

OP15 *Support, Monitoring and Risk Assessment*

1. Policy Statement

- 1.1 Shared Lives South West is committed to monitoring and reviewing the care and support provided by SLSW carers, implementing a robust recording and reporting structure.
- 1.2 Within this policy we will set out the expectations for all support, monitoring and risk assessments. This will include
 - Contact arrangements
 - SLSW plans and annual reviews
 - Carer appraisals
 - Risk Assessments

2. Contact arrangements

- 2.1 SLSW will monitor each household and make regular monitoring visits (at least once every 3 months) to see the person and/or the Shared Lives carer(s), to make sure the arrangement is working well for the person and everyone else involved in it.
- 2.2 Unannounced visits may be made to the Shared Lives carer(s) if there are any concerns about an arrangement or the care or support that is being provided.
- 2.3 Where possible SLSW will meet the person supported away from their home and Shared Lives carer once per year.
- 2.4 If the person is using the Short Break (SB) service, they will be assigned a SLC to complete the regular monitoring. Monitoring visits are not expected every 3 months due to the nature of Short Breaks, which can be infrequent. The SLC will complete a contact agreement in line with the agreed frequency of the SB stays.
- 2.5 If the household request fewer visits, then a contact agreement must be completed with line manager approval. Contact arrangements will be reviewed each year with all parties.
- 2.6 SLSW will record all contact visits on the database; these include plans, appraisals and contact forms.

3. Plans and Reviews

- 3.1 SLSW will make a commitment to ensure everyone using the Shared Lives service should have/ have access to a SLSW plan.

- 3.2 Plans should clearly describe how care and support is provided in line with the supported person's wishes and preferences. As such, the plan will be discussed with the person and their Shared Lives carer(s) so that they know how best to support the person.
- 3.3 SLSW are committed to ensuring that everyone has a plan in place within 15 weeks of joining the service.
- 3.4 The plan will aim to maximise the person's independence. It will be based on information from the assessment of their needs and wishes.

4. Annual Review

- 4.1 The person supported will have an annual review, which there is an opportunity to reflecting on the past year and the focus on outcomes for the next year.
- 4.2 If the Shared Lives arrangement is funded by the Local Authority (LA), SLSW will, where possible, inform the LA that a review is taking place and will share information relating to it as requested by the LA

5. SLSW Carer Appraisals

- 5.1 Carer appraisals will take place annually and will focus on the carer, with reference to their work with specific people they support and the role of Shared Lives carers within the scheme as a whole.
- 5.2 The appraisal provides an opportunity to check if there have been any changes in the household, and identify any success, challenges and future plans.
- 5.3 The carer's appraisal will address any additional learning and support needs to enable them to develop in their role and provide the best possible care to the person or people they support. It also provides an opportunity to encourage carers to engage with SLSW, such as carer meetings, events, CEG, or becoming a carer buddy for new carers on assessment.
- 5.4 The appraisal is a two-way process, and a written record will be agreed by both parties.
- 5.5 The role and responsibilities of Shared Lives carers are outlined in the Shared Lives carer agreement.
- 5.6 Newly approved carers complete a sixth month probationary period, SLSW will hold a review at the end of the sixth month to confirm whether they have been successful, requires an extension or are deemed unsuitable.

6. Risk Assessments

- 6.1 Prior to any matching taking place, any relevant risk assessment will be requested as part of the needs assessment. This information may be provided at the point of contact through an individual's referral and accompanying paperwork.
- 6.2 Alternatively, scenarios may develop at any time during a placement that will require a risk assessment to be put in place in order to better manage the placement.
- 6.3 It is the responsibility of the Shared Lives Coordinator to work in conjunction with the carer to ascertain the information surrounding the need for a risk assessment and also to judge that the placement and ultimately, the carer, would be safer and benefit from having a risk assessment in place.
- 6.4 SLSW will operate a positive risk-taking approach when it comes to promoting independent life skills for people supported
- 6.5 Shared Lives South West will provide the carer with appropriate training, advice and ongoing support, enabling them to:
 - Act to reduce or remove identified risks and hazards
 - Ensure that the individual(s) they support receive appropriate personal safety support to avoid limiting their lifestyle, activities or choices
 - Act promptly in the event of an unexplained absence of the individual they support
 - Work in a person-centred way, using support and guidance to empower the individuals they support to be as independent as possible

7. Review

- 7.1 This policy will be reviewed every two years, or earlier if required.

8. Responsibilities

- 8.1 The Registered Manager has overall responsibility for the implementation of this policy.