



Guide for Independent Living

Social Care, Housing and Support Services



Supporting you to live your life.

Have your say



This booklet tells you about our plan for independent living services in Surrey.



We will be talking about our plan with people with a learning disability and/or autism, and family carers.



We want you to tell us what you think is **good** about our plan.



We want you to tell us if there are things you think are **not good** about our plan.



We want to listen to your ideas about what else we might need to write in our plan.

Introduction



We plan to develop new independent living services for people in Surrey. We will do this over the next 5 years.



People will have more choice and control. They will have a home that is right for them, and support to help them to live their life.

Independent living services are the best choice for many people with a learning disability and/or autism.



People will be able to live more independently.



People will have support to develop their strengths.



People will be fully involved in their local community.

What is an independent living service?



An independent living service is a home that is right for you with the support you need to live your life.



You are in charge of your home.

You will have a tenancy agreement which gives you housing rights.



You will need to pay rent to live in your home. You pay rent using your income and benefits.



You will have the support you need to be as independent as possible at home, and be part of your community.



Support workers who come to your home to support you are visitors. It is not their home.

Independent living services are sometimes also called 'supported living', 'supported accommodation' and 'community housing'.

Every independent living service is different.

Some people will need more support, and others will need less support.

People may need less support in the future as they become more independent.



James lives in a flat by himself.

He is very independent, and works four days a week. His support workers visit him twice a week for two hours, mostly to help him with letters and bills.



Camilla lives in a flat by herself.

Support workers visit for two hours each day to help her learn new skills. Camilla wants to cook meals for herself. Staff will visit less once she is more independent.



Jasmine lives with two other people.

Jasmine needs help to care for herself, and to stay safe. There are always staff at Jasmine's home. She is starting some art courses at her local college.

Important reasons why we need a lot of new independent living services.



1. So that more people can live in Surrey, and not need to move out of Surrey to find the right home.



Some people who had to move out of Surrey in the past will be able to move back to Surrey if they want to.



There will be more choice of homes in Surrey for young adults, people who have behaviours that challenge, and for people who may have complex needs.

2. To offer more people the chance to live independently with support.



Some people with a learning disability and/or autism may want to move from residential care to an independent living service.

Independent Living Services in Surrey

We plan to develop independent living services in people's local communities.



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Section 1

Independent living services in Surrey.



Surrey County Council are asking providers (such as housing associations) to set up more independent living services in Surrey.

Setting up the homes people need.



People will need a home that is right for them.



Homes need to be part of the local community.



People must be able to afford to live in these homes.



People must have a tenancy agreement giving them rights.

Section 2

Housing and support.



People's housing and their support will be separate.



You will have a contract for your housing. This is called a **tenancy agreement**.



You will have a different contract for your support. This is called a **care and support plan**.

Having a separate contract for you housing and your support will give you more choice and control.

We will explain this by using two examples on the next page.



Your housing and support will be separate.

Samira wanted to change her staff.



Samira was very happy in the home she lived in.
She was not happy with the support she had from staff.



Because she had a separate tenancy agreement, Samira could get new staff, and stay living in the home she liked.

Lee wanted to move house.



Lee was not very happy with the home he lived in.
He was happy with the support he had from staff.



Because he had a separate care and support plan, Lee could move house, and have the same staff support him.

Services must change if people's needs change.

People go through different stages of life and may need more or less support at times.

People should always be involved in decisions about their support.

Staff must tell Surrey County Council if people's support needs to change.



Time of life when your support needs might change:



As you transition from being a young person into an adult.



As you get older.



If you become ill or have a crisis.



As you come towards the end of your life.

Section 3

Checking that people have the right support.



We want to make sure people are supported properly.

We will monitor independent living services. People with a learning disability will help as quality checkers.

We will check the following things.



1. People have support to make their own choices.



2. People are involved in writing their care and support plan.



3. People's care and support plan focuses on their strengths and abilities.



4. People have support to be as independent as possible, and to learn new skills.

Checking that people have the right support.



5. Staff supporting people are well trained and supported.



6. People have support to be part of their local community.



7. People have support to go to college, take part in activities and maybe find a job.



8. People have support to stay healthy and well by using the health services they need.



9. People and their families are listened to, and give feedback about their home and support.



10. People have support to stay safe, and to look after their home and their money.

Section 4

Independent living services.



