

Shared Lives Handbook

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Shared Lives Aims and Objections

Aim

Kent Shared Lives provides people the opportunity to stay in the homes of individually recruited, trained and approved Hosts and their families who live in the community. This can be for a long or short-term basis depending on assessed needs and outcomes.

Each placement provides alternative and highly flexible forms of accommodation, care and support needs, enabling the person to share and be part of the life and activities of the Shared Lives Host and their family.

The Shared Lives service is tailored to meet the needs of the person being placed with the Host and will aim to support with developing independence.

The role of the Shared Lives service is to support and enable the Hosts to provide high quality care and support to the person placed with them. The Shared Lives team will continue to support the Host and their family throughout the placement and will ensure that they provide the level of care and support that has been agreed.

The Shared Lives service is not directly responsible for the person placed with the Host and their family as the care/case manager is accountable for the monitoring and review of this placement.

Objective

- Enabling people to exercise power and control over their own lives
- Providing an individualised service to people based on needs and ability
- The placed person having the right to experience “real life” and could be seen as desirable for themselves and their families
- Meeting the needs and wellbeing of the placed person and support the needs of the Hosts
- Offering a consistent relationship, inclusion within social networks and the opportunity to develop personal social relationships
- Provision of a flexible and individual service that is responsive to the changing needs of the placed person and Hosts
- Recognising that Shared Lives Hosts are an essential resource and should be valued accordingly
- Working in partnership to support the placed person and ensure that an overall package of services are available to meet the person’s needs
- Development and management of the service within national guidance provided and in compliance with relevant legislation.

Service Provision

Shared Lives aims to provide placements for all eligible people who are over the age of 16.

Some examples of placements that Shared Lives may be able to provide a service to are people who have a learning disability or difficulty, sensory impairment, physical needs, autism or Asperger’s, is an older person, has dementia or mental health needs.

The following services are available:

- Short and long term placements
- Respite placements/short breaks (includes day support or overnight stays)
- Rehabilitation
- Transition or preparation to independence

Urgent placements - Consideration will be made when a person needs a placement urgently. This will only be where the person is known to the Social Care team, or there is sufficient information available about them to ensure a safe and suitable placement is provided.

Shared Lives mainly provides placements to single people, however is able to consider:

- Siblings
- An eligible parent with an eligible daughter or son
- Eligible person - mother and baby placements
- Couples

Shared Lives will make every effort to find suitable placements however will be **unable to meet** the following needs: -

Sleeping Patterns

- Wakeful people where the Host might be disturbed **most** nights
- Where Telecare cannot be provided to accommodate the night time needs

Challenging Behaviour

- Regular smearing / bodily fluid discharge
- Frequent self-harm
- Unpredictable physical aggression towards others
- Extreme Obsessive Compulsive Disorder (OCD)
- Excessive absconding

Risk to Others

- Criminal Record (Non-Minor)
- Perceived / Historic risk towards children
- Perceived / Historic risk towards vulnerable persons

Statement of Purpose

The statement of purpose describes the Shared Lives service in detail, this document is a requirement from the Care Quality Commission. The statement of purpose can be found on the Host's resource page on our website or can be requested with the Shared Lives service.

Roles and Responsibilities

Shared Lives

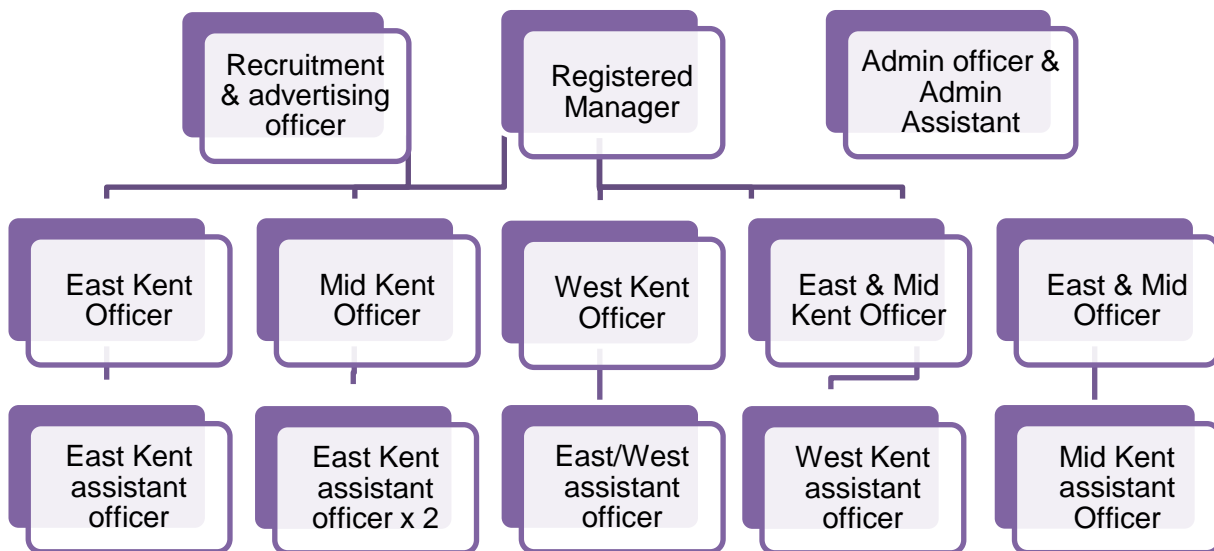
Kent Shared Lives works in accordance with the Care Act 2014. Shared Lives is registered and inspected by the Care Quality Commission which assesses whether the service meets the mandatory regulations assessed and the service is:

- Safe
- Effective
- Caring
- Responsive
- Well led

Shared Lives is responsible for:

- Recruiting, assessing, training and approving Shared Lives Hosts.
- Providing Shared Lives Hosts with written information about the Shared Lives service and requirements for their own working practice and ensuring through training and explanation, that the information is understood.
- Providing accessible versions about Shared Lives to people placed with Shared Lives Hosts
- Ensuring, through training and explanation that the Shared Lives Host understand and fulfils their legal responsibilities, follows safe working practices and supports the people placed with them in accordance with the key principles of Shared Lives.
- Ensuring that a named Shared Lives team member is allocated to each Host who will be responsible for their ongoing support and for the monitoring of their work.
- Receiving referrals of people requiring the services and ensuring that the people referred have had a full assessment of their needs and aspirations before being placed with Hosts.
- Matching the people referred with appropriate Shared Lives Hosts and facilitating their introduction to the Shared Lives Host and their household/family.
- Prior to the planned placement, providing the Shared Lives Host with comprehensive information about the person to be placed including a copy of the up to date assessment of their needs, a care and support plan or pathway plan including any 'risk assessment (if appropriate)'.
 - At the beginning of each new placement, ensuring that a placement agreement has been agreed with the person being placed (with the support of an advocate where necessary), their family, the Host, and Kent County Council.
 - In any emergency placement, making sufficient information available about the person to be placed to ensure their safety and the safety of the Shared Lives Host and their household and ensuring that a placement agreement is provided and all other matching and placement criteria are met within five working days.
 - Ensuring that the Shared Lives Host has the skills and knowledge to meet the changing needs of the person placed with them through provision of learning and training as required.
 - Providing support to the Shared Lives Host and monitoring the placement through telephone contact and regular visits at an agreed frequency time with the Shared Lives Host.
 - Providing the Shared Lives Host with information about emergency and out of hours support.
 - Working to ensure that any specialist services required to meet the needs of the person in the placement are available and the Shared Lives Host have access to the advice and information that they need to carry out their tasks effectively.
 - Ensuring that any identified unmet needs of the person placed are brought to the attention of the relevant professionals.

