

## Harrow Shared Lives Scheme Policy & Procedure No. 19

### Dealing with Emergencies and Crises

People's lives can include unexpected events and/or unexpected responses to events, either of which can cause emergencies and crises. The Harrow Shared Lives Scheme aims to equip its Shared Lives (SL) Carers to deal safely and sensitively with these situations.

#### How will this happen?

The Harrow Shared Lives Scheme provides information, training and ongoing support to SL Carers so that they:

- understand the need to communicate clearly and support you and others in their household at these times
- understand their responsibility to protect you and/or themselves and/or other people, if necessary
- have a working knowledge of all the Scheme's policies and procedures and can apply relevant ones even in unexpected situations
- understand the need to record the details of any emergency or crisis affecting you and the need to inform the SL Worker or Scheme without delay
- are aware of the types of help that are available in the community to deal with emergencies, and how to contact these

We also ensure that SL Carers have easy access to support from SL Workers during office hours, by providing mobile phones. Out of office hours support is provided by Emergency Duty Team on 020 8422 0099.

If you are involved in an emergency or crisis your SL Carer and SL Worker will both be aware of who you would like contacted on your behalf as this information will be included as part of your Service User Plan. If there are particular aspects of your health or behaviour which are known to be likely to cause an emergency or crisis, the risks will be assessed and a risk management plan will also be part of your Service User Plan and regularly reviewed with it.

The SL Scheme will be responsible for notifying the Care Quality Commission and other regulatory bodies about an emergency or crisis when this is necessary.

If the emergency or crisis is one that affects your SL Carer's ability to continue providing a SL arrangement for you, we will explain the reasons for this and work with you and/or your family/representative and your Care Manager and/or other professionals in order to make alternative arrangements as quickly and as smoothly as possible.

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

- Standards of conduct and practice
- Making choices and decisions
- Communication
- Training and development
- Service User Plan
- Individual planning, monitoring and review
- Ending a Shared Lives arrangement
- Health and safety
- Risk assessment and risk management
- Restrictive physical intervention
- Restriction of liberty
- Aggression towards SL Carers and workers in the service
- Working with and responding positively to people who challenge services
- Accidents and dangerous occurrences
- Record keeping
- Joint working and information sharing
- Supporting and reviewing SL Carers