



Cysylltu Bywydau Gorllewin Cymru
Ymgysylltu • Grymuso • Galluogi

West Wales Shared Lives
Engaging • Empowering • Enabling

West Wales Shared Lives

A Guide For Service Users



WORKING IN PARTNERSHIP

cefnogipobl
supportingpeople



supporting independence
cefnogi annibyniaeth



Cyngor Sir
CEREDIGION
County Council

Welcome to West Wales Shared Lives

So You're Thinking About Shared Lives Being The Right Service For You?

Before you make your choice, this Service User's Guide to Shared Lives aims to give you lots of information to help you make the right choice.

What Is Shared Lives And Why Is It Different?

Shared Lives means different things depending on which service you choose. What West Wales Shared Lives aims to do is to enable you to live just like anyone else in the community.

To do this we find and check out (approve), people who want to share their lives with and live along side somebody who may need support and/or care to lead a fulfilling and happy life. We call these people Shared Lives Carers.

Shared Lives is very different to services you may have used before. It is different because you will not be supported in a Social Services building with lots of other people, instead your individualised service is based in the community, provided from the homes of Shared Lives Carers. You will, in most cases, be supported individually by people you have been introduced to.

We put you at the very centre and together we plan services with you and what you need and want, to enable you to develop your own lifestyle skills and independence.

Shared Lives Offers You A Variety Of Choices And Different Service Types

1. Long Term Placements
2. Short Break Placements
3. Short Term Placements
4. Sessional and Day Services
5. Emergency Placements



Long Term Placements

Long Term accommodation, support and/or care is when you live in the home, and share the life, of a Shared Lives Carer. We have lots of different Carers, some of them have families that also live with them, some Carers live on their own, some have jobs, whilst others may be retired or work from home. Who you live with and how you live is planned individually with you and other people you choose to be involved. For example, your family/carer, Social Worker or advocate.

West Wales Shared Lives requires you to contribute (pay) towards the cost of your Long Term Placement. We will give you more details about how much you have to pay in the financial section of this guide.

If you would like to know more about our Long Term placements, please contact one of West Wales Shared Lives Administrators or one of the team's Shared Lives Officers, they can be contacted by telephoning 01267 246890.

Short Breaks

This is when you again stay in the home, and share the life, of a Shared Lives Carer, for short stays throughout the year. This may begin with a short visit, possibly for a meal at the Shared Lives Carer's house or somewhere in the community if you prefer. This will lead on to an overnight stay and then possibly a weekend or a weeks break.

A Social Worker/Case Manager usually completes an assessment of need with you, and produces a 'Care Plan'. During this process you may have been asked to complete an 'Adult Plan' too. You will have discussed the number of nights in one year that you can stay with any of our Shared Lives Carers. People usually make their own way to their Short Breaks unless otherwise agreed in your placement agreement. It may be possible for you to carry on with your usual daytime activities during your Short Breaks.

Some of our Shared Lives Carers offer themed breaks, this means that breaks can be more like holidays or you can learn new things such as conservation, farming and creative arts.

If you would like to know more about our Short Breaks, please contact one of the teams Initial Assessment & Contracting Officers on 01267 246 890.

Short Term Placements

Just like Long Term or Short Break placements this service is provided from the homes of approved Shared Lives Carers. Short Term Placements are usually for a fixed period of time and for people who want to progress on to independent living or are perhaps waiting for permanent accommodation to be found. Short Term Placements are sometimes used to assess a persons needs.

If you would like to know more about our Long Term placements, please contact one of West Wales Shared Lives Administrators or one of the team's Shared Lives Officers, they can be contacted by telephoning 01267 246890.

Sessional And Day Services

Sessional services are similar to our Short Breaks/respite option, but does not include you staying or sleeping overnight in the home of the person who supports you. This service enables you and your family to receive support during the day, evening and/or weekends without you having to stay away from home.

Day Services may offer you the opportunity to participate in planned and structured activities provided from the homes of Shared Lives Carers.

The amount of time you spend with your Shared Lives Carer will be discussed and agreed with you and written in to your placement agreement.

Who Can Use Our Services?

If you are over the age of 18, perhaps have a disability, you're an older person or can be described as a vulnerable adult, then you may be able to use services provided by West Wales Shared Lives.

What If You Decide To Use One Of These Services?

If you decide to use any of our services, you can meet a Shared Lives Officer who will make sure that a placement agreement is agreed by everyone before you receive a service. The placement agreement details what you and your Shared Lives Carer should expect from the placement, it will also reflect your Adult Plan and Care Plan which you will have completed with your Social Worker or Case Manager.

What Is The Next Stage?

1. A Case Manager, Social Worker or Care Coordinator from a commissioning Authority will complete a referral form with you.

Or

You can self refer by completing a referral form yourself.