- Ensuring that the placement is reviewed at least annually or whenever there are significant changes in the circumstances of the person or the Shared Lives Host by making this request with the relevant case worker.
- Undertaking regular (at least annual) Host reviews.
- Providing confirmation to the Shared Lives Host of the placement fee to be paid for each placed person that they are supporting; any costs to be paid by the Shared Lives Host from their fee and the arrangements by which the placement fee will be paid.
- Facilitating meetings of Shared Lives Hosts for mutual support, feedback of any concerns or suggestions and learning.
- Responding promptly to any complaints by Shared Lives Hosts in accordance with Kent County Councils Complaints procedure.
- Investigating any concerns or complaints about the Shared Lives Host or alleged breaches of the Host agreement, following relevant Shared Lives policies and procedures and with the involvement, where appropriate, of the Care Quality Commission and the placing authority.
- Ensure public liability insurance is in place for the Shared Lives Hosts.



Shared Lives Host

Shared Lives offers people an alternative and highly flexible form of accommodation and/or care and support with specially selected and trained Hosts and their families in the local community. This alternative – which allows people in Shared Lives placements to share in the lives and activities of Shared Lives Host and their families – is very much valued.

The Role of the Shared Lives Host

Shared Lives Hosts have a difficult and complex role. They are asked to share their lives and their homes with the people placed with them and to work with those people in accordance with the key principles of Shared Lives, the requirements of the care and support plan, the placement agreement and the Shared Lives policies and procedures. One of the key principles of Shared Lives is that the people are able to be included in family life and develop friendships with a range of people who are part of the personal life of the Shared Lives Host.

Shared Lives Hosts are paid for their work and are self-employed. They have been through an intensive assessment and approval process and are both trusted and expected to use their own initiative and to work with a high degree of autonomy. They are however also expected to follow a detailed care and support plan, to work co-operatively and positively with a wide range of professionals and others involved in the life of the people placed with them and their work is subject to rigorous monitoring and review.

Shared Lives Hosts are asked to provide care and support to the people in the placement. People placed with Shared Lives Hosts are however persons and citizens with the same rights and responsibilities as any other person and citizen. Shared Lives Hosts are not in ‘loco parentis’ and cannot legally take decisions on behalf of the placed person e.g. they cannot give consent for any medical procedure proposed to be carried out on the person placed with them. The ultimate responsibility for decisions taken and their consequences must lie with the person in the placement. *See section on Mental Capacity Act for more details on decision making.*

The Shared Lives Host has a wide range of responsibilities.

They are responsible for:

- Working in accordance with the key principles of Shared Lives, helping the person placed with them to live a “real life” in the community, to share their family life, to stay well and to keep safe.
- Treating the person placed with them with respect and dignity and supporting them to express their views and make choices and decisions.
- Respecting the right to confidentiality of the person placed with them and following their Shared Lives policy on confidentiality.
- Working in accordance with the aims and objectives of Shared Lives, the Shared Lives Host Agreement and Shared Lives Policies and Procedures.
- Working to the Health & Care Professions Council Standards of Conduct, Performance and Ethics. <https://www.hcpc-uk.org/globalassets/resources/standards/standards-of-conduct-performance-and-ethics.pdf>
- Ensuring the health, safety and welfare of themselves, their household and any person placed with them.
- Making time for themselves and their family and having regular time apart from the person placed with them.
- Receiving referrals only through their Shared Lives service and co-operating with the Shared Lives procedure for matching and introductions.
- Accepting a placement only where they have been provided with a comprehensive written needs assessment and believe they can meet the persons assessed needs.
- Working with the person placed with them in accordance with their care and support plan and the placement agreement.
- Taking full account of any written risk assessment, informing the Shared Lives worker of any additional identified risks for the person placed with them and working with Shared Lives and the funding team to develop strategies to manage those risks.
- Identifying any change in the needs of the person placed with them and bringing those changes to the attention of Shared Lives and other relevant professionals.
- Discussing and obtaining approval from Shared Lives for any arrangements for support Hosts.
- Keeping any records that are required by Shared Lives in line with statutory requirements and the Data Protection Act 2018.
- Working positively and co-operatively with professionals and other people involved in the life of the person placed with them.
- Engaging positively in regular support and monitoring visits by the Shared Lives worker, allowing access to their homes at all reasonable times.
- Engaging in any training or learning provided by Shared Lives designed to meet identified training needs
- Participating positively in placement and Shared Lives Host reviews.
- Participating positively in any meetings with Care Quality Commission inspectors that are part of the Shared Lives registration and inspection process.

What needs to be reported?

Informing the Shared Lives worker of any serious accident or incident including:

- Death of the person placed.
- The outbreak of any serious infectious disease in the Host's home.
- Any serious injury or illness of the person placed.
- Any event that may have an adverse effect on the person placed.
- Any theft or burglary in the Host's home.
- Any incident involving the person placed and which is reported to or investigated by the police.
- Any allegation made by the person placed against the Host or a member of their household.
- Any unexplained absence for more than 12 hours of the person placed from the Host's home.
- Any serious illness of the person
- Informing Shared Lives immediately of:
 - Any criminal or civil conviction.
 - Any proposed change of accommodation.
 - Any change in the composition of the household.
 - Any change in personal circumstances that may affect their ability to support the person placed with them. For example health needs.
 - Any proposal to have time away from their caring role.
 - Any financial concerns relating to the Host that could affect the person placed.
 - Changes in contact details of the Host.
- Fulfilling their responsibilities as self-employed people for tax and national insurance purposes.
- Informing the Shared Lives service if they have cause for concern about the wellbeing of any person in the care of Shared Lives in accordance with Shared Lives whistle blowing.
- Using Shared Lives complaints procedure if they believe the service has breached any of its responsibilities.

When corresponding with the Shared Lives service you may be required to use Microsoft Outlook secure email. Further information on this can be requested from Shared Lives, this provides instructions on its use. The Shared Lives service may also provide you with a unique password that will be used to password any documents that need to be sent to you from the Shared Lives team via their direct email account. This password will ensure the document can only be accessed by people who know your password.

What do Hosts need to record?

The Shared Lives worker will monitor the placement and the Host. The regularity of these visits will depend on the level of support and needs of the placed person and the Shared Lives Host. This will be discussed and agreed. The Shared Lives Host will be expected to keep records and these will be checked during visits by the Shared Lives worker.

Records need to be kept securely – locked away if written records or if stored on a computer, these need to be password protected. Memory sticks should not be used unless encrypted.

- Finances – If the Host supports the placed person with anything relating to finances, for example bank accounts or budget, the Host will need to keep records for this and the Shared Lives worker will monitor these.
- Diary – the Host is expected to record significant events, this can be appointments and the outcomes and/or changes in the person placed that may need to be monitored.

- Medication – If the Host supports the person placed with any area relating to medication, the Shared Lives worker will check the records kept for this. For example the Host should keep a medication administration sheet and details of the medication the person takes.
- There may be other records that the Host will be asked to keep; this will be discussed with them by their Shared Lives worker.

Care/Case Manager or social workers

In most cases the person being placed with Shared Lives Hosts will have been assessed and referred to Shared Lives by a social worker, care/case manager. Where this is the case the role and continuing responsibility must be included within the placement agreement.

The role and responsibilities should include the following:

- Completion of a needs assessment for the person which should include a risk assessment and ensure that this is presented to Shared Lives as part of the referral.
- Ensuring that the person's benefits are maximised, housing benefit is considered and that funding for the placement is identified and arranged.
- Contribution to the production of the care and support plan which should be informed by the needs assessment. The care and support plan may be called a pathway plan.
- Ensuring that the person has access to someone independent of the Shared Lives service for support, advice and advocacy.
- That capacity has been established, recorded on the required form and the relevant support is given to the person when considering moving.
- Help with arrangements for the person to meet any potential Host/s.
- Assisting the person with introductory visits and in their decision making about making a placement.
- Advising and supporting the Host to meet the specific needs of the person e.g. in maintaining links with family, friends and others.
- Making arrangements for and attending the review of the placement.
- Supporting the person to obtain any other services identified in the needs assessment or resulting from a review.
- Arranging emergency meetings when required.
- Finding suitable alternative accommodation for the person if the placement should need to end.
- Providing feedback to Shared Lives on the quality of the service and any issues whenever necessary or when requested.

