

## How much do I have to pay?

Some of the money you receive 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.

You will be visited by someone from Knowsley's Financial Assessment and Charging team, who will discuss your income with you and work out how much per week you will need to pay.

If you receive respite from the Shared Lives scheme, there are set charges based on your age. Your Shared Lives worker can tell you what they are.

This money **MUST** be given to your Shared Lives carer on your arrival for your short break. Knowsley Council Adult Social Care will pay the remainder of your support costs.

## Additional expenses

**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. Usually this does not include paying your Shared Lives carer expenses. However should you wish to do something that is over and above your usual support, then you may be required to contribute towards your carer's expenses.**



## Concerns and complaints

We will respond to any concerns or complaints by investigating them thoroughly, speedily and fairly and will take any action necessary.

1. A copy of Knowsley Adult Social Care procedures for investigating complaints or concerns can be obtained from Customer Services on **0151 443 3130**.
2. You are able to refer any complaint about this service to the Care Quality Commission by ringing **03000 616161**.

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Care Quality Commission  
National Correspondence  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4WH

## Reporting abuse

Abuse is a violation of an individual's human and civil rights by any other person or persons.

There are different types of abuse: physical, sexual, emotional, psychological, financial and neglect.

If you think that you, or someone else, may be being abused and would like to talk to someone, please ring the Knowsley Access Team on **0151 443 2060**.



# Knowsley Shared Lives Scheme

Service User Guide



Knowsley Shared Lives Services  
The Halewood Centre  
Roseheath Drive  
Halewood  
L26 9UH  
Tel: **0151 443 2060**



# Welcome to Knowsley's Shared Lives scheme

## What is Shared Lives and why is it different?

Shared Lives is very different to services you may have used before. You will be supported by people in their own homes who will help 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 help somebody with a support need. We call these people Shared Lives carers.

We work with you when planning your Shared Lives service, enabling you to develop your skills and lifestyle.

Shared Lives offers two types of service.

1. Long term support
2. Short breaks/respice support



## Long term support

Long term support is when you live in the home of, and share the life of, a Shared Lives carer. We have lots of different carers, some have families living with them, and some carers live alone. Who you live with, and how you live, are planned individually with you and other people you choose to be involved, for example, a carer or an advocate.

If you would like to know more about our long term support, you can ring us on **0151 443 2060**.

## Short break (respice) support

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

Your care manager will discuss with you the number of nights in one year that you can stay with any of our carers.

If you, or your family, would like to know more about short break stays, ring us on **0151 443 2060**.

Transport to and from your break is arranged by you, your Shared Lives carer or your family members.

It may be possible for you to carry on with your usual daytime activities during your breaks.

You will need to pay towards the cost of your short breaks. Information about how much you have to pay can be found in the financial section of this guide.

## Would you like to use our service?

Getting involved couldn't be easier.

1. A care manager from Knowsley Adult Social Care will complete an assessment of need with you.
2. If you and your care manager feel that Shared Lives may be right for you, they will contact us on your behalf.

(If you do not have a care manager you, or your family, can contact the Knowsley Access Team on 0151 443 2600 to request one.)

3. After your care manager contacts us, we will try to find a carer to support you.
4. You and your family will then be visited by one of our Shared Lives workers
5. They will help you fill in a form called a Service User Plan. This will ask you what you like and don't like, the things you are interested in and how you like to be supported.
6. You will then meet the person who we think may be suitable to support you. This meeting is called an introduction and may take place either in your home or the home of the Shared Lives carer.
7. If you are both happy you will agree to start a partnership.
8. Your Shared Lives worker will draw up an agreement with you and your carer about how you would like to be supported.
9. **Can you say NO?** - If you do not want to continue with your partnership at any stage, even after you have started living with someone, you can say NO.
10. Reviews - Your Shared Lives worker will ask you how things are going within the first month of your Shared Lives partnership. After this your partnership will be reviewed by a care manager, usually once a year. You can request a review of your service at any time.