

TELFORD & WREKIN COUNCIL

CABINET – 09 JULY 2020

**OUTSTANDING SHARED LIVES SERVICE – THE OUTCOME OF THE
CARE QUALITY COMMISSION (CQC) INSPECTION OF THE LOCAL
AUTHORITY SHARED LIVES SERVICE**

REPORT OF SARAH DILLON, DIRECTOR OF ADULT SOCIAL CARE

LEAD CABINET MEMBER – CLLR. ANDY BURFORD

PART A) – SUMMARY REPORT

1. SUMMARY OF MAIN PROPOSALS

1.1 On 22 January 2020 the Care Quality Commission (CQC) published its inspection report for Telford & Wrekin Shared Lives Service. The outcome of the inspection was that the service assessed as 'OUTSTANDING'.

1.2 The purpose of this report is to present the findings from the CQC inspection and to present an overview of the potential areas of future development for the Shared Lives Service. A copy of the inspection report can be found in Appendix 1.

2. RECOMMENDATIONS

That Cabinet:

2.1 Notes the content of the report;

2.2 Supports and promotes the Outstanding Shared Lives Service and in particular the high quality of care provided by our Shared Lives Carers that support our residents.

2.3. Supports the Shared Lives Service to continue to develop as outlined in Section B, 5.4 to support more people in Telford and Wrekin.

3. SUMMARY IMPACT ASSESSMENT

COMMUNITY IMPACT	Do these proposals contribute to specific Co-Operative Council priority objective(s)?	
	Yes	- Protect Care and Support our Most Vulnerable Children and Adults - Securing the Best Possible Start in Life for Young People
	Will the proposals impact on specific groups of people?	
	Yes	Recognition of the overall quality of the Shared Lives service and the rating of Outstanding will promote the service as a quality alternative to traditional care and support provision. Which will mainly impact on adults and young people with care and support needs.
TARGET COMPLETION/DELIVERY DATE	The service review will be completed by December 2020.	
FINANCIAL/VALUE FOR MONEY IMPACT	Yes/No	<p>Shared Lives is part of the Council's My Options service offer. It currently costs in the region of £200k to operate the service and this cost is in addition to the cost of payments to the Shared Lives Carers which is funded by Adult Social Care and Children's Safeguarding. The costs of this type of placement are low compared to other more traditional care and support so represent good value for money both in terms of costs and outcomes.</p> <p>The opportunities described in 5.4 below could potentially see better use of resources in long and short term.</p> <p style="text-align: right;"><i>TAS 28.02.2020</i></p>
LEGAL ISSUES	Yes/No	<p>The Council's in house care and support provider service, My Options, has a number of Care Quality Commission regulated services, one of those being Shared Lives.</p> <p>Regulated activities are defined by Section 8 of the Health and Social Care Act 2008 as those involved with or connected with the provision of health or social care.</p> <p>Under Section 60 of the 2008 Act 2008 the Care Quality Commission may for the purpose of its regulatory functions carry out inspections of regulated activities.</p> <p style="text-align: right;"><i>KF 02.03.2020</i></p>
OTHER IMPACTS, RISKS & OPPORTUNITIES	No	N/A
IMPACT ON SPECIFIC WARDS	No	The action plan will have a borough-wide impact

PART B) – ADDITIONAL INFORMATION

1. Background

- 1.1. The Council is committed to creating a better Borough for its residents and businesses in areas such as improving employment, skills and people's health, ensuring our local health services respond to the needs of our Borough's facilities and boosting tourism. Our ambition is to be the place of enterprise, innovation and partnership.
- 1.2. The Council's Protect Care & Invest Programme priorities include to "Protect and support our most vulnerable children and adults". In Adult Social Care our approach is built on 'promoting independence' to enable adults to live as independently as possible. We want to do all that we can to support people to live in their communities. The Shared Lives service is a key service that supports this approach.