Supporting the Shared Lives Host

Monitoring and support

The Shared Lives service will monitor all Hosts and the placements living in them. Shared Lives workers will complete monitoring visits and one annual review.

Local Authority and Social media checks may also be reviewed at this time.

During the visits the Shared Lives worker will request an update on the placement and identify any support or actions. They will also check the documents required and set any actions to be completed. The visits are recorded and sent to the Host for approval after the visit.

The Shared Lives Host can make requests for additional visits or support if this is required.

Training

Kent Shared Lives will provide the Host with knowledge and skills to fulfil their role; this will be through training courses, on-line services e.g. E-learning, professional development and group learning. Training requirements will be identified during the assessment process and any future training highlighted will be included in an action plan.

At the present time, the following courses are mandatory – First Aid, Safeguarding Adults/Persons (Modules 1, 2 and 3), Medication Awareness, Equality and Diversity, Mental Capacity Act awareness and GDPR (Data protection essentials). These courses are required to be completed prior to panel approval and any additional course requested of them.

Some courses will be classroom based and some will be on the computer via ELearning. Venues for classroom based courses may not be within the area you live. If, with agreement from Shared Lives you wish to source a course closer to home this needs to be funded by the Host.

Training courses are required to be updated when requested by the Shared Lives service.

Kent County Council has a charging policy for non-attendance of courses. The notice period for cancelling a course is 6 weeks without charge. Shared Lives will invoice Hosts for non-attendance of courses unless it is for the following reasons:

- Bereavement/Death
- Family emergency
- Serious illness
- Car accident/breakdown on day
- Hospital appointment

Charging will be at the discretion of the Shared Lives service and Registered Manager.

It **will not** be acceptable to cancel training for the following reasons:

- Booked a holiday
- Forgetting
- Course too far away

Care Certificate

All Shared Lives Hosts are also expected to complete a care certificate (unless they hold an NVQ level 2 or above in Adult Health and Social Care). This certificate will be supported by your Shared Lives worker who will induct you in the process, assess and support the completion of this qualification. There are additional E-learning courses that can be completed alongside this certificate. Please discuss this with your Shared Lives team member.

Any additional training required by the Host should be discussed and agreed before any courses are undertaken. The Shared Lives service may fund some courses.

Training resources:

- <https://www.social-care.tv/>
- <http://www.scie.org.uk/>
- <http://www.delta-learning.com> - Shared Lives will provide you with the log in for this.

Care Act, Mental Capacity Act and Deprivation of Liberty safeguards

Care Act 2014

The Care Act was introduced in April 2015. A few examples of changes in law that may affect the individuals living with Shared Lives Hosts:

- Safeguarding is now a legal requirement and all agencies must work together – social services, police, health etc.
- The Local Authority must promote wellbeing, which means supporting an individual to work towards their goals and wishes.
- There is now a national eligibility criteria for social care.
- It is the Local Authorities duty to refer to an independent advocate if an individual has substantial difficulty in being involved in the decisions made about their care and support.
- It is now a legal requirement to have a support plan.

Further information and training can be found:

<http://www.kent.gov.uk/social-care-and-health/health/health-and-public-health-policies/care-act>

Mental Capacity Act

The Mental Capacity Act (MCA) is designed to protect and empower individuals who may lack the mental capacity to make their own decisions about their care and treatment. It is a law that applies to individuals aged 16 and over.

Examples of people who may lack capacity include those with:

- dementia
- a severe learning disability
- a brain injury
- a mental health condition
- a stroke
- unconsciousness caused by an anesthetic or sudden accident

However, just because a person has one of these conditions does not necessarily mean they lack the capacity to make a specific decision.

Someone can lack capacity to make some decisions (for example, to decide on complex financial issues) but still have the capacity to make other decisions (for example, to decide what items to buy at the local shop).

The MCA says:

- Everyone has the right to make his or her own decisions. Health and care professionals should always assume an individual has the capacity to make a decision themselves, unless it is proved otherwise through a capacity assessment.
- Individuals must be given help to make a decision themselves. This might include, for example, providing the person with information in a format that is easier for them to understand.
- Just because someone makes what those caring for them consider to be an "unwise" decision, they should not be treated as lacking the capacity to make that decision. Everyone has the right to make their own life choices, where they have the capacity to do so.

- Where someone is judged not to have the capacity to make a specific decision (following a capacity assessment), that decision can be taken for them, but it must be in their best interests.
- Treatment and care provided to someone who lacks capacity should be the least restrictive of their basic rights and freedoms possible, while providing the required treatment & care.

The MCA also allows people to express their preferences for care and treatment in case they lack capacity to make these decisions. It also allows them to appoint a trusted person to make a decision on their behalf should they lack capacity in the future.

People should also be provided with an independent advocate who will support them to make decisions in certain situations, such as serious treatment or where the individual might have significant restrictions placed on their freedom and rights in their best interests.

Further information can be found:

<http://www.kent.gov.uk/social-care-and-health/information-for-professionals/mental-capacity-act/mca-forms-and-policies>

Deprivation of Liberty

Deprivation of Liberty is part of the Mental Capacity Act and allows restrictions and restraint to be used, but only if they are in the best interests of a person who lacks capacity to make the decision themselves. Restrictions and restraint can include:

- using locks or key pads which stop a person going out or into different areas of a building
- the use of some medication, for example, to calm a person
- close supervision in the home
- requiring a person to be supervised when out
- restricting contact with friends, family and acquaintances, including if they could cause the person harm
- physically stopping a person from doing something which could cause them harm
- removing items from a person which could cause them harm
- holding a person so that they can be given care or treatment
- bedrails, wheelchair straps and splints
- the person having to stay somewhere against their wishes
- the person having to stay somewhere against the wishes of a family member

Information can be found: <https://www.kent.gov.uk/social-care-and-health/information-for-professionals/mental-capacity-act/deprivation-of-liberty-safeguards>

Training courses on the above are available, contact Shared Lives for further information.

Safeguarding

Safeguarding is everyone's responsibility and Hosts are expected to have a good understanding of the types of abuse, how these can be identified and the procedure they should follow in the event of a safeguarding concern.

Hosts are required to complete training relating to safeguarding which should be updated within the required timescale. See training section of handbook.

Very occasionally a placement may make an allegation against their Host, intentionally or otherwise that harm has potentially been caused. Should this occur the person will most likely be moved to alternative accommodation whilst the safeguarding enquiry is undertaken.

It is acknowledged that this could be an emotional and stressful time for our Hosts and the Shared Lives team are committed to offer support and advice should the Shared Lives Host find themselves in this situation, however, there may be times that the Shared Lives team are unable to share all the details of the investigation with the Host family.

If the nature of the allegation suggests that a criminal offence may have been committed, it is most likely that the police will wish to interview the Host, either at home or at the police station.

Once a safeguarding has been investigated a post abuse meeting will be held and the Host may be asked to take part in this meeting. This will be an opportunity hear details of the safeguarding, the outcome and any actions required. It is also a chance for the Host to discuss their thoughts relating to the investigation. If it is not deemed appropriate for the Shared Lives Host to be part of this meeting, the Shared Lives team will arrange a post investigation meeting separately with the Host.

Should the outcome of a safeguarding investigation be upheld, that abuse took place, the Shared Lives service will look to submit a report to the Shared Lives panel requesting de-registration from the Shared Lives service. Shared Lives may also be required to report this to the Care Quality Commission and Disclosure and Barring (DBS).

