

Adult Social Care

Barnsley Shared Lives

Your guide to
our service



BARNSELY
Metropolitan Borough Council

Who we are and what we do

Shared Lives is a family-based model of support for anyone with disabilities who is over the age of 16 and wants to learn, develop and achieve skills that will help them with their future goals.

Our Shared Lives carers open up their homes to someone who needs a little extra support to live well. They become your carer, joining you at appointments and helping you to get out and about in your community. They can also attend meetings about your care.

Shared Lives is a unique type of care and support. Our carers will make you feel part of the family, including you in their everyday lives and your local community.

We will carefully match you with your Shared Lives carer. This will help us make sure you're comfortable with each other before agreeing to spend time together.

We work really hard to identify any shared interests, hobbies and places you both like. This will help you to build a bond and rapport. Our team will also be here to offer regular support and to listen to how you're finding your care.

Our carers can support up to three people at any one time in their home. They can help you to:

- Learn new skills in a safe, supportive environment.
- Meet new people, building potentially life-long caring relationships.
- Put down roots in your local area and be an active part of your community.
- Help you achieve your goals with high-quality, person-centred care.
- Take steps towards living independently in the future.

Shared Lives is one of Barnsley Council's Adult Social Care services. We work closely with our Adult Social Care teams to make sure you have the right support for you.

In Shared Lives, we focus on choice and independence. Our carers and the people we support navigate life together, with your carer providing as much or as little support as you need to help.

What support can we offer you?

There are different types of care or support we can offer to meet your needs. This includes:

Long-term

Your carer's home becomes your home, and you will be included as part of their family. You will have your own bedroom and can use their facilities.

You will get to meet their partners, children, grandchildren and other family members. They will support you with all the things that are important to you. This includes being in touch with your family, taking part in activities and supporting you with any health appointments you may have. Your carer will support you to learn and develop so that one day, you may be able to move on.

Short breaks and respite

This option allows both you and your carer or family member to have a break. You can stay with the Shared Lives carers that you have chosen and feel comfortable with. This may just be for one night or for a longer period of time. At the end of your stay, you will return home.

Sessional support

This is when a carer supports you in their own home or in the community. The time you spend with them depends on what support you need. Your social worker and family will support you to decide what support you need and when. We will then find carers who can support you with this.

They may support you to take part in a specific activity or group or to learn specific skills. Once their support is finished for the day, they will return you to your home.

Who can use our Shared Lives service?

Shared Lives is available to anyone aged 16 and over who meets our eligibility criteria in line with the Care Act 2014. Your social worker can refer you for support. In Barnsley, we offer our service to:

- Adults with a learning or physical disability.
- Older people in need of a little extra support.
- Adults with a mental health condition.
- Young people moving to Adult Social Care.
- People who need help to manage their health needs.

Our Shared Lives carers

Shared Lives carers come from all walks of life and have different kinds of experience caring for people.

What they all have in common though is that they want to do their best for the people who need them, placing you at the heart of their support.

Our carers are committed to improving the lives of others. They are caring, compassionate people who will go above and beyond to make a difference in the lives of the people they support.

All our carer households are different. They may have other family members who live with them, other people who live there as part of Shared Lives or pets who are part of the family home as well.

Our carers are fully trained and assessed before they are approved to be part of Shared Lives. Their training is updated and maintained to keep themselves and the people they support safe. Their training also helps us ensure they're compliant with our regulators at the Care Quality Commission.

How will Shared Lives carers support me?

Our carers empower people to reach their outcomes and learn new skills. They do this by supporting people in the ways they want to be supported.

This could be with practical, everyday things, financial support, personal care or emotional support. Our carers are part of many local networks that enrich people's lives, and they will support you to take part in your chosen activities throughout the day. You could join drama clubs, singing groups, cookery sessions or exercise classes to name but a few.

Carers can also support you to feel more confident when meeting new people. They will welcome you into their home and treat you as part of their family. They may support other people in Shared Lives at the same time, so you're bound to make friends and meet new people.

Our carers will encourage and support you to try new experiences. This will help you to feel more confident and independent, living a happy, fulfilling life.

How do you support people's safety in Shared Lives?

Our support is guided by the Care Act 2014 to make sure that everyone who works for or accesses our service is safe. To comply with the Care Act 2014, we follow the six principles of safeguarding:

Empowerment

We are a service that enables people, not disables people, to make their own decisions, choices and consent to your care needs wherever we possibly can.

Prevention

We work carefully on our support plans, looking at what people want to achieve and the risks involved with this. We look to identify those risks and what can be put in place to try and prevent the chance of potential risks from happening.

We can't say we can prevent all risks, but having plans in place will help to mitigate risks wherever possible.

Proportionality

We take a proportionate view when it comes to risk. We support people to take some risks that can be healthy while making sure we measure the possible consequences. We provide evidence of how we do this in each person's support plan.

These plans are completed with you and the people closest to you so you can have your say on how we deliver support as safely as possible.

