

Harrow Shared Lives Scheme Policy & Procedure No. 59

Supporting and Reviewing Shared Lives Carers

The Harrow Shared Lives Scheme values its Shared Lives (SL) Carers and depends on them to provide good quality support and care to people in SL arrangements. We therefore regularly review the work of SL Carers and provide ongoing support for them in order to make sure they have the resources, skills and knowledge to fulfil their responsibilities and meet the needs of the people they are supporting.

How would this happen?

The role and responsibilities of SL Carers are outlined in the Carer Agreement, together with those of the Scheme. The support that SL Carers can expect from the Scheme includes:

- induction training or other learning opportunities which meet the requirements of Skills for Care common induction standards and also the Learning Disability Qualification induction standards if they are working with people who have learning disabilities
- a full review of their work and approval status at least once a year (and more often if necessary) which includes a learning and development plan for the coming year
- ongoing learning and development opportunities which can be tailored to the SL Carer's individual learning style
- having a named SL Worker
- regular telephone calls and visits (at least once every 3 months) from their own SL Worker and, if different, from the SL Worker who is responsible for the person they are supporting
- regular reviews of the person's Service User Plan and Placement Agreement so that the person's changing needs and wishes can be responded to, including whether the arrangement should continue
- the provision of a Carer's Handbook containing essential information about the aims and objectives and operation of the service and reference documents including copies of relevant policies and procedures

- regular breaks up to a maximum of six weeks per year for SL Carers who are providing long-term accommodation and support for a person
- facilitating peer support between SL Carers including meetings.

The annual review will cover:

- the SL Carers' work with each person they have been supporting
- feedback from the person(s) and their family or representative and their Care Manager and other relevant professionals
- an overview of the SL Carers' achievements during the past year
- any outstanding objectives or actions from the previous year
- the records they have been keeping
- evidence of maintaining and continuing to develop the knowledge and skills required for their work
- their learning and development needs for the coming year and how these will be met
- their accommodation and updating of any risk assessments relating to this
- their current health and lifestyle and family circumstances
- the views of others in their family or household
- any required update of formal checks
- the categories of their approval and whether these should be changed
- their experiences of being part of the Scheme and any comments or suggestions they have for improving the service.

SL Carers will be given a copy of written guidelines for the review and the date will be arranged well ahead so that they have an opportunity to prepare for this. They will also be able to comment or add to the written report of the review and will be given a copy of the final report.

Additional reviews will be carried out at the end of the SL Carers' probationary period, or if any serious complaints or concerns have been expressed about the working practices or conduct of the SL Carers, or if an allegation of abuse or neglect has been made against them and upheld after investigation, or if their health or family circumstances have changed significantly.

If the review of the SL Carers indicates that there may be reasons to change or end their approval the review report will be presented to the independent Approval Panel for a decision. The SL Carers will be given information about their right to appeal against the decision and how to do this.

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

- Recruitment and assessment of SL Carers
- Standards of conduct and practice
- Approval Panel
- Training and development
- Continuous improvement in the service
- Consultation and participation in running the service
- Record keeping
- Safeguarding against abuse or neglect
- Service User Plan
- Individual planning, monitoring and review
- Carer Agreement
- Carer Review Form
- Risk assessment and risk management