Shared Lives Plus

Shared Lives Plus is the overarching organisation that supports Shared Lives services and Hosts that are members of this organisation and they can be contacted on email info@sharedlivesplus.org.uk or by phone **0151 2273499** should further advice and support be needed.

Further information on Kent and Medway's safeguarding policy can be found:

https://www.kent.gov.uk/_data/assets/pdf_file/0018/11574/Multi-Agency-Safeguarding-Adults-Policy,-Protocols-and-Guidance-for-Kent-and-Medway.pdf

Management of money

Individuals who are unable to manage their own finances may be referred to KCC Client Financial Affairs (CFA) by their Care/Case Manager. This service is only available if no other family member or suitable friend can provide any appointee support.

A Shared Lives Host and any of the Host's family or friends will not become DWP appointees and not hold or apply for power of attorney for any individual placed in a Shared Lives service – further details on this can be found in the “*Management of People's Money, Valuables & Financial Affairs policy*”.

Health and Safety

Fire precaution

Introduction guidance for fire precautions for domestic dwellings used for Shared Lives placements. It is important that Shared Lives Host know what to do in the event of a fire and that they make a fire plan. This should include:

- Knowing the location, operation and safe method of use of any firefighting equipment; Host should ensure the home has smoke/heat alarms and a fire blanket in the kitchen;
- Ensuring that all escape routes are known, unobstructed and free from trip hazards;
- Knowing the means of raising the alarm in the event of fire;
- An evacuation plan with an external assembly point; and
- Knowing how to call the fire brigade in the event of fire.

The full details of what is required in a Shared Lives placement can be found in the regulations: http://www.legislation.gov.uk/ukxi/2004/2071/pdfs/ukxi_20042071_en.pdf

You can book your free home safety visit from the Fire service, Safe and Well team by calling 0800 923 7000 or by e-mailing home@kent.fire-uk.org or visit their website: <http://www.kent.fire-uk.org/your-safety/home-safety/>.

First Aid Kits

What should I include in a first aid kit for the home?

The following list can be used as a shopping list. The quantity of each item is a guide only - the amount of each item will depend on the number of people in the home and the activities

Essential items

- First Aid manual
- Plasters in various sizes (fabric or waterproof)
- Sterile dressings, such as Melolin (for covering a wound): six medium (12cm x 12cm) and two large (18cm x 18cm) can be used, or dressings with a bandage attached
- Adhesive tape, such as Micropore
- Triangular bandages (for use as a sling to support an injured arm or shoulder)
- Safety pins (for securing bandages)
- Crêpe bandages (to support sprains and strains, or to hold dressings in place)
- Sterile non-fluffy, absorbent gauze (for cleaning and drying wounds and covering wounds)
- Round-ended scissors (for cutting tape or bandages)
- Tweezers (for removing objects such as splinters)
- Vinyl gloves
- Antiseptic wipes (alcohol free)
- Eyewash solution
- Thermometer (preferably a digital one, don't use a thermometer containing mercury as this can be a hazard if damaged)

Containers for first aid kits - keep your first aid items in a waterproof container large enough for the contents to be arranged so that items can be found quickly when needed.

It's a good idea to label the first aid box so that it can be easily recognised by anybody.

Storing your first aid kit - It makes sense to keep your first aid kit near to where it's most likely to be needed. It should be out of reach of children, but still readily accessible.

Replace any used or out-of-date items immediately and check expiry dates from time to time.

Hepatitis

What is Hepatitis?

Hepatitis is a general term for inflammation of the liver which can be caused by viruses or drugs/chemicals. There are several different types of viral hepatitis. One of the types of viral hepatitis that can pose problems to your health is Hepatitis B.

What are the Symptoms?

The incubation period is between 1 – 6 months, usually 3 months. In many cases there are no symptoms. When people do show symptoms these can include aches, pains, stomach upset, loss of appetite and they may go on to develop jaundice. A small number of people develop a more severe or chronic form of the infection.

How is Hepatitis B spread?

Hepatitis B is found in all body fluids of an infected person, e.g., blood, semen, saliva, breast milk and urine. For this reason the virus can be transmitted through:

- Sexual contact
- Infection or puncture of the skin with contaminated needles etc.
- The spillage of body fluids onto open cuts and sores
- From mother to baby during childbirth.

Measures to avoid spread

- In the UK, all blood donated is screened for Hepatitis B
- All cuts and grazes should be covered with a waterproof dressing
- Use protective clothing such as gloves and aprons when dealing with blood and body fluids
- Deal with spills of blood/body fluids as soon as possible. Mop up with absorbent paper / tissue, and dispose of down a toilet. Wash the area with hot soapy water. If appropriate disinfect the area with a bleach based disinfectant (1 part bleach to 10 part water)
- Dispose of used sharps (needles and syringes) in specifically designed containers (usually yellow) which comply to a British Standard
- Do not share razors or toothbrushes with others

Hepatitis B Vaccine

Hepatitis B can be prevented by vaccination. People at increased risk of infection should have a course of injections – advice can be obtained from your General Practice about how to get a vaccination.

Universal precautions

See Shared Lives policy on universal precaution for further information or visit: <https://www.infectionpreventioncontrol.co.uk/content/uploads/2018/12/GP-20-Standard-precautions-December-2017-Version-1.00.pdf>

Heat Wave Information

Extreme heat is dangerous to everyone. During a heat wave, when temperatures remain normally high over more than a couple of days, it can prove fatal. Climate change means heat waves are likely to become more common in England.

Who is at risk?

Some people may be particularly at risk during hot weather because of their general health, where they live and the amount of support they receive. At risk groups include:

- Older People, especially those over 75 and/or living on their own.

- People suffering from mental ill health, those with dementia and those who rely on help from other people to manage day-to-day activities, including those with learning disabilities.
- People who are bed-bound
- People taking certain types of medication
- People suffering from chronic ill health

What are the risks?

Heat exhaustion is usually one of the first signs that someone is at risk of developing heatstroke. Symptoms include headaches, dizziness, nausea and vomiting, muscle weakness or cramps, pale skin, weak pulse and high temperature.

Heatstroke can develop if the symptoms of heat exhaustion are left untreated. It can also occur suddenly and without warning. Symptoms include confusion and disorientation, convulsions, unconsciousness, racing, thumping pulse, flushed, hot and dry skin and very sudden rise in temperature. Heatstroke can result in organ failure, brain damage or death.

If a heat wave is forecast for your region

- Monitor the current situation by checking the ‘Heat-Health watch’ level on the internet (www.metoffice.gov.uk) or listening to local weather news.
- Make sure you know what advice to give people at risk. A public information leaflet with tips on what to do in a heat wave is available from GP practices, pharmacies, NHS walk-in centres, hospitals, care homes, benefit offices and voluntary organisations.
- Suggest people at particular risk consult their GP about possible changes to their treatment and/or medication.

During a heat wave

- Keep curtains at windows exposed to the sun closed while the temperature outside is higher than it is inside.
- Once the temperature outside has dropped lower than it is inside, open the windows.
- Consider buying a fan

Keep body temperatures down

- Suggest regular cool showers, baths or at least an overall body wash.
- Advise to wear light, loose, cotton clothes to absorb sweat and prevent skin irritation.
- Suggest sprinkling clothes with water regularly and splashing cool water on their face and the back of their neck.
- Recommend cold food, particularly salads and fruit with a high water content.
- Advise them to drink regularly, preferably water or fruit juice, but avoid alcohol and caffeine (tea, coffee, colas)
- Monitor their daily fluid intake, particularly if they are not always able to drink unaided.

Be alert

As well as the specific symptoms of heat exhaustion and heatstroke, watch out for signs which could be attributed to their causes, such as:

- Difficulties in sleeping
- Changes in behaviour
- Tiredness

People suffering from the following are likely to be at particular risk:

- Obesity
- Malnutrition
- Diabetes
- Parkinson’s Disease
- Respiratory insufficiency
- Renal insufficiency
- Peripheral vascular conditions

- Alzheimer's or related diseases

Further Information

The full heat wave plan can be accessed on the Department of Health website at www.dh.gov.uk/publications.

