

SHARED LIVES SERVICE SPECIFICATION

1. INTRODUCTION

- 1.1 Shared Lives enables a wide range of people who need support to live independent lives and have their health and wellbeing promoted, through a flexible form of accommodation and/or care and support that is provided by ordinary individuals or families in their home and in the local community.
- 1.2 Shared Lives Carers are recruited, trained and supported by the Shared Lives Scheme to offer a wide range of services inside and outside their home. These include services such as long term, short breaks, rehabilitative or intermediate support.

2. AIMS OF THE SERVICE

- 2.1 The Shared Lives Service will help to ensure people in Somerset have access to a range of innovative, community based solutions for accommodation, care and support, which meet their Eligible Needs and enable them to achieve their individual Outcomes.
- 2.2 The Scheme will;
 - Deliver a high-quality, value for money service, which complies with regulatory standards as monitored by the Care Quality Commission;
 - Recruit, train and support a range of appropriate Shared Lives Carers, ensuring sufficient carers are recruited in each part of the county to meet both the current and future levels of need;
 - Enhance the quality of life of the people being supported, ensuring that they have a positive experience of care and support;
 - Support people to be empowered to make informed choices and decisions about their care and treatment and to take greater control over their lives;
 - Safeguard adults whose circumstances make them vulnerable and protecting them from avoidable harm;
 - Support the Council in delaying or reducing the need for care and support within the county, through both preventative forms of care and by supporting people to become more independent, and;
 - Expand the service to meet the needs of the people being supported, as well as the development priorities of the Council.
- 2.3 The Scheme will ensure that the people being supported can achieve their individual outcomes relating to;
 - Managing and maintaining nutrition
 - Maintaining personal hygiene
 - Managing toilet needs
 - Being appropriately clothed

- Being able to make use of their home appropriately
- Maintaining a habitable home environment
- Developing and maintaining family or other personal relationships
- Accessing and engaging in work, training, education or volunteering
- Making use of necessary facilities or services in the local community, including public transport, and recreational facilities or services
- Carrying out any caring responsibilities the adult has for a child

3. DESCRIPTION OF SERVICE

3.1 The Scheme will provide long term, short break, rehabilitative or intermediate support service, and the service delivery requirements relate to all types of service.

3.2 All placements will meet key requirements around health and safety, training and development, safeguarding and delivering a person centred service.

3.3 Recruitment of Shared Lives Carers

3.3.1 The Shared Lives Scheme is responsible for ensuring that the carers recruited;

- Demonstrate the appropriate skills to support the individuals placed with them;
- Have the relevant knowledge and information to carry out their carer function;
- Have a full induction;
- Undertake mandatory and other relevant training to maintain and develop their skills and knowledge;
- Are provided with up to date policies and procedures that relate to all aspects of their Shared Lives role;
- Are provided with good practice updates and are kept aware of relevant national and local policy initiatives, and;
- Are able to meet the identified eligible social care needs of the Person and that other commitments the carer has, for example family or work, is compatible with this.

3.3.2 The Scheme will ensure that DBS checks and references are carried out prior to approval.

3.3.3 The Scheme will complete a full inspection of the prospective home and must be satisfied that the home environment is:

- Appropriate to the needs of the Person (continually assessed through the matching process);
- Has a suitable bedroom space;
- Has suitable and accessible washing facilities;
- Is compliant with health and safety legislation (The home owner is responsible for ensuring that all health and safety legislation and fire safety procedures are followed), and;
- Has appropriate insurance cover.

3.3.4 The Scheme must check the legal status of the owner and that they are able to let a room in their property, as certain types of tenancy prohibit subletting or licence agreements. Reasonable steps should be taken to ensure the carer is not under threat of eviction from the property and that rent or mortgage payments are up to date.

3.3.5 The Shared Lives Carer may have other employment, providing it does not prevent them from meeting the Eligible Needs of the Person or prevent them from meeting the requirements and Outcomes included in the Person's Care and Support Plan.

3.3.6 The Scheme will recruit and maintain a suitably skilled and qualified Approval Panel that reviews evidence of capability, values and safety and makes recommendations that are taken into account when making decisions to approve carers.

3.3.7 Shared Lives Carers are self-employed and not employed by the Scheme.

3.4 **Support Carers**

3.4.1 Shared Lives Carers may identify that one or more support carers are required to help them deliver care and support to the people placed with them.

3.4.2 A Support Carer is defined as someone who is not the main Shared Lives Carer but who has regular unsupervised contact with the Person placed and who acts in the carer role on a planned basis to provide cover for the primary carer.

3.4.3 The Scheme is responsible for ensuring that Support Carers are adequately, assessed, trained and inducted, and that both the Shared Lives Carer and Support Carer are aware of their roles and responsibilities.

