

Harrow Shared Lives Scheme Policy & Procedure No. 18

Working with and Responding Positively to People who Challenge Services

The Harrow Shared Lives Scheme recognises that everyone has a right to lead the kind of life they want and to have the same opportunities as other people in the community. We also recognise that some people have risks associated with their individual character, history or method of communication and that these risks need to be managed in ways that prevent harm to themselves (including their reputation) and/or harm to other people. It is important that Shared Lives (SL) Carers understand and balance these rights and risks when necessary, in order to support the person appropriately as well as safeguard him/her and others from harm.

How would this happen?

Before starting any SL arrangements SL Carers receive general information and training about people's rights and how to support people in their daily lives. This includes enabling them to understand that the reasons for a person's behaviour can be complex and can take time to understand. For example, the behaviour may be a way of:

- communicating something
- responding to pain
- dealing with certain situations
- expressing emotions or frustrations

If SL Carers require specialist training and/or professional guidance in order to understand a person's behaviour and how to respond to it, this will be provided before the arrangement begins and on an ongoing basis when necessary.

The arrangement will not go ahead or continue unless:

- a. SL Carers have the knowledge and skills to support the person safely and constructively and
- b. they have clear written guidelines on how to do this

The guidelines will describe:

- how to work positively with the person and carry out a support role safely and effectively
- what behaviours are seen as challenging
- how to avoid situations that trigger the behaviour
- possible warning signs and ways to defuse a situation
- when restrictive physical intervention can be used (if at all)
- the need for reporting and recording incidents

If you sometimes act in ways that might cause a significant risk to yourself or others this will be discussed with you / your representative and actions agreed with you to remove or reduce the risks if necessary. If there are likely to be any restrictions on your choices and freedoms these will also be discussed and agreed with you / your representative as part of your Service user Plan. Your needs and wishes and the ways of meeting these will be regularly reviewed as part of your Service User Plan. This will happen at least once a year or more often if you / your representative request it or your circumstances change.

If you sometimes act in ways that are abusive to other people this does not mean you cannot make use of a Shared Lives arrangement. However, other people have a right to live lives that are free from violence and/or abuse and/or harassment and bullying. You may not be able to start a SL arrangement or the arrangement may have to be brought to an end if your behaviour cannot be safely managed in the arrangement and/or the levels of risks for other people are unacceptably high.

Your SL Carers will support you in the daily life and activities and goals you choose as part of your Service User Plan. If you require support to speak up for yourself or to make choices and decisions, you will find more information about this in our policies on Communication, and on Making Choices and Decisions.

Your SL Worker will visit you and your SL Carers regularly in order to monitor the arrangement and make sure that you and they have the practical and professional help that may be needed. Your SL Carer will record the details of any incidents and keep your SL Worker informed about these. Your SL Worker will take responsibility for notifying the Care Quality Commission of any events which adversely affect your health, safety or well-being when this is necessary.

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

- Standards of conduct and practice
- Equal opportunities
- Making choices and decisions
- Communication
- Daily life and inclusion in the community
- Joint working and information sharing
- Training and development
- Health and safety
- Risk assessment and risk management
- Safeguarding against abuse and neglect
- Aggression towards SL Carers and workers in the service
- Restrictive physical intervention
- Restriction of liberty
- Dealing with emergencies and crises
- Accidents and dangerous occurrences
- Record keeping
- Complaints and concerns
- Service User Plan
- Individual planning, monitoring and review
- Supporting and reviewing SL Carers