Gas safety

Shared Lives Hosts must ensure that any gas appliances (permanent or portable), and gas flues that are owned and provided for use by the people living with you have regular gas safety checks. Under the health and safety act there is a regulation that relates to the need to carry out gas safety checks annually, this is Regulation (36)(1) of the Gas Safety (Installation & Use) Regulations 1998. Shared Lives Hosts are seen as licensees (or the landlord) and come under this regulation. They have a responsibility for gas safety.

As a licensee (landlord), the Shared Lives Host is legally responsible for the safety of the people living with them in relation to gas safety. By law they must:

- Repair and maintain gas pipe work, flues and appliances in safe condition
- Ensure an annual gas safety check on each appliance and flue
- Keep a record of each safety check

www.hse.gov.uk/gas/landlords/index.htm

For more information visit the health and safety executive website: - www.hse.gov.uk/gas

Standards of accommodation

Although there is a general expectation that Shared Lives Host's homes are dealt with as "ordinary" homes, there are some general expectations about the standards of accommodation and some specific health and safety requirements of Shared Lives Hosts.

These should be large enough to accommodate all the people living in the home and to entertain guests. All areas should be free from clutter and all areas should be well maintained e.g. repairs carried out as promptly as possible, doors and windows should open and close properly, any plasterwork and wallpaper must be intact etc. The general decorative state is a personal matter for the Host but there are some general principles to adhere to, such as furniture must be fit for purpose and not broken.

There must be a designated sitting area, which includes enough comfortable seating for all existing household members, proposed placements and provision for guests. The home must, in its entirety, be kept clean, hygienic and free from stale odours.

Access to the communal areas must be available at all times – restrictions must be in specified cases only and noted in the care and support plan.

Outside areas should be maintained adequately to be safe e.g. there should be adequate lighting to access the property safely, paths and steps should be in good repair.

Heating

Those parts of the home available to the user should be comfortably warm. As a guide this would usually mean that they are maintained at the following minimum temperatures when the rooms are in use unless the person has requested otherwise: -

- Bedrooms 15.5 degrees Centigrade (60 degrees F);
- Communal Areas 18 degrees Centigrade (65 degrees F).

No free-standing gas, oil or liquid petroleum heaters must be used. Electric blankets should preferably not be used. Depending on the person's needs, constant heating may need to be provided during the daytime.

Bedrooms

It is a requirement of the scheme that persons placed must have their own room, the rare exception being where two persons want to share e.g. a couple. Beds must be at least full-sized single beds (3ft wide). Other than in an emergency, and by agreement with the scheme, placed people should not be accommodated on pull-out sofas, camp beds etc. and should only be accommodated in rooms which are usually used as bedrooms and are vacant. Except in an emergency, and by agreement, the use of other household member's rooms is not acceptable – e.g. moving children for a weekend to accommodate a short breaks placement.

Single rooms must be of a good size- this means large enough to accommodate furniture and to allow adequate space for dressing, storage of clothing etc. If the Person wishes to use their room to watch TV or entertain guests then the room should be large enough to accommodate an armchair.

There must be a window which can be opened to a safe degree and allow in natural light. Any room used must comply with the Code of Practice for Fire Safety (see section of handbook relating to this).

There must be an adequate supply of bedding and this should be adjusted to take account of changing weather conditions. The bed and bedding provided should be in good condition. The mattress should be without broken springs, stains, soil marks, threadbare patches or tears. Beds and bedding must be maintained in good order and replaced where necessary.

Ideally bedrooms should be carpeted, but where there is polished flooring a slip-proof bedside rug should be provided. Carpets must not be threadbare or loose. Curtains must be clean, in good repair, preferably lined, and large enough to cover the window.

There must be adequate hanging and drawer space for the person's clothing. This would normally comprise at least one chest of drawers or dressing table and one wardrobe each. There should be a shelf or bedside cabinet by the bed. Each person should have a bedside lamp. Lampshades should be provided for all lights. There should be a minimum of two electric points per room. A small portable TV would be an optional extra. A waste paper bin should be provided. Additional bedroom furniture required due to the person needing more storage will need to be purchased by them.

All furniture must be clean, safe and in good repair. (Ideally it should match but at least it should be complimentary). There should ideally be a mirror in each room. The room must be clean and in good decorative order. There should be a radiator or other safe form of heating in the room.

The placed person should be allowed and encouraged to personalize their room with pictures and ornaments, etc. They may wish to provide their own furniture if in a long term placement and this should be facilitated wherever possible unless it would not meet fire safety standards or there is another good reason why this can't happen.

Kitchen

Cupboards and worktops should be kept clean and hygienic. Pets should not be allowed onto worktops or housed near food preparation areas. The kitchen must contain a refrigerator set at the correct temperature, cooker and adequate utensils and cutlery. There should be adequate storage space for food. The kitchen area must be clean, free from clutter, and there must be

adequate, suitable, space for food preparation. A Fire Blanket should be easily accessible from this room.

Bathroom

Floor covering should be of the non-slip variety and firmly stuck down. Toilet paper, hand/bath towels and soap must be provided. The door must have a lock and one that could preferably be opened from the outside in emergencies. Fittings and sanitary ware must be kept clean. There should be an opening window or an extractor fan.

If the toilet is separate, then the above similarly applies and there must be facilities for hand washing.

Thermostats should be set so that hot water is stored and dispensed at safe temperatures.

Access to the home

The person placed should be encouraged to consider the accommodation provided as their home and access must be available at all times. If the person usually attends daytime activities or employment, they may sometimes need to stay at home during the daytime.

A key should be provided and, within reason, no time restrictions enforced on entering and leaving the home. In the unlikely circumstances of a key either not being given or withdrawn, this must be recorded together with the reasons for this.

Visitors should be encouraged and made welcome at reasonable times.

Health & Safety

Shared Lives Hosts are responsible for the maintenance of their own homes and could be held liable under the “Health and Safety at work” act for any accidents or injuries which occur within their home or within the surrounds of their home such as the garden. Shared Lives Hosts and their worker are required to complete a Health and Safety assessment of their home and take action to minimize the risks to the person placed of any hazards identified.

All electrical and gas appliances should be safe and regularly serviced. A gas safety certificate must be provided annually by all Hosts.

The scheme will not meet the cost of repairs and maintenance as these are the responsibility of the householder. Electrical appliances must be fitted with a correctly fused three-pin plug and maintained in good condition. Sockets should not be overloaded. There should be no trailing leads. The fuse box should be fitted with RCD switches

Ideally there should be a carbon monoxide detector near any gas appliances. There should be an accessible first aid box and fire blanket in the home.

Cleaning fluids and other substances should be kept in their original containers and stored safely.

Tools and garden equipment should be stored safely.

Meals

The payment to Shared Lives Hosts includes the provision of all meals within the home. Meals should be served in a dining room or area that has sufficient seating and table space and should, wherever possible, be eaten together.

Meals should be of good quality and of a size that meets the requirements of the individual. A varied and balanced diet should be offered, taking into account the individual’s cultural requirements and personal tastes. Where appropriate, the person placed should be encouraged to help cook meals or provide a meal for themselves.

When dining out, depending on the circumstances and who has chosen this activity will be dependent on who pays, if in doubt seek advice from the scheme or the “who pays” document in this handbook.

Other Facilities

Shared Lives Hosts should provide an adequate laundry service or offer washing machine and drying facilities for the person to use themselves. Supervision and training may be needed for this.

The home must contain a phone and the individual should have use of this within reason (arrangements should be made between Host and person placed regarding payment for calls).

