

# Improving outcomes for people in shared living services

## Key action points

- **Keep up to date** on policy and regulatory requirements
- **Work with schemes to make good placements** – provide a copy of the care plan, do joint assessments, especially in complex circumstances
- **Manage risk with the user and the shared living scheme** – review and update risk assessment plans
- **Involve and update commissioners** in all decisions about placements to help them determine local need.

Shared living schemes are one way of providing more personalised services. They offer care and support to people who use services, usually older people and those with learning disabilities, in family homes. This accommodation is offered to a maximum of three adults at any one time. This At a glance presents the key messages from a SCIE study for local authority managers, care managers and commissioners. (Note: Shared living schemes were previously known as adult placements.)

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This At a glance is a summary of *SCIE Guide 14: Improving outcomes for service users in adult placement – Commissioning and care management*. This guide can be downloaded at [www.scie.org.uk](http://www.scie.org.uk)

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## What this means in practice

### Keep up to date – knowledge about shared living

- Knowledge about the potential for shared living placements in local areas by care managers needs to be increased. This includes expanding awareness of where shared living opportunities exist within a region rather than just a single locality.
- Local authorities need to know about and embrace new policies, new regulatory requirements and new ways of working. Ensure that all those working for the organisation are kept up to date on changes as they arise.
- Local authorities need to improve management systems and support, to ensure that shared living service users are on the IT system so they don't 'fall through the net'.
- Care managers need to be aware of the potential for shared living as a major lever for the promotion of choice, control and person-centred planning

### Work with the schemes to make good placements – assessment

- Local authorities need to ensure that practice standards within schemes are clear and explicit. A difference in standards can mean that service quality is not guaranteed.
- Local authorities need to be aware of pressures that can influence the quality of assessment and confusing of placements. These include pressure to speed up placements, narrow eligibility criteria, overprotection of budgets and problems obtaining benefits.

- Local authorities should suggest, participate and promote the development of protocols between care management and placement schemes.
- Local authorities should make emergency placements only with those approved and trained to take people in an emergency.
- Care managers need to ensure schemes receive all information that they require to make a good match.
- Care managers should prepare a full care management care assessment, and arrange and attend regular reviews.
- Care managers need to support schemes in carrying out assessments for potential placements, often these are left to the scheme to carry out alone.

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Practice examples can be found at [www.scie.org.uk/guide14/link01](http://www.scie.org.uk/guide14/link01)

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‘Care managers need to be aware of the potential for shared living as a major lever for the promotion of choice.’



## Practitioner guidance for care managers

### Manage risk with the user and shared living scheme – care planning, risk assessment and review

- Care managers should ensure schemes receive a full, up-to-date, care management care plan before a placement is accepted by a scheme.
- Care managers need to ensure that they understand the implications of legislation and that schemes receive full information about risks linked with this.
- Care managers and schemes need to agree who is responsible for which aspects of the risk assessments. This means agreeing whether a joint risk assessment is needed, risk issues when assessing carers and how to assess changes to risk over time, or when it goes wrong.
- Care managers should ensure risk assessments are reviewed regularly, to prevent them becoming static or rigid. Timescales for review should be clearly recorded so all involved are aware of this.
- Care managers need to ensure regular reviews are arranged and attended. This ensures adequate information can be shared to inform any decision making.
- Care managers should attend all reviews whenever possible and not rely on the appointment of a separate reviewing officer. It is essential that reviews are not just a paper exercise.
- Care managers should ensure a 'named person' or advocate is there to support the person using the service if a reviewing officer is appointed to attend the review.

- Care managers should ensure that the review takes account of the views of the person using the service at all times.
- Care managers need to be clear about the procedure for re-assessing service user needs if there is a major change in the placement.

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Practice Points for commissioners can be found at [www.scie.org.uk/guide14/link02](http://www.scie.org.uk/guide14/link02)

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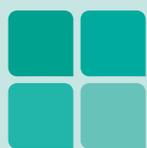
### Involve and update commissioners

- Local authorities need to support care managers in developing strong relationships with shared living placements. Care managers tend to 'dip in' to the role as they often find workload and funding makes more ongoing support impossible.
- Local authorities, particularly care managers, need to work with commissioners to determine how specific and local needs can be met through the development of shared living schemes, including culturally specific placements and placements to support people with mental health problems.
- Care managers should ensure that they keep commissioners updated about scheme availability and the potential for development
- Care managers need to work with commissioners to gain an understanding and comparison of costs with other services, and assist them in making this information available to people who use services.

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Practice Points for commissioners can be found at [www.scie.org.uk/guide14/link03](http://www.scie.org.uk/guide14/link03)

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## Practitioner guidance for care managers

### Policy and legislation

You can find out more about current legislation by visiting:

- **[www.csci.org.uk](http://www.csci.org.uk)**

The Commission for Social Care and Inspection has introduced changes to regulations, including registration and inspection of shared living placements. From April 2009, the new Care Quality Commission (CQC) will take over CSCI's responsibilities **[www.cqc.org.uk](http://www.cqc.org.uk)**

- *Independence, wellbeing and choice* (2005) – acknowledges the ability of shared living to deliver small, local, individualised services and promoted expansion of this area.

**[www.dh.gov.uk](http://www.dh.gov.uk)**

- *Our health, our care, our say* (2006) and *Putting people first* (2007) – both acknowledge the use of and encourage the expansion of individual budgets.

**[www.dh.gov.uk](http://www.dh.gov.uk)**

### Further information

Further information and practice examples for developing shared living services can be found on the SCIE website within *Practice guide 8: Improving outcomes for service users in adult placement – Commissioning and care management*

Social Care Online is the UK's most extensive free database of social care information.

SCIE's People Management website has been designed to help managers, practitioners and HR professionals evaluate their people management policies and practice through a series of audits.

Both of these essential resources can be accessed through **[www.scie.org.uk](http://www.scie.org.uk)**

### SCIE values

Our guidance is based on a thorough review of research and on views of managers, practitioners and people who use services about what works well in practice. It includes the relevant policy and legislative background. We consult with experienced social care workers and people who use services, as well as researchers, before we publish.

SCIE's At a glance guides have been developed to help you understand as quickly and easily as possible the important messages and practice advice in SCIE's guides. The At a glance guides will give you an overview of the messages or help direct you to parts of the main guide that you may find most useful. You can also use them as training resources in teams or with individuals.

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