3.5 **Disclosure and Barring Service**

3.5.1 The Scheme will;

- Complete an enhanced DBS check on the named Carer;
- Complete an enhanced DBS check on the named Support Carer, where there is one;
- Ensure the DBS is a full paper based check and not the faster online version;
- Tick the box stating that the person is a home based worker so that a wider check will then be carried out on anyone named in the property;
- Assess any concerns raised from the DBS check, including risk assessing any disclosed convictions, in conjunction with the Council if appropriate;
- Require the carer to notify them immediately of any change in circumstances that they have reasonable cause to think will show on a new DBS, such as a new conviction, and;
- Renew DBS checks every three years.

3.5.2 The Scheme will also complete a DBS check for all staff who either visits the Shared Lives households, or have significant access to personal information relating to the people supported by the Shared Lives scheme.

3.6 **Referral Process**

3.6.1 The Council and the Scheme will agree a referral process that will facilitate smooth and swift referrals. This will include how vacancy updates are advertised, contact points, and what information is required about the individual.

3.6.2 Referrals to the service will be made by the Council for individuals who have been assessed as having eligible social care needs under the Care Act 2014. The care and support plan, as agreed with the individual, will have identified a Shared Lives placement as the most suitable option for that person, having taken into account their housing, care and support needs.

3.6.3 The Council will ensure that sufficient financial information is included to enable the Scheme to establish whether the Person will be able to cover the cost of the service and/or whether they are a self-funder.

3.6.4 Where it is clear that the person does not have the capacity to make informed choices regarding their chosen lifestyle, the Council will ensure that an independent person acting on behalf of the person is sought to determine if the referral is in their best interests.

3.6.5 In crisis and short break placements there may not be a full adult social care assessment at the point of referral.

3.7 Matching and Placement Process

3.7.1 The Scheme will use a matching and introductory process, enabling the person and Shared Lives Carer to get to know each other before deciding to enter a Shared Lives arrangement.

3.7.2 The Scheme will ensure the matching processes takes account of;

- The Person's assessed Eligible Needs and wishes;
- The skills, knowledge and experience of the Shared Lives Carer;
- The personal interests of the Person and the Shared Lives Carer;
- The cultures and/or faiths, which are important to the Person and the Shared Lives Carer, and;
- The suitability of the accommodation, including location, access, size of bedroom, suitability of bathroom facilities, shared use of the family home, opportunities for privacy and personalisation of their private space.

3.7.3 The Scheme will balance the needs of the carer, the family and the person being referred, whilst also being responsive to the needs of the Council by being able to place an individual in a timely manner. The use of short breaks could facilitate this process.

3.7.4 Shared Lives Carers are under no obligation to agree to any placement. The Scheme will ensure that both the Shared Lives Carer and the Person are clearly aware that they can withdraw from the matching process at any point.

3.7.5 Where the Person, Scheme, Shared Lives Carer and Council are in agreement about the suitability of the placement, the Council and the Scheme will agree the Band Level of the Placement. The Band Levels are determined by the Person's Eligible Needs and Care and Support Plan and are agreed between the Scheme and the Council in accordance with the Band Level definition set out in Appendix 1 of this specification.

3.7.6 A Shared Lives Service Agreement and a Licence Agreement will be completed for each placement.

3.7.7 The Scheme will follow current legislation and good practice on the number of people who can be placed with a Shared Lives Carer at any one time. This number may be reduced by the Scheme depending on the individual situation of the carer and the needs or circumstances of the individual/s placed.

3.7.8 Shared Lives is not a "24/7 service"; access to additional support, day services or additional respite, sufficient to maintain an effective placement, will be considered.

3.8 Crisis and Short Term Placements

3.8.1 The Scheme will work with a number of carers who are able to offer a short term crisis or crisis avoidance placement with limited notice. The security, safety and well-being of both carer and Person remain the primary concern and will dictate the final decision.

3.8.2 The Scheme will recruit and support a number of carers who are able to offer short term enablement and reablement support around hospital admission. This could be to prevent or reduce the need for hospital admission or to offer support on discharge.

3.9 **Shared Lives Carer Agreement**

3.9.1 The Scheme will ensure that a Shared Lives Carer Agreement is entered into between the Scheme and every Shared Lives Carer. This agreement will set out the requirements on the Shared Lives Carer to meet the Eligible Needs of people with care and support needs, through the provision of personal care and accommodation in their home.

3.9.2 As Shared Lives Carers are self-employed the Agreement will need to cover all aspects of the role including, but not limited to;

- Code of conduct;
- The service to be provided;
- Meeting the needs and outcomes of the individual;
- Payments;
- Inspections;
- Formal requirements of insurance, DBS checks and training;
- The standards of care expected;
- The standards of accommodation expected;
- Use of support carers;
- Notice periods, and;
- Termination or deapproval process.

3.9.3 Shared Lives Carers are recognised by HMRC as self-employed under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010. Shared Lives Carers work on a flexible schedule to provide the care and support required in the support plan.

