

## Harrow Shared Lives Scheme Policy & Procedure No. 1

### Referral to the Shared Lives Service

Following an initial inquiry about our Scheme, the Harrow Shared Lives Scheme recognises the importance of proper information in making informed decisions. Our referral procedure aims to be prompt, thorough and fair to everyone concerned. We will give you information about Shared Lives (SL) and ask for information about you that is based on your assessed needs and wishes. We will tell you in as short a time as possible whether we can meet your needs and if not we will tell you the reasons why.

#### How would this happen?

We will start by giving you clear information about what kinds of accommodation and/or care and/or support we provide and which people can make use of this. This will be included in our Statement of Purpose and our Service Guide. We will give this and other useful information to you and/or your family or representative and to your Care Manager/person referring you. The information will be written in plain English or format that you can easily understand.

We will use all this information and the information we already have about our SL Carers to decide whether we have any Carers who can meet your needs. This is known as matching. If we do have Carers that we think you will like and who can meet your needs, we will arrange for you to meet them before you decide whether you want to go ahead with an arrangement. At this point we will ask your Care Manager to fill in a referral form and to include information about your assessed needs and wishes (see Policy No. 2).

We will not be able to proceed with a referral until we have written information about your needs. This could be a self-assessment if your local authority has agreed a process for this. If you do not already have an assessment of your needs, we will arrange for a suitably qualified person to discuss and agree this with you and/or your representative.

If we do not provide the kind of accommodation or care or support you are looking for, or you do not fit the criteria for our service or we cannot find any suitable Carers, we will tell you and your Care Manager/person who referred you as soon as possible.

**See these other policies and procedures and documents for further information on:**

- Assessment of Needs
- Statement of Purpose
- Service Guide
- Matching
- Introductions
- Making choices and decisions
- Communication
- Equal opportunities