## City of Bradford Metropolitan District Council
### Shared Lives Adult Placement Scheme

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<th><strong>Region:</strong></th>
<th>Yorkshire &amp; Humberside</th>
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<tr>
<td><strong>Location address:</strong></td>
<td>5 Canon Pinnington Mews, Cottingley, Bradford, West Yorkshire, BD16 1AQ</td>
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<td><strong>Type of service:</strong></td>
<td>Shared Lives</td>
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<td><strong>Date of Publication:</strong></td>
<td>July 2012</td>
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<td><strong>Overview of the service:</strong></td>
<td>Shared Lives was a service run by City of Bradford Metropolitan council offering short breaks or a full time home to adults with learning disabilities or complex health conditions, within the carer’s own home.</td>
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Summary of our findings
for the essential standards of quality and safety

Our current overall judgement

Shared Lives Adult Placement Scheme was meeting all the essential standards of quality and safety inspected.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 28 June 2012, carried out a visit on 29 June 2012, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

Shared Lives is a service run by City of Bradford Metropolitan council offering short breaks or a full time home to adults with learning disabilities or complex health conditions. Shared Lives carers are people who take someone into their own home for a temporary placement, to give the persons relatives a break or permanently so the person joins in the carers family and community life. The carers are recruited and supported by a team of local authority social workers based in Cottingley near Bradford.

During our inspection we visited the Shared Lives office, where we talked with three social workers and reviewed three people’s care records and three carers recruitment records. We also talked to four carers and four relatives of people who used the service.

The four relatives made positive comments about the service; they told us the service was "Perfect" and two described how their relatives enjoyed going to stay with the carer’s. They told us the carers were "Fabulous" and "Very helpful" and the social workers were "Very supportive".

All the relatives told us they were well informed and did have regular reviews with the social workers about their relatives care and treatment in their placements. Two explained how the person had been matched with a carer who had similar interests.

What we found about the standards we reviewed and how well Shared Lives Adult Placement Scheme was meeting them

Outcome 01: People should be treated with respect, involved in discussions about
their care and treatment and able to influence how the service is run

People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

The registered care provider was meeting this standard.

**Outcome 04: People should get safe and appropriate care that meets their needs and supports their rights**

People experienced care, treatment and support that met their needs.

The registered care provider was meeting this standard.

**Outcome 07: People should be protected from abuse and staff should respect their human rights**

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

The registered care provider was meeting this standard.

**Outcome 14: Staff should be properly trained and supervised, and have the chance to develop and improve their skills**

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard.

The registered care provider was meeting this standard.

**Outcome 17: People should have their complaints listened to and acted on properly**

There was an effective complaints system available. Comments and complaints people made were responded to appropriately.

The registered care provider was meeting this standard

**Other information**

Please see previous reports for more information about previous reviews.
What we found for each essential standard of quality and safety we reviewed
The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

Where we judge that a provider is non-compliant with a standard, we make a judgement about whether the impact on people who use the service (or others) is minor, moderate or major:

A minor impact means that people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

A moderate impact means that people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

A major impact means that people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary changes are made.

More information about each of the outcomes can be found in the Guidance about compliance: Essential standards of quality and safety
Outcome 01:
Respecting and involving people who use services

What the outcome says
This is what people who use services should expect. People who use services: *
Understand the care, treatment and support choices available to them. * Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support. * Have their privacy, dignity and independence respected. * Have their views and experiences taken into account in the way the service is provided and delivered.

What we found

Our judgement
The provider is compliant with Outcome 01: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us
Four relatives of people using the service told us they were fully informed about the service, and they were fully supported by the Shared Lives social workers team.

Other evidence
People who use the service were given appropriate information and support regarding their care or treatment.

Two social workers explained people were referred to the service by the care managers from the Community and Learning Disability Team (CLTD) in Bradford. As part of the referral the CTLD team carry out a full assessment of the persons needs. On receipt of the referral the Shared Lives team visited the person at home and provided the person and their relatives with information about the scheme. The social workers then carry out their own detailed assessment of the person taking into consideration their culture and lifestyle, so they can match the person to the appropriate carer.

When we reviewed three sets of records we were able to identify that people had been provided with the information they needed about the families to enable them to make an informed decision. For example there was a pen picture of the person using the service and of the carers, which was given to each party during the introduction period. We were also able to see that the Shared Lives guides and agreements were in pictorial format and in large print to enable people to understand them easily. We saw these included information about why people were having short break, when happened, how
they would get to their placement. Also how they would get back if they stayed overnight, where they slept and how much it would cost.

Form the records we were able to identify regular meetings between the person and the carers to enable people using the service and their representatives to make informed decisions about whether they felt this was the appropriate placement.

**Our judgement**
People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

The registered care provider was meeting this standard.
Outcome 04:  
Care and welfare of people who use services

What the outcome says
This is what people who use services should expect. People who use services: * Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

What we found

Our judgement
The provider is compliant with Outcome 04: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us
Four relatives of people using the service told us they were satisfied with the care and treatment their relative received, they explained a full and detailed assessment had been made of their relatives needs.

Two people's relatives told us that people "enjoyed" or "looks forwards" to going to stay with the carers.

Other evidence
Peoples' needs were assessed and care and treatment was planned and delivered in line with their individual care plan.