3.10 **Shared Lives Service Agreement**

3.10.1 The Scheme will ensure a Shared Lives Service Agreement is made in relation to each individual Shared Lives Placement. It is an agreement between the Person using the service, the Shared Lives Carer and the Scheme.

3.10.2 The Shared Lives Service Agreement incorporates the responsibilities and expectations of all those involved and includes details of the Person's Care and Support Plan. This is intended to ensure an effective working partnership between all of the parties involved.

3.11 **Licence Agreement**

3.11.1 The Scheme will ensure there is a formal agreement issued from the carer to the individual explaining the legal occupation of the home. The agreement will explain the legal status of the arrangement, the rights to use the property and the notice period for either side to end the agreement. This includes the use of the kitchen and any restrictions that have been agreed based on the individuals support plan.

3.11.2 The agreement will specify the rights of the individual to have friends to visit or stay.

3.12 **The Person's Care and Support Plan**

3.12.1 The Scheme will ensure that the Person will have an individual Care and Support Plan in place within 15 weeks of starting their placement.

3.12.2 The Person's Care and Support Plan will:

- Be person centred;
- Shows evidence of the Person's involvement;
- Shows evidence that the Person's circle of support have been included, as appropriate;
- Identify any communication needs;
- Clearly reflect the outcomes identified;
- Reference their changing needs, showing evidence of regular reviews;
- Show evidence of reference to the Mental Capacity Act, including Best Interest decisions where appropriate;
- Include a copy of the Person's Needs Assessment;
- Include details of any risk assessment in place;
- Demonstrate input from external professionals, where appropriate, and;
- Reflects best interest decisions, Mental Capacity Act and Deprivation of Liberty.

3.12.3 To support the ongoing review of the Person's Care and Support Plan, Shared Lives Carers will keep a regular record of any significant events or issues including but not limited to outcomes achieved, accidents or incidents, illness, contacts with health professionals or other agencies, safeguarding concerns and issues arising relating to mental capacity or deprivation of liberty. These records should be comprehensive and person centred.

3.13 Training for Shared Lives Carers

3.13.1 The Scheme will devise a training programme for all Shared Lives Carers. This will include the induction process, all mandatory training for the Carer to be able to deliver the service, in line with this specification and any regulatory requirements.

3.13.2 Training will be offered that may relate to some but not all Carers, for example working with young people and transitions to adulthood.

3.13.3 All training must be provided by a suitably competent trainer with relevant expertise. A training and development programme will be agreed with each Carer to complement the induction and mandatory training.

3.13.4 The Scheme is responsible for ensuring that the Carer has received relevant and up to date training, that key training is regularly renewed, and that a training log for each carer will be maintained.

3.14 Carer Support and Review

3.14.1 The Scheme will ensure that all Shared Lives Carers are supported in their roles, ensuring a handbook or guide, including the Code of Practice and all policies and procedures, is available to each Shared Lives.

3.14.2 Specific support provided by the Scheme to the Shared Lives Carer will include;

- Ongoing learning, which ensures that Shared Lives Carers further their development in order to meet the individual needs of the Person they support and care for;
- Monitoring, which ensures that the Person is being cared for in a safe and secure environment where their identified Eligible Needs are met and there is progress towards meeting their individual outcomes;
- Clarity about accountability and professional boundaries;
- Support with the delivery of the Person's care and support plan, including any additional, specialist advice and support required to meet their assessed needs or any changes in their needs, including those occurring as a result of illness, crisis or emergency;

- Regular carer group meetings and enabling informal groups for carer peer support;
- Regularly review to ensure that the Carer has the resources, skills and knowledge to fulfil their responsibilities, and;
- Regular opportunities to take breaks from their caring responsibilities.

3.14.3 The Scheme will undertake an annual review of all Shared Lives Carers to ensure:

- A valid DBS is in place;
- Valid and up to date public liability and household insurance is in place;
- Mandatory training has been completed;
- A tailored development plan is in place;
- The property is still suitable and complies with health & safety checks, and;
- The carer is able to provide the care and support required.

3.15 **Support and Monitoring for the Person**

3.15.1 The Scheme will undertake an annual review of the Person's Care and Support Plan, conduct regular placement monitoring, and seek feedback from the Person's circle of support, to determine the ongoing suitability of the Placement.

3.15.2 The Scheme will work with the Person and their Shared Lives Carer to ensure the Person;

- Is living as independently as possible in suitable accommodation;
- Has choice and control over their day to day life including their care and support;
- Is enabled to improve and/or maintain their overall physical and mental health and wellbeing;
- Feels that they are treated with dignity and respect;
- Is protected from abuse and neglect;
- Is enabled to participate in work, education, training and recreation;
- Has access to the care and support service set out in their Care and Support Plan and in accordance with the Shared Lives Arrangement Agreement;
- Is enabled to participate in domestic, family and personal activities;
- Is enabled to take part in the wider community and the society in which they live;
- Is enabled to maximising their income through all possible means, including employment opportunities;
- Has their religious faith, beliefs and culture considered and respected in the course of meeting their needs for care and support, and;
- Is not unfairly discriminated against, particularly with regards to their Protected Characteristics.