Smoking

It is accepted that some Shared Lives Host may smoke legal cigarettes, vapours or E-cigarettes. It would be expected that any smokers make arrangements to ensure that smoking does not occur in rooms that the person may use, this includes smoking E-cigarettes. Ideally all people who smoke should do so outside the home.

Shared Lives may receive referrals from people who smoke. The Host is under no obligation to accept these types of referrals. The placement agreement will determine the smoking arrangement for this placement which will be signed by all relevant parties.

Tax and Insurance

Tax

The HMRC Tax Concession for Shared Lives Hosts is given on the basis that the Host uses their own home in their work and includes the person they support in their family life.

It is a generous concession, similar to the agreement which exists for foster carers. People who provide care and support, but who do not use their own home or include someone in their family life are **not** entitled to the Shared Lives Tax concession. Some Shared Lives schemes provide non-Shared Lives services (such as domiciliary care) as well as their regulated Shared Lives service. These other services may be very valuable and share some of the values of Shared Lives, but the people employed in them would not be eligible for the Shared Lives tax concession.

<https://www.gov.uk/government/publications/qualifying-care-relief-foster-carers-adult-placement-carers-kinship-carers-and-staying-put-carers-hs236-self-assessment-helpsheet/hs236-qualifying-care-relief-foster-carers-adult-placement-carers-kinship-carers-and-staying-put-carers-2017>.

Shared Lives Hosts should seek expert, qualified advice on any personal tax or financial issues.

Insurance

As a self-employed Shared Lives Host it is the Hosts responsibility to ensure they are adequately covered. The Host agreement provides further detail of the expectations of insurance cover.

Public liability - Kent County Council's public liability insurance covers Shared Lives Hosts and is insurance that compensates people if they experience injury or damage resulting from lack of reasonable care by an insured business or organisation. A Shared Lives Host will also be covered for public liability if they are a member of Shared Lives plus.

Other insurance - It is the responsibility of the Shared Lives Host to ensure the correct insurance cover is maintained for the following:

- Household contents insurance
- Building insurance
- Car insurance – if a vehicle is used for Shared Lives, it will need to be checked if the insurance needs to include Business and social use with the Hosts insurance company.

The Shared Lives worker will check these certificates annually during the Shared Lives Hosts annual review.

Shared Lives Plus

Shared Lives Plus is the UK network for family-based and small-scale ways of supporting people. The members are Shared Lives carers/Hosts and workers, Homeshare programmes and micro-enterprises. Our members are individual Shared Lives carers/Hosts, Shared Lives schemes, Homeshare providers and micro-enterprises. They use different approaches to enable people to achieve goals such as:

- Being in control of their services and their lives.
- Pursuing ordinary lives within their chosen families and relationships.
- Being valued by their communities and feeling like they belong.

Shared Lives Plus' members deliver or coordinate services which:

- Are built around individuals, their strengths and potential;
- Promote equality and value diversity;
- Are safe but support people to take risks in pursuit of their goals;
- Are cost-effective, with consistently better outcomes than alternatives.

Shared Lives Plus works with its members to:

- Provide resources, training, insurance and one-to-one support;
- Enable members to talk to, support and learn from each other;
- Ensure that members can act as a network to influence national and local decision makers and the development of a more personalised social care system;
- Raise awareness of the value of members' work;
- Commission research and strengthen the evidence base for our work.

Shared Lives Hosts have an opportunity to become members of Shared Lives Plus, Some of the benefits of becoming a member include discounts on insurance and legal support. Kent Shared Lives can provide an application form with their approval letter.

Placement fees and the agreements

Shared Lives Hosts will receive a gross fee; a gross fee means that no money will be expected to be paid by the placed person direct to the Host. Under no circumstances should the individual loan money to the Host.

Long Term and Short Break gross fees start from £339.93 upwards per week.

Short Breaks - one short break overnight stay is described as a 24-hour period, for example, arrive at 3pm Friday - return home at 3pm Saturday.

The day support element of Shared Lives has a different payment structure and the fee received is for full and ½ day sessions ranging from £28.75 to £63.56 for a full day (5-hour session). The fee considers the type of needs of the person supported, for example an older person.

The placement agreement

This is an agreement between the placed person, the Host, the Shared Lives service and Kent County Council. It details who is responsible for what, house rules and any additional costs the person might have to pay direct, for example mileage. All people placed in a Shared Lives service should have a placement agreement.

The costing model

This establishes the amount of fee that will be paid to the Host for providing support to the person. The costing model is completed by the referring team and considers the level of need and support a person needs, this reflects the fee.

Individual contribution

Any Person placed with the Host will be assessed by a KCC finance officer who will work out the charge for using services from social service. The Person will be supported to claim housing benefit and will be invoiced by Kent County Council for their charge four weekly.

It is the responsibility of the Host to ensure that any benefits that they or members of their household claim are reviewed in line with their role as a Shared Lives Host. This may include Housing benefit Shared Lives is not responsible for ensuring any claims the Host makes are not fraudulent.

Foster Carers are asked to check that any current financial arrangements or income is reviewed should they be approved as a Shared Lives Host; this includes receipt of Carers Allowance. Once the placement is over 18 years Carers allowance can have an impact on the benefits the person receives and also the Shared Lives Host cannot claim this allowance if earning over £120 per week (correct at June 2018).

Kent Rewards

From February 2020 Shared Lives Hosts will be able to access Kent Rewards. This is a discount/rewards system for employee of Kent County council, Foster carers and now Shared Lives Hosts.

The Kent Rewards website gives access to a variety of different benefits including:

- Local Discounts from local retailers and businesses such as hairdressers, local hotels, restaurants.
- National Discounts from over 1,300 national retailers including Sainsbury's, Tesco, Cineworld, Odeon, B&Q, Marks & Spencer, John Lewis/Waitrose, Argos, Costa and Thomas Cook.

- Discounted high street vouchers, instant vouchers and reloadable cards for Currys PC World, Argos, Wickes, Debenhams, Ernest Jones, Pizza Express, Specsavers, Starbucks, Sports Direct and National Trust.
- And more!

Some key points:

- Access to the Kent Rewards website will only be awarded to Hosts whom have had their first Shared Lives placement.
- Access to Kent Rewards will only be granted to one Shared Lives Host per household.
- Any misuse of Kent Rewards will result in access being removed immediately.
- Access to Kent Rewards will end once a Shared Lives Host has left the service.
- Any terms and conditions Kent rewards have must be adhered to.

To find out more, speak to your allocated worker or call us.

Who should pay for what?

The issue of who should be expected to cover costs when in a Shared Lives placement can be both problematic and at times contentious. There will always be a need for flexibility and the information below is not intended to create new rules but to suggest an approach that will be helpful to all concerned.

Payment for	By Placement	By Host	Comments	Potential issues
Activities/entrance fees (Person's)	yes			
Activities/entrance fees for Shared Lives Host supporting		yes	For an activity <u>only</u> for the benefit of the Person he/she would be asked to pay the Shared Lives Host's entrance fee (In some situations a Host will go free or receive a discount). <i>(Evidence and a brief record would protect all parties)</i>	Who makes the judgment of who is benefiting?
Proportion of Holiday costs when going as part of Host's family/household	yes		Persons would pay appropriate share of costs for petrol accommodation and other holiday related expenses. If Person needs support with money management, a <i>proposed budget for meals etc. out could be agreed in advance and recorded</i>	Can be difficult to calculate some elements on family holidays.
Personally selected holiday for Person	yes		If the Person is going on his/her chosen holiday and wants his/her Host to be the person to provide the support he/she needs he/she would be expected to cover both people's essential holiday costs. <i>(Evidence and a brief record would protect all parties)</i>	Clarity needed about which holiday costs are essential and in some cases for how many Shared Lives Hosts
Person's independent holiday (not to meet respite needs)	yes		Person would not be expected to pay food and utilities payment to long-term Host for this period.	
Disability Equipment/adaptations			Grants through Social Services Departments and/or housing Departments can be available for adaptations and equipment with Persons being financially assessed. Small pieces of equipment would be paid for by the Person	To be eligible for a grant the Person would need to be deemed as living in their own home therefore longer term Shared Lives arrangements may attract adaptations funding more easily.
Snacks out with day service	yes			
Meals out with day services			If it has been agreed in the Person Plan that a packed lunch is provided then an agreed contribution by the Shared Lives Host (cost of packed lunch) could be made if the Person on occasions chooses instead to have a meal out. If this occurs frequently then the Person should cover the cost of meals out.	A Shared Lives Host' contribution is only appropriate if Hosts receive a clear and realistic amount for food within the weekly Person contribution to the Host payment.

