

Harrow Shared Lives Scheme Policy & Procedure No. 46

Consultation and Participation in Running the Service

The Harrow Shared Lives Scheme aims to run the service in ways that are in the best interests of people who are making use of Shared Lives (SL) arrangements. You have a right to have your complaints, comments and ideas about running the service listened to and respected. It is therefore important that you are encouraged and helped to make your views known about any aspect of the service and can take part in decisions affecting it.

How would this happen?

You will have the opportunity to take part in managing, reviewing and improving the service in the following ways:

- being consulted about your experiences of daily life in the SL arrangement
- being involved in reviewing existing working practices and policies and procedures, or in drawing up new ones
- being involved in the recruitment and selection of workers and/or volunteers and/or SL Carers in the service
- being involved in the training and development of workers and/or SL Carers
- planning consultations or surveys
- monitoring the quality of the service
- developing plans for the future

There are several ways you can take part in these activities, for example by:

- coming to meetings or discussion groups that are specially arranged for people in SL arrangements
- joining in meetings with workers
- contributing to surveys of levels of satisfaction amongst people in Shared Lives arrangements

- being asked individually for your views when your Service User Plan and SL Agreement are reviewed and whenever your SL Carer's work is reviewed
- being a representative on the Approval Panel
- helping to interview prospective workers
- being involved in reviewing workers when their probationary period is coming to an end

Information that you need in order to take part will be provided in a format that you can easily understand. If you require support to take part this can be provided by [workers in the service / independent person / local advocacy service / interpreter /etc.

Your family and/or representative will have separate but similar opportunities to make their views known too.

When you and/or other people in SL arrangements have been consulted or taken part in surveys or in reviewing and developing or changing the service in other ways, you will be provided with information about the outcomes. The results of consultations and surveys will also be published and made available to other interested people or organisations, such as your family and/or representative, Care Managers, Care Quality Commission or other regulatory bodies.

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

- Standards of conduct and practice
- Making choices and decisions
- Communication
- Equal opportunities
- Recruitment and assessment of SL Carers
- Recruitment and employment of workers and managers in the service
- Working with volunteers
- Approval Panel
- Complaints and concerns
- Statement of Purpose
- Continuous improvement in the service
- Training and development
- Supporting and reviewing SL Carers
- Service User Plan
- Individual planning, monitoring and review
- SL Agreements