2. Telford & Wrekin Shared Lives Service

- 2.1. Shared Lives is part of the Telford & Wrekin Council My Options Services. It provides an alternative approach to care and supported accommodation, enabling people to live more independently.
- 2.2. The scheme works by placing people who need support to live independently with a Shared Lives Carer. Individuals are carefully matched with an approved carer. The carer welcomes them into their home and helps them with independent living skills so they can achieve their aspirations.
- 2.3. Shared Lives supports individuals with different needs, whether in a long term arrangement or for short term and respite care. For example they may have learning or physical disabilities, they may be older people who are frail, leaving hospital or living with dementia, they may have mental health problems or they may be care leavers.
- 2.4. The registered Shared Lives Carers are paid for the care and support they provide. They have a variety of backgrounds and living arrangements but they all have a desire to make a difference to individual's lives.
- 2.5. The small team, who actively support Shared Lives individuals and carers, is currently comprised of a registered manager (shared with another service), one senior worker and two co-ordinators. Albeit small, they have a wealth of skills and experience and a variety of backgrounds (ranging from residential care, mental health, acute care and community services). This enables them to give tailored support to the Shared Lives Carers, ensuring any challenges are overcome and placements remain stable.
- 2.6. At end of February 2020, 77 Shared Lives Carers were supporting 117 individuals:
 - 72.4%, are in long term placements, with 19.4% in respite and 8.2% in day opportunity placements.
 - 109 individuals are supported and funded by Telford & Wrekin Adult Social Care.

- 74% of the individuals supported through Shared Lives have learning difficulties.

Adam's Story

Adam became involved with Shared Lives when he was 48 years old. Adam had previously been married, owned his own home and had a full time job. His marriage break up led to his first hospital admission under the Mental Health Act and for a number of years this was an ongoing occurrence.

After his last hospital admission Adam was discharged into supported accommodation with a 2 year move on date. Adam found that there was not enough consistent support with this scheme and it led to him drinking and his mental health fluctuating.

At the end of the 2 year supported accommodation the mental health team approached Shared Lives to look at the possibility of accommodation and he moved in with Mitch. Mitch was in his 50's and had 2 other gentleman living with him and was a busy household.

The first 6 months were hard for Adam and Mitch to adjust. Adam found it hard to have a relationship with one of the other people living there. Now they will tell you they are the best of friends, even though they both have a penchant for bad jokes which make you groan.

Adam has benefitted from having the support there when he has needed it, he has been able to talk to Mitch when he has had anxieties and has slowly worked on reducing his alcohol intake. Mitch has worked alongside Adam to alleviate anxieties around going out in the community and has helped him to become more confident. Adam has slowly developed a routine of regular showering and changing his clothes and has even expressed a desire to go clothes shopping.

Adam has built up strong relationships with his parents again and they have been proud of him for the progress that he has made.

Adam has had opportunities to live with other males which has **helped him to form friendships** and he has had people that he can talk to about his anxieties.

Adam now has his own tenancy and is no longer heavily involved with the mental health team, he is able to still stay with Mitch if needed **and is involved in social events** that he has never done before.

Since then, Adam has attended a charity fish and chip supper with over 100 people, this would have been an event that he would have avoided previously due to not feeling safe in crowds and becoming anxious if away from his house for too long. Adam has also gone with Mitch to the jungle in Calais to deliver a caravan and supplies for refugees which he says he feels honoured to have been involved in.



3. The Inspection Process

- 3.1. The Care Quality Commission (CQC) are the independent regulator of health and social care in England. Their purpose is to ensure health and social care services provide people with safe, effective, compassionate, high-quality care, they also encourage care services to improve.

3.2. As part of their regulatory role the CQC:

- Register care providers;
- Monitor, inspect and rate services;
- Take action to protect people who use services; and
- Speak with an independent voice, publishing views on major quality issues in health and social care.

3.3. CQC inspect all regulated health and social care services, placing a focus on the things that matter to people using the services. They inspect against five key questions:

- **Is the service safe?** Safe - are people using services protected from abuse and avoidable harm?
- **Is the service effective?** Effective - does the care, treatment and support provided achieve good outcomes, help maintain quality of life and is based on the best available evidence.
- **Is the service caring?** Caring - do the staff involved treat people using the service with compassion, kindness, dignity and respect?
- **Is the service responsive to people's needs?** Responsive - are services organised so that they meet people using the service needs.
- **Is the Service well-led?** Well-led - does the leadership, management and governance of the organisation make sure it's providing high-quality care that's based around individual needs, that it encourages learning and innovation, and that it promotes an open and fair culture?

Each of the five key questions are then broken down into a further set of questions, 'key lines of enquiry' (KLOE's). Services are then inspected and rated against each KLOE.

3.4. As a result of an inspection CQC then award Health and Social Care Services one of the following overall ratings:

- Outstanding,
- Good,
- Requires improvement, or
- Inadequate.

3.5. CQC use a systematic approach to service inspection, depending on type of service, providers can be given 48 hours' notice of inspection or there can be an unannounced visit. Prior to the inspection providers are asked to complete a provider information return (PIR) to provide key information about the service.

3.6. An inspection team, which includes experts by experience, then look to review a range of data, including local information, the service care records, policies and procedures. The inspection team will also gather information from speaking directly with people who use services, their families, carers, staff and other professionals who are associated with the service. They also liaise with wider organisations who may have knowledge of the service such as Health Watch, this along with the inspection team's findings informs the inspection and subsequent rating.

