Cambridgeshire

Shared Lives Scheme

Service User Guide
This Guide will tell you about the Cambridgeshire Shared Lives Scheme.

If you have any questions about what you read or you want further information about Shared Lives please contact:

**Cambridgeshire Shared Lives Scheme**  
**Hereward Hall**  
**County Road**  
**March**  
**Cambridgeshire**  
**PE15 8NE**

![Telephone Number Icon]

telephone Number: 01354 750084

**Care Quality Commission**

![Telephone Number Icon and Fax Number Icon]

telephone Number: 03000 616161  
Fax Number: 03000 616171
What is Shared Lives?

Shared Lives can be somewhere to live as part of a family.

Shared Lives can be somewhere to stay for a short break as part of a family.

Shared lives can offer day opportunities from the Shared Lives Carers home and into your local community.
In Shared Lives you are helped and supported by someone called a Shared Lives Carer who will share their home with you as part of their family.

There are lots of different kinds of Shared Lives Carers. Some Shared Lives Carers are couples and some are single people. Some have children, some provide help and support to more than one person.

All Shared Lives Carers are part of the Cambridgeshire Shared Lives Scheme.

Shared Lives Carers are approved and monitored by the Scheme. Your Shared Lives Co-ordinator can tell you more about this.
Shared Lives Scheme
Aims and Objectives

To offer you a Shared Lives Arrangement which meets your assessed needs and choice.

To help you have opportunities to live as full a life as possible and in doing so to be treated with dignity and respect.

Through your arrangement, to find security and encouragement to widen further your life experience.

To support you and your Shared Lives Carers to form positive relationships and sharing family life.

To support you and the carers, to enable you to take part in community life and activities.

Involve you in all choices and decisions about your support.
What to expect in a Shared Lives placement

If you are staying overnight or longer
- You will have your own room with furniture.
- You will be able to take things of your own.
- You will be able to visit your friends and family or they can visit you.
- You will be supported to do things you choose to do.
- You can learn new skills.
- You may be asked to keep some house rules; these will be different in each placement. We will talk about these when you visit your carers’ home.

For all visits
- You will be able to meet new people and also be able to try out new things if you wish.
- Your Shared Lives Carer will treat you with respect.
What does the Shared Lives Scheme do?

Finds people who want to be Shared Lives Carers.

Checks the Shared Lives Carers to make sure it is safe for them to support you.

Makes sure they are the right kind of people to be Shared Lives Carers and have the skills to support people properly.

Gives Shared Lives Carers training and help to learn.
Matches you with Carers who could be right for you.

Introduces you to Carers, and helps you get to know each other.

When you have decided with the Shared lives Scheme which Carers are right for you, we write together a **Service User Plan** and a **Shared Lives Agreement**.
When you begin to live or visit with your Carers, a Shared Lives Co-ordinator from the Scheme will visit regularly to make sure things are going well, and to help you and your Carers sort out any difficulties.

The Shared Lives Scheme makes sure that the Review meetings are held regularly to talk about whether you or your Carers want to change anything about your Shared Lives.
How will I know my Carer?

We will tell you about Carers, who we think might be right for you.

- We can tell you where they live.
- We will tell you about their house.
- We will tell you how many people live there and who may also be visiting with you.
- We will tell you how old they are.
- We will tell you what they enjoy doing, and whether they have a pet.

If you would like to, we will then help you to meet them to see what you both think. You can bring someone else with you if you want to.

Sometimes you may need to meet a few different carers before we find the right Shared Lives for you.
How will the Shared Lives Carers know about me?

We will talk with you, so that you can work out together what you want Shared Lives Carers to know about you.

It will help if you can tell them things like:

- What you do during the day.
- What you like doing in the evening and at weekends.
- What things each day you need help with.
- What things you like or do not like.

Information given to your Carers is confidential. It will only be shared with anyone else, if it needs to be, in order to help you or keep you safe.

What will my Carer write down about me?

You can help with this if you want.

Your Carers will write about what is happening – things like:

- What you have been doing together.
- Appointments for you.
- People who come to visit.
- Times when you are ill.
- Anything else that happens that is important.

Your Carers may also need to write down information about any medication you need and when you take it. Information written down is confidential.

Your Carers will tell you if they need to share any information with anyone else.
Can you help me take my medication?

If you have any medication that you need to take you should take this with you to your Shared Lives placement.

If you need support from your Shared Lives Carer your medication should be in the original containers with the pharmacy label clearly visible. This label should include your name, the name of the medication, dose and when it should be taken.

The carer will not be able to support you with medication that is not in the packaging supplied with the medication.
Will I be able to change my dates if I need to?

Yes, by speaking to the Shared Lives Carer and making sure any new dates fit in with them, or by speaking to your Shared Lives Co-ordinator who will make the arrangements for you.

If you cannot go then you must tell the Shared Lives Carer as soon as possible. You need to tell us 24 hours before your visit starts, if it is later than this you will not be able to use these hours of support again.

Sometimes your Shared Lives Carer may need to cancel an agreed visit, they will let you know as soon as they can.

The Shared Lives Scheme will talk to you about this and make new arrangements for you.
How will I pay for my visit?

You will be given a copy of the costs for using the Shared Lives Scheme.

If you visit a Shared Lives Carer you will be assessed to see if you should pay something towards the cost. An Assessor will work out how much you will have to pay towards the cost and how to pay.

If the Shared Lives Carer takes you out, you will need to take your own money for things that you would like to buy and pay for any leisure activities or meals out.

The Shared Lives Co-ordinator can give you more information about this.
What happens if I do not want to visit with my Shared Lives Carers anymore?

Sometimes people want to move on from their Shared Lives arrangement and this is ok.

- You will need to tell your Social Worker of Adult Support Co-ordinator if you have one, or yhttp://lgss.learningpool.com/our Shared Lives Co-ordinator.
- Your Carer, Social Worker or Adult Support Co-ordinator and your Shared Lives Co-ordinator will help you to decide what you want to do next and to plan how you are going to do that.
- We can try to find you a new Shared Lives arrangement if you want.
What happens if I am not happy about something in my Shared Lives Arrangement?

If there is something that you are unhappy about in your Shared Lives arrangement, you should, if you can, tell your Carers, so that you can sort out the problem together.

If there is something you do not want to talk to your carers about, you can tell:

- A member of your family or a close friend
- Your Social Worker or Adult Support Co-ordinator
- The Shared Lives Co-ordinator or Manager

If you are still unhappy Cambridgeshire County Council has a comments and complaints procedure you can:

- Telephone 0345 045 5202 (Customer Services)
- customercare@cambridgeshire.gov.uk
- Or complete the online form at www.cambridgeshire.gov.uk/customercare