Protection

There are people who access our service who may not be able to say for themselves how they feel and what they want to happen with their care.

Partnership working is so important in these situations, so we are assured that we are protecting these people and supporting them in their best interest. We work closely with families, social work teams and other professional bodies who will all come together and make decisions to keep people safe.

Partnership

We all have a responsibility to identify and protect people against any form of harm and abuse. Our carers and staff all have full safeguarding training, and this is renewed on a regular basis.

We work closely and transparently with our social care partners to make sure that anyone who accesses our service is doing so in a safe environment.

All our carers have to comply with a full DBS check before they can support people, so we have assurances that each carer is safe to work with vulnerable adults.

Accountability

Shared Lives supports people in an open and transparent way. We make sure that all our carers have training on record keeping and their responsibility to accurately document all the support provided to each person, each time they support them.

Carers follow thorough processes around accidents and incidents if they occur. This is followed up by the scheme worker, who looks for trends and ways to mitigate these from happening again. Our carers and Shared Lives team are fully committed to keeping people as safe as possible and have safeguarding training on how to report any practice they believe to be unlawful.

How will I be introduced to a Shared Lives family?

If you decide that Shared Lives is the service for you, a member of our team will visit you and tell you who we are and what we do.

They will work with you and those around you to create a support plan. This plan includes important information about you, such as your name, your likes and dislikes, any health conditions and what it is that you want to learn and achieve with our support.

This helps our team decide which carers would be the best match for you.

You will be carefully matched with our carers based on what you want to learn and achieve as well as your interests, lifestyles and personalities.

Our carers can support up to three people at any one time. We consider the other people who are already matched to our carers to make sure that everyone is supported together safely.

We will then discuss suitable matches with you. You will have photos and information about the carers to look at, helping you to decide who you want to meet. You will be fully supported by our team during this process, being introduced to all the carers you choose.

These visits will be at the carer's home so you can see who they are and where they live, making sure that you feel happy in their home.

You can ask the carers anything you want - no question is a silly question!

Carers will talk about their home life and discuss house rules with you so you know what to expect as part of your support, helping you feel comfortable in your new surroundings.

Once you decide on the carer that's right for you, support is arranged between you and the carer.

A member of our team will do a review after six weeks to check that everything is going well and that you and the carer are happy.

Further information about our Shared Lives services

Paying for your Shared Lives support

Barnsley Council will contribute towards the cost of your support. You may have to contribute some money to the cost from your own benefits.

Adult Social Care staff will explain the process of fairer charging to you during your assessment. You may be asked to complete an Online Financial Assessment, which will help identify any costs you may be eligible to pay.

If you receive long-term support, we will support you to claim Housing Benefit. This will help you pay towards the cost of your room. If the long-term option is for you, more information will be shared on a case-by-case basis.

Frustrated calls and short-notice cancellations

If you're unable to attend your scheduled support for any reason, you should give your carer as much notice as possible wherever possible.

If you cancel your scheduled support less than 24 hours before, your carer will be able to submit a claim for the hours due to the short notice of the cancellation.

Holidays

Shared Lives has a holiday procedure for carers to follow when they book holidays for the people they support. We have comprehensive guidance, providing a clear and fair framework to support the option of taking a holiday with your carer if this is something you would like to consider.

A member of our team can explain this process in more detail at your request.

Surveys

As part of our commitment to continuous improvement, we would like your feedback on the Shared Lives support you receive. A member of our team will discuss this with you once your support starts and will make arrangements with you and your family for you to complete our survey at a time that's convenient to you.

Advocacy

We can support you to access your right to an advocate if this is something that you want to discuss. An advocate is a person who works with you to make sure your ideas and wishes are heard. They will help you get the right care and support.

Advocacy is helpful for people who:

- Find it hard to make decisions about the care and support they need.
- Feel they are not being involved in decision-making.
- Find it difficult to understand what's happening.

Visit rethinkadvocacy.org.uk/our-services/north-of-england/barnsley-advocacy-service/.

Making a complaint

If you are unhappy about anything connected with your Shared Lives placement, you can tell your social worker, a member of our Shared Lives team or your carer.

If you are still unhappy, Barnsley Council has a complaints procedure, and we are committed to putting our customers first.

You can contact our Customer Resolution team:

- Online: Complete our complaints and compliments form by visiting www.barnsley.gov.uk
- By telephone: Call 01226 773555. You can call any time Monday to Friday, from 9am to 5pm
- Write to us: Customer Services Feedback and Improvement Team, PO Box 679, Barnsley, S70 9GG. Please mark your envelope 'TO BE OPENED BY ADDRESSEE ONLY'

You can also contact the Care Quality Commission to inform the team who helps with your safety:

- Telephone: 03000 616161
- Write to: CQC National Customer Service Centre Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Get in touch with Barnsley Shared Lives:

- Email BarnsleySharedLives@barnsley.gov.uk

- Call 01226 775023
- Write to: Barnsley Shared Lives, Westgate Plaza One, PO Box 634, Barnsley, S70 9GG