

Shared Lives



A Service User Guide to the **Shared Lives Scheme**

This leaflet is easy to read



care at home

What is the Shared Lives Scheme?

The Shared Lives Scheme is a way in which people can lead more independent lives by living with a chosen carer and their family.

This is provided through either:

- Long term accommodation with care and support.
- Short term care and support



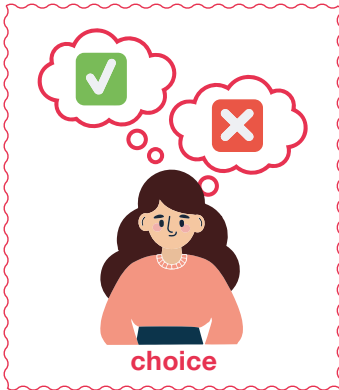
carer

Who is the service for?

We provide this service for people who are 18 and over who have a learning disability, physical disability, sensory disability or mental health and those affected by dementia.



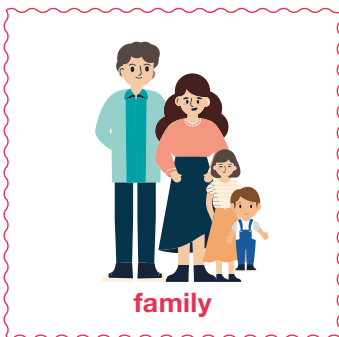
family



What are the aims of the Scheme?

To provide a supportive environment where the carer will give you the help you need to:

- Be as independent as possible.
- Make choices about how you want to lead your life.
- Be part of your local community



What can I expect from the Scheme?

You will be living/staying with your carer in a family setting. Your carer will offer you support and help you with whatever you need.

You will have your own bedroom but share the rest of the house and have a front door key if you would like one.





Your carer will support **you with activities you** want to do or learn around the house like:

- Washing
- Ironing
- Cooking
- Relaxing
- Listening to music



Your Shared Lives carer will also **help you with:**

- Handling your money
- Taking part in activities like swimming, shopping, going out for a meal, or going to the cinema.
- Taking care of your health; like going to the dentist or doctor.





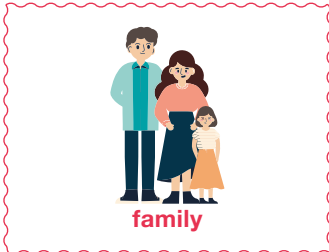
How do I know I will like my carer?

Because everyone is different it is very important that you are matched with the right carer.

We will talk to you and find out what is important to you. Then we will try and find a carer to suit.

Before you are matched with your carer we will arrange for you to:

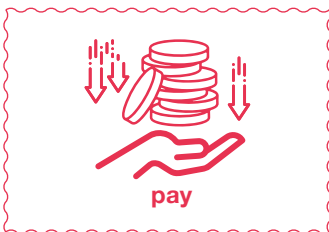
- Meet the carer and family and spend time with them.
- Stay overnight if you want to help you decide if you like it.



How much will it cost me and how do I pay?

The cost will be according to your needs but will include utilities and food.

- We will talk to you about what type of carer you would like and how much it will cost before matching you with a carer.
- You will have to pay a different amount for long-term accommodation and short-term accommodation.
- You would be expected to pay for your own clothes, leisure activities and holidays.





How will I let you know what I think about the services?

- There are two meetings a year where you can tell us how it is going.
- You can suggest changes and say what things you like and don't like.

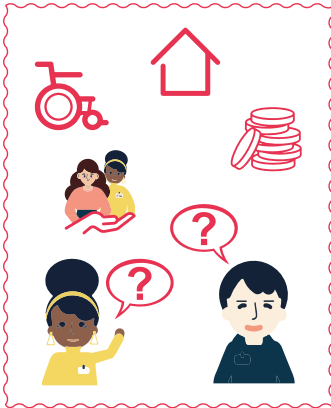


What do I do if there is a problem?

You can complain if you are unhappy with any part of the service. To do this you need to:

- First, speak to your carer to see if it can be sorted out.





If not, you can speak to either:

- The manager of the Shared Lives Scheme.
- Your Social Worker.
- Your day centre keyworker.
- An advocate.
- A friend or family member who can contact us on your behalf.



You can complain by telephone, in person or by letter.

If the placement is not working for you or your carer you can end it with one month's notice.



We are regulated by the Care Quality Commission (CQC) so you can always contact them if you are still not happy with the service.



How can I join the scheme?

- First you need to contact your social worker / care coordinator.
- Once they have been contacted, they can then make a referral to the Shared Lives Scheme.
- You can ask someone you know; a family member, friend, keyworker or advocate to help you.



Contact details

Please contact the Shared Lives Officer by phone or email.

Phone:
0208 928 8300

Email:
shared.lives@walthamforest.gov.uk



Further information

Shared Lives Plus:
<http://sharedlivesplus.org.uk/>

Care Quality Commission:
<http://www.cqc.org.uk/>