4. The CQC Inspection of Telford & Wrekin's Shared Lives Scheme

4.1. In June 2017, the CQC inspected Telford & Wrekin's Shared Lives Service and the service was rated GOOD in all 5 areas, with an overall rating of GOOD.

4.2. The recent inspection of Telford & Wrekin's Shared Lives service took place between 5th and 6th December 2019 and the report was published on 22nd January

2020. The outcome of the inspection was that the Council's Shared Lives service was assessed as having an overall rating of 'OUTSTANDING'.

4.3. Of the five Key Lines of Enquiry (KLOE), four judgement areas were rated outstanding. These are:

- 'Is the service effective',
- 'Is the service caring',
- 'Is the service responsive', and
- 'Is the service well led'.

The fifth area, 'is the service safe', was rated as good.

4.4. The service is one of only 5% of Shared Lives Schemes across England¹ with an overall rating of OUTSTANDING, with many other schemes only achieving this judgement against two of the assessed KLOE's.

4.5. The inspection report highlights the positive work the service, and its staff do. Please refer to Appendix A for a copy of the full report. Some key messages report includes:

- ***"People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests"***
- ***"People truly felt involved in the care and support they received which was personal and individual to them."***
- Shared lives staff and carers ***"made arrangements for people to engage in social activities, education and work, which were innovative and met people's individual needs."***
- ***"Strong organisational commitment to achieving positive outcomes for people. Staff members were encouraged to think beyond the obvious with people in terms of how they supported them."***

Inspection report case study:

"One person had expressed severe anxiety related to certain activities. The provider looked at this and identified the positives. They identified an environment which was quiet and in a rural location which minimised distractions. The person was then able to concentrate on what they could do rather than be distracted by things outside of their control."

Inspection report family feedback:

"One relative said, "I would recommend these carers to anyone as they are so efficient. I don't know how they could make things better because they are already good."

- ***"People were supported to identify and take reasonable risks - for example on person told the inspector how before receiving support from Telford and Wrekin Shared Lives service they had been stopped from doing certain things because a previous care provider thought it was too risky. However, since moving in with their Shared Lives carer they had expanded their experiences and opportunities, taking risks they believed others in the community could."***

¹ Shared Lives in England Annual Report 2017-2018

- *“People were assisted by a **well-trained and highly motivated staff** team who felt supported by the provider and the management team.”*
- The report highlighted the additional training provided for Shared Lives carers, such as exploitation, and links with health care training and professionals which enabled shared lives carers to recognise health and wellbeing concerns and direct the person they were supporting to appropriate information, advice and support.

Inspection report case study:

“One person described how they used to live. They told us they felt restricted and not able to do the things they wanted. They felt excluded from "normal life" and this led to feelings of depression and social isolation.

Since moving to Telford and Wrekin Shared Lives their life experiences have exceeded their expectations. They never believed they could be part of a family of valued as an individual. They believed experiences in life were for other people and didn't believe they deserved such opportunities. They went on to describe their life now with a shared life carer.

They outlined what they have achieved, the new experiences they have taken part in and how their life is now "joyful."

5. Summary and Next Steps

- 5.1. The CQC have found in their inspection and assessment that Telford & Wrekin’s Shared Lives service is OUTSTANDING. That the adults and young people, including care leavers, supported by the service benefit from the high quality flexible support they receive, that in turn enables them to live as full a life as possible and achieve the best possible outcomes.
- 5.2. The report recognised that there was strong organisational commitment to achieving positive outcomes for people and that the management team had systems in place to drive good standards of care and drive improvements and opportunities to develop the service.
- 5.3. CQC reports (other than those rating services as requires improvement or inadequate) do not identify specific service improvements or developments. We are, however, now looking to explore further development opportunities for the Shared Lives Service to “support vulnerable adults and young people within Telford & Wrekin to achieve positive outcomes”.
- 5.4. We are currently undertaking a service review to identify the next developments. Initial development opportunities include:
 - Planning a promotional campaign - to widen knowledge of Shared Lives and recruit new Shared Lives carers.
 - Extend the home from hospital pilot - this offers Shared Lives support to people who are ready to leave hospital, but unable to return home.

- Building on the successful work with Children's Services, including the recent nationally recognised work supporting Care Leavers.
- Extend Shared Lives day support offer, as an alternative to traditional day services.
- Revisit opportunities to pilot Shared Lives Plus - a Homeshare Initiative which looks to bring together people requiring support who have a spare room with people who are happy to offer support in return for affordable accommodation.

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