Snacks out with Host	yes	yes	Each cover own costs unless Shared Lives Host invited by Person in which case he/she would pay	Can be difficult in family outing situations
Meals out with Host			<ul style="list-style-type: none"> • If for Host's convenience Host pays. • If a mutual arrangement each covers own cost. • If at the Person's special request then he/she could be expected to pay both for himself/herself and the Host <p>(Evidence and a brief record would protect all parties)</p>	
Meals out without Host	yes		Person to pay own meals out if Host is expected to provide meals as part of Shared Lives arrangement and Person chooses to eat out.	
Day Centre attendance fee (if applicable)	yes		Person should be financially assessed	Host Agreements should be clearer that day care is not a Shared Lives Host's regular responsibility nor the funding of the Person's daycare
Dietary requirements and non-prescribed health items or services e.g. cough syrup chiropody	Yes		Any special dietary requirements <u>for medical reasons</u> that incur additional costs to Shared Lives Hosts should be taken into account when the initial Host payment is agreed (and at review times) with the Scheme/Care management. Non prescribed health items and chiropody costs would be met by the Person	
Cigarettes	yes			
Drinks in pub with Host	yes	yes	If Person with sufficient income is out with Host(s), encouragement to take a turn at buying a 'round' may be appropriate. Otherwise Person would buy own drinks	
Clothes	yes			Difficulties can arise when Persons do not want to replace needed clothing
Toiletries/hairdresser	yes			
Birthday and Xmas gifts from Persons	yes			
Furnishings/decoration			Persons pay to live in a furnished/well decorated home but can be expected to purchase any additional items they want for their own room e.g. additional shelving for CDs particular chair etc. and pay a contribution for redecoration of their room if the change relates to choice rather than need. Persons would expect to fund any damage they make to furnishing or decoration in the home. (evidence and a brief record would protect all parties)	Disagreements about when 'need' and when 'choice' should be discussed with Scheme

<p>Holiday home</p>	<p>Yes (possibly)</p>	<p>Yes</p>	<p>Cost to be shared between all people present for rented accommodation. For Host's owned property an agreed amount would be contributed by the Person based on the contribution they would make in similar rented accommodation. <i>(Recorded evidence would be needed to demonstrate that the Person has had choice both about the kind of holiday and regularity of visits to the holiday home in order protect all parties)</i></p>	
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Managing transport costs

The transport needs of individuals supported by Shared Lives Host vary greatly and often need to be met in a range of different ways. For some people, the use of public transport and/or taxis may play a significant role in developing independence. For others, either because of the nature of their disability, the lack of accessible transport or the location of the home of the Shared Lives Host, transport will need to be available by car, either the Hosts own or the individual's (usually through their eligibility for a Motability vehicle). The person's care and support plan and Shared Lives placement agreement should identify the principal ways in which their transport needs will be met and describe any arrangements for covering the costs incurred.

The table below gives a view on who would usually be expected to pay transport costs and any issues to consider. Any arrangements agreed should reflect the usual activity of the household and the ordinary negotiations that occur within a household such as: is the Shared Lives Host travelling to town that day anyway? Is the trip planned specifically for the Person?

The suggestions here are not prescriptive but should help Shared Lives Hosts and Persons, with support and agreement from other relevant parties, including the Shared Lives scheme, to reach decisions which should be recorded and reviewed.

Transport using Hosts own vehicle	Paid by Person	Paid by Host	Issues to be considered
To medical appointments	Yes		
To meetings (eg person-centred planning or day service review)	Yes		Person would not be expected to contribute if Shared Lives Host's participation is required at meeting. Where possible the cost should be covered by the scheme or reflected in the payment the Host receives.
To visit relatives of the Person	Yes		
To social events (Host is supporting)	Yes		Cost to be shared if Host would have been attending independently in case.
To social events (Person participating independently)	Yes		
To respite/short break	Yes		Agreement should be reached between the main Shared Lives Host, respite Host and the scheme worker (and if appropriate Care/case Manager). In some cases e.g. where the distance is long, the travel costs

Supporting people on holiday

When planning a holiday with the placed person/people in a Shared Lives there is a number of important things to consider.

- Firstly, the persons capacity to make the decision “do they want to go on the holiday?”
- Travel insurance for all the people attending the holiday, this should cover all eventualities, including medical treatment, medical support to get home or risky activities, e.g. skiing. Individual cover may be required to make sure everyone has the correct insurance.
- If travelling in Europe do you have the UK Global Health Insurance card (GHIC)? (please note this does not substitute travel insurance), further information on this can be found on the NHS website: - <https://www.nhs.uk/using-the-nhs/healthcare-abroad/apply-for-a-free-uk-global-health-insurance-card-ghic/>
- Do you have the required travel documents for the destination, e.g. passport/visa?
- Are vaccinations required?
- Do you have relevant contact details in case of emergency – Shared Lives/Next of Kin or emergency contact/Out of Hours?
- Do any of the activities planned require a risk assessment or further discussion with Shared Lives or the person’s care/case manager, e.g. paragliding?
- Have you informed the Shared Lives service and the care/case manager of the details of the holiday?
 - the destination/address details
 - dates you will all be away
 - how to make contact if needed
 - who is supporting the person on the holiday?
- Has the funding for the holiday been agreed by the relevant people, if unsure please check with your Shared Lives worker and the “who pays for what” guidance.
- Do you need to take medication on the holiday? Will it be ready in advance of the holiday?

Hot climates be aware of drinking plenty, sunblock as often individuals can be more susceptible to risks due to meds or health conditions. Read the section on Heatwaves in this handbook for useful advice.

Passport application for someone lacking capacity.

The Mental Capacity Act states that a person lacks capacity if they are unable to make a specific decision, at a specific time.

If you think that an individual lacks capacity, you need to be able to demonstrate it. You should be able to show that it is more likely than not – i.e., a balance of probability – that the person lacks the capacity to make a specific decision when they need to. The assessment should be completed alongside the Shared Lives worker or Care Manager, where possible and recorded on the individuals file.

If a lack of capacity has been established the following needs to be completed with the passport submission:

- Enclose a letter stating that the applicant is unable to sign because s/he has a learning disability or lacks capacity to understand and sign the application. This letter can be

completed by the Shared Lives Host or if requested, the Shared Lives team can complete one on KCC headed paper.

- At Section 8 in the application form called 'More Information' state "See accompanying letter. Applicant has a learning disability e.g."
- At Section 9, the 'Declaration', sign the form on behalf of the applicant, state your name and relationship to the applicant.

Holiday Home Guidance

Shared Lives host families may have the opportunity to have a 'holiday home' either in the UK or abroad. The individuals placed with the family may have the opportunity to go and stay in the holiday homes for short periods of time.

It is important for Shared Lives host families to consider their holiday home in the same manner as their main residence. Shared Lives Policies and Procedures continue to apply on these properties. Host families are expected to keep their holiday homes in safe and habitable manner.

