in the support, be responsible for finding alternative accommodation and or support for the service user.

5. Key actions to meet the commitments set out in the policy

The Council will work with carers and service users to review and develop guidance that is fit for purpose. A service user guide and carer handbook will form part of this guidance to ensure all parties are clear about what is expected of them and what they can expect in return. Shared Lives plus national guidance will be taken into account when developing this local guidance. This will be reviewed annually to ensure best practice is maintained.

The Council will review its procedures around the carer approval process and training programmes on an annual basis to ensure that the most efficient and effective methods are in place which ensure the values of the Shared Lives scheme are promoted.

The Council will facilitate a Shared Lives carer event at least annually to allow carers to meet together and with members of the Shared Lives Team to discuss issues, concerns and share good practice.

An update report will be made to Adult Social Care and Health and Public Protection Committee annually on the progress of the service.