2. You and/or your Case Manager will need to complete an Adult Plan and provide West Wales Shared Lives with a Care Plan and Assessment.
3. Once your referral has been accepted and we think we are able to offer you a service, you and/or your family will be contacted or visited by one of our Shared Lives Officers.
4. The Shared Lives Officer will talk to you about all the information you have provided, especially your Adult Plan, what you like / don't like, things you are interested in and how you like to be supported, this document will assist West Wales Shared Lives in matching you with a Shared Lives Carer/family.
5. You will then meet the person who we think may be suitable to support you. This meeting is called an introduction and normally takes place either in your own home or in the home of the Shared Lives Carer.

6. You may have more than one introduction and with more than one carer.
7. If you are both happy you will agree to go ahead with the placement and a start date will be identified.
8. At this point the Shared Lives Officer will draw up a placement agreement with you and your Carer. This is an agreement about how you would like to be supported and/or receive care.
9. **CAN YOU SAY NO? - YES.** If you do not want to go on or continue with your placement at any stage, even after you have started receiving a service with someone, you can say **NO**.
10. Reviews – A Shared Lives Officer will coordinate an initial review of the service you are receiving and how things are going after a short period (usually within one month). If you are receiving Short Breaks (respite) or Sessional/Day Services, after this initial review your placement will be reviewed by an Initial Assessment & Contracting Officer.

If you are in a Long Term Placement a Shared Lives Officer will hold a placement review at least once a year.

You can request a review of your service at any time.

Financial Contributions You Are Required To Make

West Wales Shared Lives does charge you if you are living in a Long Term placement, which means that some of the money you are given each week (your benefits), or money you have saved up, may have to be used to help pay for the things you need or the services you receive.

If you receive Short Breaks (respite) or Sessional/Day Services from West Wales Shared Lives there may be a charge applied by your funding Authority.

Additional Expenses

It should be noted that you are also required to pay the full cost of any activities you participate in within the community. This includes all entrance fees, meals out etc. This does not include paying for your Shared Lives Carer unless under special circumstances it has been agreed that you will and is detailed in your Placement Agreement.

Your meals are included within our Long Term, Short Break, and Short Term placements, but this does not include meals out in restaurants, cafes etc. The cost of your meals in such places must be paid for by yourself.



Keeping People Safe

Concerns And Complaints

We respect any individual's right to express a concern or complaint about West Wales Shared Lives, and will respond to such concerns by investigating them thoroughly, speedily and fairly.

1. Carmarthenshire County Council has procedures around investigating complaints or expressing concerns.
2. You are able to complain directly to West Wales Shared Lives by phone, in writing, via someone else or just by visiting us and telling us what's wrong.
3. You can also contact the Complaints Team, who are independent of West Wales Shared Lives and they can be contacted at :

**Complaints and Compliments Team,
County Hall,
Carmarthen.**

SA31 1JP

Telephone - 01267 22 44 88

Email - complaints@carmarthenshire.gov.uk

You are also able to refer any complaint about West Wales Shared Lives at any stage to the Care and Social Services Inspectorate of Wales (CSSIW).

The local relevant office is:-

C.S.S.I.W

**Government Buildings,
Picton Terrace,
Carmarthen.**

SA31 3BT

Tel: 0300 7900 126

Email: cssiw.southwest@wales.gsi.gov.uk

Safeguarding

Safeguarding means protecting people's human and civil rights. There are many ways in which a person can be abused or neglected. If you think that you, or someone else's, human and civil rights may not be being respected and would like to talk to someone, we can advise you what to do and who you can talk to.

There are different types of abuse and neglect such as - physical, sexual, emotional, psychological, financial, verbal and institutional.

We monitor the services that you receive to ensure that you are safe and that the services we provide meet your needs.



Health And Safety

What is HEALTH and SAFETY?

HEALTH – A state of complete physical, mental and social well being and not merely the absence of disease and infirmity (World Health Organisation 1946)

SAFETY – Safety suggests security, freedom from danger and risk of damage or injury.

In order to understand how we can achieve a healthy and safe living environment it is important to look at our lives in general and think about the things which can affect our health and safety.

Health and Safety issues will be discussed individually with you, should you choose to live or be supported within any of our Adult Placement services. Any support you require or safety issues relating to your home/ environment will be highlighted within your Placement Agreement.

Words We Use In Shared Lives And What They Mean?

Shared Lives Carer/s

These are people you will stay or live with, they have been trained and assessed to be Shared Lives Carers and are supported by a Shared Lives Officer.

Shared Lives Officer

The person who gives information and advice to your Shared Lives Carer, and who agrees the Placement Agreement with you and helps to ensure that your placement is working ok for everyone.

Social Worker, Case Manager, Care Coordinator

This person usually works for Social Services or the Local Health Board and is there to support you. They will help organise things that you might need like day services and transport. You can contact your Social Worker, Case Manager or Care Coordinator if you are worried about anything, and do not want to talk to your Shared Lives Carer or the Shared Lives Officer about.