We looked at three people's care records and saw that detailed assessments were made of the person's needs, which contained sufficient information to ensure that people would be matched and supported by carers who were able to meet their needs fully. The assessments had been based upon the initial referral from the CTLD care manager and a series of visits to the person in their homes. Where a risk had been identified, the carer had been made aware and actions to minimise the risk had been put in place.

Within the records there was also information in the progress notes to show that there was continuous support for the carers by Shared Lives to ensure they were able to meet people's needs. The social workers also met with the person using the service outside of the placement to find out their views about their placements. Three social workers explained once they have started working with a placement they try to remain the main contact, so that there is a consistent approach to peoples care.
Our judgement
People experienced care, treatment and support that met their needs.

The registered care provider was meeting this standard.
Outcome 07: Safeguarding people who use services from abuse

What the outcome says
This is what people who use services should expect. People who use services: * Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

What we found

Our judgement
The provider is compliant with Outcome 07: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us
Relatives of people using the service told us they would feel comfortable to talk to the carers and the social workers if they had any concerns.

Other evidence
People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

We reviewed three carers assessments and found that they all included information about they would work safely with people and what the carers understanding of safeguarding was.

The four carers we talked to told us that they had received safeguarding training and three social workers explained that safeguarding training is updated three yearly.

We looked at three peoples records and found that risk assessments were in place for the environment and if any further risks had been identified during the initial assessment. The social workers explained that they were continually assessing risk and how they helped the carers to identify and manage risks whilst supporting people using the service. They provided us with an example of a risk assessment they had carried out when a person had gone on holiday. They also explained how they will carry out six monthly visits to people using the service, which took place out of the carers home and this was to enable people to express their views freely about the care and treatment they were receiving.
One social worker explained how they would alert the local adult protection team of any possible safeguarding issues.

The information pack for people using the service includes an easy read guide about abuse and neglect, which helps people and their representative to understand how to raise their concerns.

Following our visit to the service the Registered Manager confirmed that approximately 80 per cent of carers and staff have completed the updates of their safeguarding training.

**Our judgement**

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

The registered care provider was meeting this standard.
Outcome 14: Supporting workers

What the outcome says
This is what people who use services should expect. People who use services: * Are safe and their health and welfare needs are met by competent staff.

What we found

Our judgement
The provider is compliant with Outcome 14: Supporting workers

Our findings

What people who use the service experienced and told us
Four relatives of people using the service told us the carers were "Fabulous" and "Very helpful" and the social workers were "Very supportive".

Other evidence
Staff received appropriate professional development.

We reviewed the recruitment files of three carers and found there was a detailed assessment carried out before they were accepted as carers in the scheme by the social worker. The assessment included an application form, references, criminal record bureau checks, and health check and records of meetings where carers' skills, knowledge were discussed. Following this the social worker had written a report recommending the carer to the scheme. The report had then been approved by the Registered Manager. We contacted four carers who all confirmed this process had been followed when they were recruited to the scheme.

The social workers explained that during the assessment period they identified any training needs of the carers, and would address any issues during their initial meetings or they would arrange specialist training for them. They explained the training they offered the carers was in line with the common induction standards. Four carers told us they had received sufficient training to carry out their role competently. They explained they had received safeguarding, first aid and mobility assistance which was tailored to meet the needs of the person who was living with them. They also told us they "enjoyed" the training and felt it was very "informative". Two carers also told us how the social workers had responded quickly to find any specialist courses they needed to enable them to support people.
The four carers all praised the support they received from the social workers at Shared Lives, comments made were "Perfect" and "Faultless".

The social workers confirmed they receive regular supervision and appraisal from their line managers.

Following our inspection the Registered Manager provided us with information to confirm the information provided by the social workers and carers. They also explained to enable all the carers to attend training, the training sessions were provided at different times of the day and evenings and where appropriate some were offered in Urdu or Punjabi.

**Our judgement**

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard.

The registered care provider was meeting this standard.
Outcome 17: Complaints

What the outcome says
This is what people should expect. People who use services or others acting on their behalf: * Are sure that their comments and complaints are listened to and acted on effectively. * Know that they will not be discriminated against for making a complaint.

What we found

Our judgement

The provider is compliant with Outcome 17: Complaints

Our findings

What people who use the service experienced and told us
Four relatives of people using the service told us they would feel comfortable in raising any concerns with either the carers or with the social workers.

Other evidence
People were given support by the registered care provider to make a comment or complaint where they needed.

People were given support by the registered care provider to make a comment or complaint where they needed. For example the service guide which was given to people when they commenced a service contained details about how to complain and this was in easy read format. The social workers explained they met with the carers and the people using the service regularly independently so they could feel comfortable in raising any concerns they may have.

People’s complaints were fully investigated and resolved where possible to their satisfaction. The Registered Manager was not present during our visits to the service so they provided us with an overview of the complaints they have received and how they have responded to them. This told us they have had two formal complaints in the last twelve months both which have been fully responded to

Our judgement
There was an effective complaints system available. Comments and complaints people made were responded to appropriately.

The registered care provider was meeting this standard
What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called Guidance about compliance: Essential standards of quality and safety.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

Where we judge that providers are not meeting essential standards, we may set compliance actions or take enforcement action:

**Compliance actions**: These are actions a provider must take so that they achieve compliance with the essential standards. We ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

**Enforcement action**: These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.
Information for the reader

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