3.15.3 Where the Scheme has concerns about the Shared Lives Carers' ability to meet the ongoing needs of the Person they will engage the Council and other relevant parties, as appropriate, to instigate a formal review.

3.15.4 Where there is potential that the placement may breakdown, the Scheme will ensure, where appropriate, that the Person and the Shared Lives Carer are supported to prevent this from occurring. This may include supporting the Person or the Shared Lives Carer to source a short break from the placement, where appropriate.

3.15.5 Where the Person's Eligible Needs change the Scheme will contact the Council to arrange for a formal review to be undertaken.

3.16 **Mental Capacity Act and Deprivation of Liberty Safeguards (DoLs)**

3.16.1 Some people who live in a Shared Lives placement may have, or may develop, limited mental capacity. In cases where an individual lacks capacity the Scheme must ensure that all aspects of the service adheres to the 5 principles of the Mental Capacity Act 2005 and that Shared Lives Carers are trained to an appropriate level of understanding.

- Principle 1: Assume a person has capacity unless proved otherwise.
- Principle 2: Do not treat people as incapable of making a decision unless all practicable steps have been tried to help them.
- Principle 3: A person should not be treated as incapable of making a decision because their decision may seem unwise.
- Principle 4: Always do things or take decisions for people without capacity in their best interests.
- Principle 5: Before doing something to someone or making a decision on their behalf, consider whether the outcome could be achieved in a less restrictive way.

3.16.2 In practice this means only making decisions for people in a Shared Lives setting when it has been proven and documented that they cannot make the specific decision for themselves. Any decision made on behalf of the person should be made following the statutory best interest checklist and should be necessary, proportionate and the least restrictive option available.

3.17 **Safeguarding and Notifiable Incidents**

3.17.1 The Scheme must ensure that all aspects of the service, and all placements with carers are subject to a thorough safeguarding assessment. The Scheme must have a policy that adheres to the Council's policy of safeguarding adults and vulnerable children.

3.17.2 The Scheme must be aware of the risks around sexual exploitation, modern slavery and human trafficking. Policies and practices must demonstrate how these are identified and how any concerns are acted upon.

3.17.3 Abuse and neglect can take many forms, due consideration should be given to each individual circumstance to protect the person from abuse. This can be more complex when an individual is living as part of a family in a Shared Lives setting. The Scheme will ensure that staff and Shared Lives Carers are fully trained and supported to identify and address any safeguarding concerns at as early a stage as possible.

3.17.4 The Scheme should conduct regular reviews of safeguarding practice and monitoring safeguarding issues. These should be reported to the Council as part of agreed Contract Monitoring.

3.17.5 The Scheme will inform the Council as soon as is practicable of any serious incident. The Scheme can contact Safeguarding, Commissioning or Adult Social Care as relevant, or all departments in the event of a very serious incident. The Scheme is expected to use judgement over what and when to notify.

3.17.6 Examples of notifiable incidents would include but is not limited to;

- Death of the individual;
- Death of the carer;
- Refused medical treatment;
- Serious accident;
- Serious injury;

- Notifiable infections;
- Flood or fire;
- Major incident for the carer;
- Unplanned or unexplained absence of the individual;
- Hospital admission, and;
- Any safeguarding concern.

3.17.7 The Scheme will work with the Council in safeguarding vulnerable people becoming, or supporting, terrorists or violent extremists. Working with the Council, Police, NHS, Fire Rescue Service and other community groups, the Scheme will support the key objectives of challenging extremist ideology, increasing the resilience of communities to resist violent extremism, and improving communication and intelligence sharing.

3.18 **Medication**

3.18.1 The Scheme should have a medication policy and training that ensures Shared Lives Carers understand their role with regards to medication. The individual support plan will be clear on medication to be used and the support the individual needs to manage their medication. The Shared Lives Carer will follow the support plan and any subsequent medical alterations.

3.18.2 The Scheme will ensure the Carer has access to any specific training that is needed and that professional help is sought if required. The support plan will include clear information about whether the individual can; store, follow instructions; or self-administer medication.

3.19 **Complaints, Compliments and Comments**

3.19.1 All individuals will be informed of the arrangements to make complaints, compliments and comments about their Shared Lives Carer direct to the Scheme.

3.19.2 Shared Lives Carers will be informed of the arrangements to make complaints, compliments and comments about the Scheme or its staff.

3.19.3 The outcome of all complaints, compliments and comments must be reviewed in order to inform the future development of the Service.

3.19.4 Complaints and compliments should be shared with the Council as part of the agreed Contract Monitoring process.

3.20 **Exit from the Service**

3.20.1 Where there is a breakdown of the Shared Lives Placement, the Scheme may need to terminate the Service early. The Scheme will ensure that all options have been exhausted to prevent the breakdown of a Placement.