Shared Lives Recommendations:

- The host family complete a Health and Safety check on their holiday property and a copy is given to their Shared Lives worker.
- The host family complete a Fire Plan on the holiday property. This should identify the smoke detector locations, escape routes, and assembly points. A copy can be given to the Shared Lives worker.
- The host family seeks advice with regards to the benefits and how long an individual can be away from the main home for. They may not necessarily have to be out of the country for some benefits to stop.
- The host family has the appropriate buildings/contents insurance on the holiday property; as well as appropriate travel insurance. The Shared Lives worker is to see these documents.
- If there is a separate vehicle that is kept/used at the property, then the appropriate insurance is held for this. The Shared Lives worker is to see these documents.
- Safeguarding, accident/incident reporting and any health issues to be dealt with according to Shared Lives policies and procedures.

Health support whilst supporting someone on a Short Break

When a short breaks placement is staying with a Shared Lives Host outside of the area their main residence in Kent and they need non-urgent medical support the Shared Lives Host should make contact with a local GP surgery and ask to make an appointment for someone who is visiting the area.

The person will be asked to complete a form when attending the appointment at the surgery which provides the hosting surgery with details of the temporary patient.

NHS **111** – is available to call should urgent support and advise be required that is not life-threatening. This is a 24 hour helpline.

Call **999** if medical support is needed urgently and is potentially life threatening.

Host agreement and taking a break

Host agreement

The Host agreement provides a contract between the Host and Kent County council. The document provides details of everyone's responsibility, timescales for notice periods and roles. Once a Host is approved at panel the Host agreement will be sent out to be read, agreed and signed.

A copy of the agreement is available on the Shared Lives resource page:

www.kent.gov.uk/sharedlivesresources.

Hosts break framework

Shared Lives terms and conditions state that Hosts are entitled to take up to 28 days break a year pro rata if they wish. This framework sets out the policy and processes that apply to Hosts who wish to take breaks.

Legislative requirements

Government regulation requires that Shared Lives must oversee Host breaks arrangements. This means that Shared Lives must be informed about Host break arrangements and be satisfied that they meet necessary standards in terms of the health and safety of the Person.

If an alternative relief Host (support Host) is used who is not an approved Shared Lives Host they must be assessed and approved by Shared Lives.

Policy

- Shared Lives Hosts are responsible for making their own arrangements for breaks and for any payments relating to them.
- Shared Lives Hosts are asked to manage their breaks in such a way as to minimise disruption for the Person and to enable them to remain in their home wherever possible.
- Kent Shared Lives will provide advice and any support necessary to meet regulatory requirements and will assess and approve relief Hosts.
- Kent County Council Social Services has no responsibility to fund Host breaks

Host break options

- Shared Lives Hosts are asked, where possible, to identify a friend or relative who is willing to be assessed and approved to cover for them. The type of assessment will depend on whether the relief Host will be moving into the primary Host's home or whether the Person will be moving into their home. A more detailed assessment will be required for the Person staying in another home.
- Shared Lives Hosts may make arrangements with other Shared Lives Hosts to provide cover for each other on either a quid pro quo basis or for money. This could include using other Shared Lives Host relief Hosts. Shared Lives will facilitate Hosts who wish to find others willing to enter into such arrangements.
- Kent County Council may fund Host breaks in exceptional circumstances - detailed below.
- Additional Host breaks beyond the annual 28 day allowance may be agreed in some circumstances with the agreement of the Shared Lives manager and/or the funding team.

Exceptional circumstances

Kent may fund Host breaks on a discretionary basis in exceptional circumstances, in accordance with the following agreed criteria:

- The person has very complex or high needs (such as challenging behaviour requiring high level or intensity of personal / physical / health care / waking night support where

occasional respite is seen as necessary to the stability of the placement as part of the Care Plan. The relevant Team leader must formally agree funded or extended Host breaks and the reason for them must be clearly recorded in the placement agreement.

- There are a number of people with high needs in a placement and occasional respite is seen as necessary to the stability of the placement as part of the care and support plan
- There are a number of people in placement who need to have respite from each other
- Shared Lives Host has a family emergency and the regular support person is not available at short notice
- The Shared Lives Host's home needs to be vacated (e.g. for essential maintenance necessitating the person to be supported elsewhere (no more than half of the annual Host break allocation))

Where KCC is funding a Host break, the person will normally be accommodated in one of the council's residential shortbreak units.

If Kent is funding a Host break the following financial arrangements will apply:

- Where Kent is funding break in a KCC shortbreak unit, the Shared Lives Host may be charged the current nightly charge for in-house services from their fee to cover the cost of maintenance.

Placement arrangements

- The Host's proposals for their Host break, including any plan to use a specific relief Host for the person, should be discussed at the placement planning meeting.
- The arrangements must be recorded in the placement agreement covering routines and any known risks, (including a safe care and support plan) and signed by the persons Care/Case Manager, Shared Lives, the relief Host, and the Shared Lives Host, plus the person if of sufficient understanding, prior to any relief care being offered.
- The Care/case Manager should ensure the person is happy with arrangement, and who they should contact if they are not during the event.
- A Shared Lives worker should have contact with the relief Host during the Host break.

Financial arrangements

- Any financial arrangements between the Shared Lives Host and their relief Host, whether they are a relative/friend or another Shared Lives Host providing cover, are matters for the Shared Lives Host to determine.
- If advice is requested on funding arrangements Shared Lives will advise that the Shared Lives Host should keep the rent/board element of their payment and transfer the maintenance element to the relief Host. This is only relevant if the relief Host is providing the support in the primary Hosts home due to the primary Host incurring costs for the person and relief Host living in their home whilst they are having a break.

Making a complaint

Kent County Council welcomes comments, compliments and complaints about services. It is pleasing to hear where people are satisfied with services but also need to know if someone is unhappy with the services provided. It is the council's aim to learn from compliments and complaints received to improve services for the future.

Any complaints about Shared Lives will be dealt with under the Kent Person Social Services Complaint Procedures. Further information can be obtained from the leaflet entitled 'If you wish to complain about Kent Social Services'. A copy of this leaflet can be found <http://www.kent.gov.uk/about-the-council/contact-us/complaints-and-feedback> or can be requested through the contact centre or Shared Lives service. This information can also be requested in alternative formats.

The Registered Manager will ensure that every complaint made under the complaint procedure is fully investigated.

The Registered Manager will ensure that within a period of 28 days beginning on the date on which the complaint is made, or such shorter period as may be reasonable in the circumstances, the person who made the complaint is informed of the action (if any) that is to be taken in response.

The Registered Manager will maintain a record of each complaint, including details of the investigations made, the outcome and any action taken in consequence, ensuring that the records are:

- kept up to date, in good order and in a secure manner; and
- retained for a period of three years from the last date of entry

The Registered Manager will supply the Care Quality Commission, at its request, a statement containing a summary of the complaints made during the twelve months ending on the date of the request and the action taken in response.

Contact details and useful contacts

Shared Lives contact details

Kroner House
Eurogate Business Park
Ashford
Kent TN24 8XU

03000 412400

Emails: sharedlives@kent.gov.uk

Website: www.kent.gov.uk/sharedlives

Out of hours contact details (24 hours a day, 7 days a week)

Not every crisis occurs during office hours. Kent and Medway Social Services provide for these times with our out of hours service that can offer advice, support and help to ensure that people are not left at risk. If a person place is from another local authority, there out of hours service should be contact (Shared Lives will provide this information).

03000 41 91 91

Text relay **18001 03000 41 61 61**

(A text relay service is available for Deaf, hard of hearing and speech impaired customers)

Email: socialservice@kent.gov.uk

Care Quality Commission

03000 616161

Website: www.cqc.co.uk

Shared Lives Plus Address

Shared Lives Plus Ltd.
G04
The Cotton Exchange
Old Hall Street
Liverpool
L3 9JR

0151 227 3499

Website: www.sharedlivesplus.org.uk/