Adult Plan

This is where we write down lots of information about the ways your Shared Lives Carer and other people will be supporting and helping you in your placement.

Placement Agreement

This is where we write down all the things that everyone agrees to in order to help your Placement work successfully.

Advocate

This is someone who can help you say what you want, or will, if you want, speak or write on your behalf.

Placement Review

These are the meetings that we will have with you and your Shared Lives Carer to check that things are ok and to decide if any changes need to be made to your Adult Plan or Placement Agreement.

West Wales Shared Lives

Building 8

**St. David's Park,
Job's Well Road,**

Carmarthen,

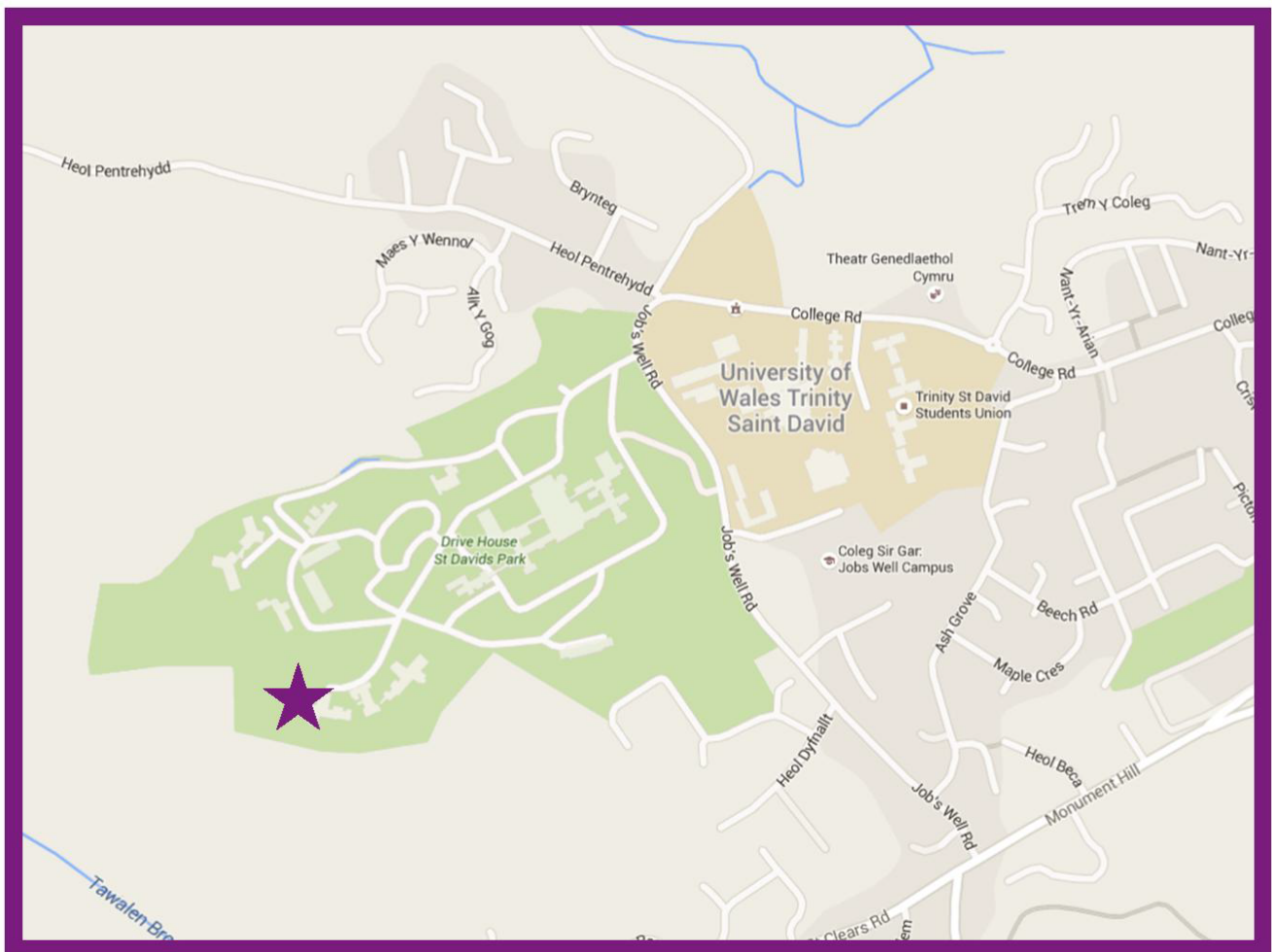
SA31 3HB

Tel: 01267 246 890

Fax: 01267 246 394

Email: WestWalesSharedLives@carmarthenshire.gov.uk

LOCATION MAP



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