3.20.2 Where breakdown of a Placement is not avoidable;

- The Scheme will give the Council a minimum of 28 days' notice of the termination of a Placement. Where the Scheme can no longer ensure the safety and well-being of the Person or the Shared Lives Carer, the Scheme may ask the Council to remove the Person from the Service with immediate effect, depending on the individual needs of the Person and after taking into consideration the Person's well-being.
- In the event of the Scheme terminating a Placement, the Council retains the responsibility to find a suitable alternative service. Where appropriate, the Scheme will work with the Council to identify an alternative Shared Lives arrangement either as a temporary or permanent Placement.

3.20.3 The Service is intended to enable people to live as independently as possible, which may include moving people on from their Shared Lives Placement to other types of accommodation and support. Where the Person is planning to move on from the Service the Scheme and the Shared Lives Carer will work with the Council to ensure that the transition is supported effectively.

3.20.4 Where the Person dies while using the service, the placement will officially end one week after the Person's death. The Council will support the Scheme and the Shared Lives Carer in notifying the next of kin and other relevant agencies.

4. PAYMENTS AND BANDING

4.1 There are three distinct financial elements in a Shared Lives placement:

- The payment to the Scheme to recruit, train and support carers;
- The payment to the carer for the support for the individual, and;
- The payment by the individual to cover rent and household costs.

Purpose of Payment	Who Pays	Who Receives the Payment
To deliver the Shared Lives Service	The Council	The Scheme
To deliver Care and Support to the Individual	The Council	The Scheme, who then pays the Shared Lives Carer
To pay Rent and Household Costs	The Individual	The Shared Lives Carer

4.2 **Payment to the Scheme to deliver the service** - The Council will pay the Scheme to deliver the service. This payment covers all aspects of managing and delivering an effective Shared Lives service. The payment includes the following, but this list is not exhaustive;

- Recruit new carers;
- Provide an induction and ongoing training to the carers;
- Provide ongoing and tailored support to the carers;
- Ensure support and information to individuals placed;
- Benefit maximisation for individuals placed;
- Maintain all processes in line with statutory and regulatory frameworks;
- Work collaboratively with the Council;
- Employ staff as required to deliver the service, and;
- All organisational overheads as required to deliver the service

4.3 **Payment to the Scheme for the care and support** - The Council will pay the Scheme for the care and support for each individual. This money will be paid by the Scheme to the individual Shared Lives Carer who is providing the support. The contractual relationship sits between the Scheme and the Shared Lives Carer.

4.4 Long Term Placements

4.4.1 The carer will be paid a weekly amount for care and support based on the assessed eligible needs of the individual. The level of needs of the individual will be identified by adult social care as part of the assessment and support planning. The indicative banding will be set by adult social care.

4.4.2 There will be four support bands – low, medium, high and complex. These are broken down in Appendix 1, with examples of the level of care and support required. The exact nature of the support and practical tasks that are required will depend on the individual person. The needs may change over time and the level of support needed may fluctuate within the band.

4.4.3 The Council, working with the Scheme and Shared Lives Carer, will conduct a review of all existing placements to determine which of the four new bands is appropriate. The new rate will not be paid until the review has taken place.

4.4.4 All new placements will be formally assessed and paid under the four new bands following the assessment.

4.4.5 In establishing the suitability of a new Long Term placement, the Scheme and the Council may agree an appropriate number of introductory visits, arranged as Short Term placements.

4.5 Banding Review

4.5.1 The placement will be reviewed after 15 weeks. This is to allow the Person to have settled into the household and into different routines. There may have been a need for additional support in the transition stage. The 15 week review can assess the banding level as needing to be higher or lower.

4.5.2 Any change in the banding will be agreed between the Scheme and the Council support worker.

4.5.3 After this initial period, bandings will be assessed as part of the care and support plan review by Adult Social Care. A review can also occur where there has been a significant change in the level of care and support needed by the individual.

4.6 People with Additional Complex/Challenging Needs

4.6.1 The Council recognises that some people in a Shared Lives placement have needs that are very complex and/or challenging. In these situations a discretionary care fee may be agreed in addition to the (4) Complex/ Challenging banding as described above. This will be negotiated on a case by case basis depending on the situation and support needs of the individual. This could be for a long term placement or for a period of transition after which the person may no longer need the additional discretionary support.

4.6.2 The care fee will be based on the additional level of complexity identified within the support plan. This will be agreed by the Adult Care Brokers and the Scheme, with any additional Adult Social Care Management approval as needed.

4.6.3 This process will be by exception only; the majority of placements should be covered under one of the four support bandings.

4.7 Short Term Placements

4.7.1 Short term placements, sometimes referred to as 'Short Breaks', are arranged on a per night basis and can be for a period of between 1 night to 28 nights.

4.7.2 Short term placements can be used for a range of reasons including a temporary arrangement from another Shared Lives placement, a trial stay, respite for a non-Shared Lives Carer, or as temporary arrangement to support an individual through a crisis or transition in their life.

4.7.3 Short term placements are paid on three banding level, agreed between the Council and the Scheme at the point the Placement is agreed, based on the Persons Eligible Need and their Care and Support Plan;

- Band A (low and medium)
- Band B (high)
- Special (Complex)

4.7.4 Short term placements may also be arranged on day support basis with hourly costs.

4.7.5 Where the Person is unable to travel to the Shared Lives Carer, at their discretion, the Council may agree to fund additional payment of mileage costs for the Shared Lives Carer to collect the Person from their existing home.

4.7.6 Where a Short Term or Day Support is cancelled 48 hours before it is due to commence, 50% of the cost of the Service will be charged to the Council. If the cancellation occurs more than 48 hours before the Short Break or Day Support no charge will be made.

4.8 Financial Assessments

4.8.1 The Scheme will undertake a financial assessment in accordance with the Council's policy, to determine the level of contribution payable by the Person.

4.8.2 The care and support costs are paid to the Scheme net of the Person's contribution. The Scheme is responsible for collecting the Person's contribution, ensuring the Shared Lives Carer is paid the full care and support.

4.8.3 Unless agreed between the Scheme and the Council, the Scheme will not be responsible for undertaking a financial assessment for a Person accessing a Short Term or Day Support service with the Scheme, unless that Person is also in a Long Term placement with the Scheme.

4.9 Payment of Rent and Household Costs

4.9.1 The Shared Lives Carer will charge an amount per week to cover both rent and household costs.

4.9.2 The rent charged is for the use of the premises on a licence agreement and will cover the use of the bedroom, access to a bathroom and the use of communal areas. The rent will include any contribution towards council tax, insurance and other housing related costs. The amount charged can vary to reflect the local housing allowance rates.

4.9.3 The individual will pay a weekly amount for household costs. This will cover food, use of the facilities including heating, utilities, laundry and other costs associated with use of the home. The amount charged can be reflective of the needs of the individual including, for example, higher laundry costs and / or higher food costs because of specialist dietary requirements.

4.9.4 The Scheme are responsible for assessing and setting the basic level of rent and household costs paid across all services. Any additional amounts paid by the Person to the Shared Lives Carer, such as for additional TV or Internet services, should be clearly detailed in their Care and Support plan.

4.10 Appointeeship and Benefit Support

4.10.1 The Scheme may act as an appointee for people in a Shared Lives placement in respect of their welfare benefits. The Scheme will comply with the Mental Capacity Act, all relevant regulations and will act, at all times in the best interest of the individual.

4.10.2 The Scheme will support the individual to maximise their income by claiming any housing benefit and welfare benefits to which they are entitled, including any enhanced housing benefit or premiums.

4.10.3 When an individual leaves a Shared Lives placement and the Scheme is the appointee, the Scheme will continue in this role until able to undertake a smooth transition to the new appointee, unless it is in the best interests of the individual not to do so.

4.11 Payment of Carer Respite

4.11.1 Each carer will be supported to have two weeks holiday per year in respect of each person placed on a long term arrangement. The money will be administered by the Scheme. The payment will be the equivalent of two full weeks at the support banding for the individual.

4.12 Changes to Placements

4.12.1 Where the Council has made a confirmed referral and the individual fails to arrive, the Council will pay the carer 50% of the first night of the placement.

4.12.2 The Council will continue to pay the support payment for up to one week following the death of the individual where they had been living in a long term Shared Lives placement. No payment is made where the individual had been in hospital for longer than four weeks.

4.12.3 The Council will continue to pay the support payment for up to a maximum of four weeks where an individual is in a long term placement and is expected to return to the Shared Lives placement as their home. When the hospital stay is known to be longer than four weeks, or becomes longer than four weeks, the case will be referred back to the Adult Social Care Team to review.

4.12.4 The Council will pay the support payment for up to a maximum of one week where the individual has left the property unexpectedly and without giving notice, and where it is known that the person is not going to return to the Shared Lives placement.

5. GENERAL SERVICE DELIVERY STANDARDS

5.1 The Scheme will;

- Recruit, train, and support staff that are able to demonstrate the knowledge, skill, competence and attitude required of the roles and responsibilities assigned to them;
- Hold a registered with the Care Quality Commission, rated as 'Good' or 'Outstanding', and continually monitor against the 'Key Lines of Enquiry' to ensure the service is Safe, Effective, Caring, Responsive and Well-Led;
- Operate and adhere to Shared Lives Plus best practice standards;
- Develop and manage good relationships with commissioners, care managers, safeguarding leads and other Council employees, to ensure smooth delivery of service;
- Implement a rigorous quality assurance system, focusing on the outcomes of the people being supported, which drives continuous improvement;
- Ensure the service supports equality of opportunity for all Scheme staff, Shared Lives Carers and people with care and support needs;

- Implement suitable methods of empowering Shared Lives Carers, the people being supported, and the persons circle of support, and ensure they have a means of influencing the service provided;

5.2 The Scheme should have policies in place, up to date, and reviewed annually, that cover, as a minimum;

- Staff recruitment and training;
- Health and safety;
- Equal access;
- Information Governance;
- Mental Capacity Act and Deprivation of Liberties;
- Safeguarding;
- Notifiable incidents;
- Prevent;
- Medication, and;
- Complaints, compliments and comments

5.3 The Scheme will ensure a robust approach to health and safety, ensuring that all staff, volunteers and Shared Lives Carers understand and adhere to these policies and procedures at all times;

- Health and safety
- Lone working
- Violence and aggression
- First aid
- Fire precautions, including action plan and risk assessment, and personal emergency evacuation plan
- Manual handling including person handling
- Use and maintenance of equipment
- Home suitability checklist
- Risk assessment process, including individual risk assessments for each carer's home and / or each individual placed
- Infection control policy
- Medication policy
- Transport policy
- Accident reporting and accident investigation
- Incident and fatality procedure
- Hazardous substances

5.4 The Scheme are expected to deliver the service, including all aspects of the carer assessment and support, in compliance with the relevant legislation and associated regulations, including:

- The Human Rights Act 1998 and the principles enforced by the European Convention on Human Rights 1950;
- The Equality Act 2010;
- The Mental Capacity Act 2005;
- The Mental Health Act 2007;
- The Health and Safety at Work Act 1974;
- The Disability Discrimination Act 1995;
- The Care Act 2014;

- All legislation relating to the safeguarding of adults;
- Regulatory compliance with Care Quality Commission, and;
- All other legislation which is applicable to the provision of the Services.

5.5 The Scheme will have in place a business continuity plan to ensure the service can continue to be delivered in the event of flood, fire, or other disruptions to normal delivery including IT or system failure.

5.6 The scheme will coproduce all aspects of ongoing Service delivery, development and improvement, observing the following principles;

- **Assets:** transforming the perception of people from passive recipients of services and burdens on the system into one where they are equal partners in designing and delivering services.
- **Capacity:** recognise and grow Community capacity and capabilities by actively supporting them to put these to use at an individual and Community level.
- **Mutuality:** offer the Person a range of incentives to engage, which enables them to work in reciprocal relationships where there are mutual responsibilities and expectations of each other.
- **Networks:** engage peer and personal networks as the best way of transferring knowledge.
- **Blur roles:** remove tightly defined boundaries between public services and Communities by reconfiguring the ways in which services are developed and delivered.

6. QUALITY ASSURANCE AND CONTRACT MONITORING

6.1 Contract Management and Key Performance Indicators

6.1.1 The contract will be monitored and managed through a combination of;

- Annual policy and accreditation checks
- Financial reviews
- Contract review meetings
- Quarterly reports
- Quality assurance review

6.2 Annual Policy and Accreditation Checks

6.2.1 Each year there will be a review of core service requirements. This will include but is not limited to;

- Carer recruitment and induction
- Carer training schedule
- Health and safety accreditation
- Insurance certificates
- Data security
- Safeguarding policy
- Key policies and procedures

6.3 Financial Review

6.3.1 Each year there will be a review of the organisation's financial returns. The Scheme will be required to submit their annual accounts to the Council. This is to ensure that the organisation remains financially robust and able to continue to provide the contracted service.

6.4 Contract Review Meetings

- 6.4.1 The Shared Lives contract is a strategic contract for the Council. There will be quarterly contract review meetings and an annual strategic overview meeting. Meetings may be held more frequently depending on a number of factors:
- Market development
 - Innovation and good practise
 - Financial Return
 - Performance level
 - Number of individuals placed
 - Number of carers recruited and retained
 - County wide coverage
 - Identified risk level
- 6.4.2 The need for a meeting will be reviewed each quarter based on the quarterly report and associated data. The Scheme will ensure there is management capacity for at least a quarterly meeting.
- 6.5 Quarterly Contract Monitoring Reports**
- 6.5.1 A report template, as supplied, must be completed and returned within two weeks of the end of each quarter, operating to the standard calendar quarters (January to March, April to June, July to September, and October to December).
- 6.5.2 Each quarterly report will be analysed by the Council and will feed into the quarterly contract review meeting. The analysis may result in requiring further information or moving to monthly reporting on some key data.
- 6.5.3 See Appendix 3 for template of Quarterly Contract Monitoring Report. The template may be varied by the Council.
- 6.6 Quality Assurance Review**
- 6.6.1 The Quality Assurance Review is in addition to the performance monitoring and quarterly report. It is anticipated that a QA review will take place at least once a year.
- 6.6.2 The aim of the Quality Assurance Review process is for the Council to be assured of the quality of services that has been commissioned under the Care Act 2014.
- 6.6.3 The Quality Assurance Review will generally include (but is not limited to) a review of the following:
- Care / support plans and associated risk assessments, daily records and any other documents relating to the individuals care or support;
 - Compliments and Complaints Log;
 - Health and safety records;
 - Risk assessments;
 - Safeguarding Policy and records;
 - Policies and Procedures;
 - Observations and/or shadowing of The Scheme. Such observations or shadowing to be undertaken at the Council's absolute discretion;
 - Staff recruitment and training files including supervision and appraisal records;
 - The use of Sub-Contractors, and;

- Any other documentation in respect of the delivery of the services as reflected in the Quality Assurance Toolkit/Checklist at the time of the Quality Assurance Review or deemed necessary by the Quality Assurance Officer at the time of the review.

APPENDIX 1 – BANDING TOOL

Domains	(1) Low	(2) Medium	(3) High	(4) Complex/ Challenging
Medication	Self-managing	Some support required from the carer	Carer manages all medication	Specialist medical condition and/or medication.
Night Time	Rarely e.g. at times of ill health	Regular e.g. once a week	Frequent e.g. three to four nights a week	Most nights and more than once a night
Physical Wellbeing	Prompting	Regular support and supervision e.g. daily	Frequent support and supervision e.g. several times a day	Specialist skilled support
Emotional	Low level	Regular e.g. daily	Frequent e.g. several times a day	Specialist and skilled
Psychological and/or Psychiatric Wellbeing	Low level with mild conditions	Regular support	Frequent support	Specialist knowledge and support, working with professionals
Supervision, Safety and Risk	Independent at home, in the community and when travelling	Regular at home, in the community and when travelling	Frequent at home, in the community and when travelling	Constant supervision and support required – possibly a community DOL
Personal Care	Mainly independent, some prompts	Regular prompts and support	Frequent prompts and support	Full support in all areas
Making and Maintaining Friendships and Relationships	Mainly independent	Regular support	Frequent support	Full support
Community Access	Mainly independent	Regular support	Frequent support	Full support
Education, Employment and Training	Mainly independent	Regular support	Frequent support	Full support
Communication	Mainly independent	Regular support	Frequent	Specialist and skilled support
Money	Mainly independent – has capacity to manage finances.	Has financial capacity but requires some support	Does not have financial capacity	Does not have financial capacity
Daily Living Skills	Mainly independent – can prepare drinks and snacks	Regular support required daily	Frequent support (includes preparation for independence)	Full support
Mobility	Mainly independent	Regular support	Frequent support	Full support required

Banding Tool Review

The Scheme will work with the Council to further refine the banding tool (if required) to ensure it is an effective tool and that there is a shared understanding of the categories.

The descriptors in general mean;

Mainly Independent

The Person will require support supervision and / or prompting to enable them to carry out the domain themselves. Low level input is required; this may be more intensive support at times of crisis, ill health or when learning new skills.

Regular Support

The Person is able to carry out the domain themselves but will need regular, e.g. daily, support to be able to do this. The Shared Lives Carer will be expected to be hands on and more involved across the domains on a daily basis. More intensive support on some domains or night time support may be required once or twice a week.

Frequent Support

The Person will need help and support to complete many of the domains. This will require the carer taking full responsibility for some aspects of care and providing direct support and assistance several times a day / night.

Full Support

The Person is unable to complete the domain without the full input and support of the carer.

APPENDIX 2 – CONTRACT PRICING

Management Fees

Annual Block Contract Price:	£397,829	(ex VAT)
To be paid monthly in arrears:	£33,152	(ex VAT)

Care and Support – Long Term

	Low (1)	Medium (2)	High (3)	Complex / Challenging (4)
Care & Support Costs	£165	£218	£270	£360

Care and Support – Short Breaks

	Band A (Low & Medium)	Band B (High)	Special (Complex / Challenging)
Hourly Rate	£9	£10	£12
Overnight	£64	£79	£95

APPENDIX 3 – CONTRACT MONITORING REPORT

Long Term Placements;

- Number of people currently supported (including new people starting a placement in the quarter), broken down by:
 - Age and gender
 - Primary support reason
 - Support banding
 - Location of placements
- New referrals in process
- People leaving and reasons for move on

Carers;

- Number of carers (including new carers starting in the quarter)
- Location of carers
- Total number of placements available and % vacant (for long term and short breaks)

Short Breaks;

- Number of people accessing short breaks, broken down by;
 - Age and gender
 - Primary support reason
 - Support banding
 - Postcode of placements
- Total number of nights accessed in the quarter

Quality;

- Complaints, concerns and compliments
- Safeguarding concerns
- Notifiable incidents to CQC
- Percentage of carers up to date with mandatory training
- Details of any 'Social Value' delivered to the county
- Details of any co-production and consultation carried out

Staffing Information;

- Number of full time and part-time staff
- Details of new staff working on the contract
- % completed mandatory training

Outcomes Reporting;

- Evidence/case studies to show how outcomes are being met