Independent living services are for adults who are aged 18 or over.



You must be assessed by Surrey County Council as needing support. This is called meeting our eligibility criteria.



An independent living service must be able to give you the right support.

An independent living service might not be the right choice for everyone.



You must either live in Surrey, or be a Surrey resident living outside of Surrey who wants to move back to Surrey.

We want many different organisations to provide independent living services for people they are good at supporting.



Organisations must be very good at providing person centred support. This means helping people make choices, and to have control of their lives.

People who may need independent living services include:



People with a learning disability



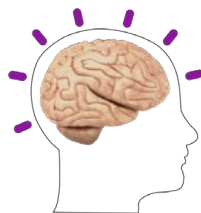
People with a physical disability



Autistic people



People who have a sensory impairment



People with a brain injury



People with complex needs



People with early onset dementia



People who need help with behaviour



People with epilepsy or diabetes

Your housing

It is important that you have the right home in your local community.



Your Street



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The right home.

Section 2

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Paying for your home.

Section 1

The right home for you.



Your home will be in the local community.



You may choose to live on your own in a small house or a flat.



You may choose to live in shared house with other people.



Your home should look similar to other people's homes in your local town or village.



Your home should be near to a bus stop or train station. It should be easy for you to get to places like shops, libraries, sports centres and colleges.

The right home for you.

Your home will be a safe place for you to live.



Your home will be well looked after, comfortable and clean.



Your home will have smoke alarms and carbon monoxide detectors.



You will have a burglar alarm and a personal alarm if you need them.



If something like your heating stops working in your home, it should be repaired quickly and properly.

The right home for you.

Your home may need to be adapted so that it is right for you.



Your home may need to be on the ground floor, and have a ramp, so you can get in and out easily.



You may need grab rails and an accessible toilet and bathroom in your home.



You may need things like toilet seats and grab rails brightly coloured if you have a visual impairment.



If you have challenging needs you may need a home that has more space inside, or a sensory area to relax in.

Section 2

Your tenancy agreement.



Your tenancy can be written in Easy Read.



Many people will rent their home from a housing association, though you can rent from a private landlord. You will always have a tenancy agreement.



Your tenancy agreement will tell you how much rent and other charges you need to pay to live in your home.



Your tenancy agreement will tell you the rules of living in your home. There might be rules about having pets and making noise.



Most tenancies are Assured Shorthold Tenancies which can last for 6 months, and be extended for much longer. Your landlord has to give you a months notice if they want you to leave.

Section 3

Paying for your home.



You must be able to afford to live in your home.



Surrey County Council would no longer pay for the 'accommodation' costs when people move from residential care into independent living.



You will need to pay the rent for your home. You will also need to pay bills such as council tax, gas and electricity.



You will have support to claim benefits to pay your rent and bills.

You may claim Universal Credit or Housing Benefit.



Providers must make sure homes are cheap enough for people to rent.

Local Housing Allowance rules say how much benefit money can be paid for some people's rent.

Local Housing Allowance rules.

Local councils have a maximum amount of money they will pay towards some people's rent.



This is called the Local Housing Allowance.



Yes

These Local Housing Allowance rules apply if you rent your home from a private landlord.



No

If you rent from a registered housing association or social landlord the Local Housing Allowance Rules do not apply.

Councils can pay more towards your rent.



Many people aged under 35 years old can only claim the cost of renting a room in a shared house.

Your support

Supporting you to live your life.



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A Strengths Based Approach



The Care Act 2014

The Care Act says that adult social care services should focus on your skills and abilities when deciding how to support you.

This is called a 'strengths based approach'.



Focusing on your strengths.

Helping you use your skills and things you are good at. Not just focusing on the things you need help with.



Planning the life you want to have.

Helping you to think about what you really want to do, and how you can use your skills.



Friends and family support.

This is about you, your friends and family all supporting each other. Not only relying on support from paid staff.

What we mean by a strengths based approach.



Choice and independence.

Helping you make your own choices, do more things for yourself, learn new skills, and having more control.



Learning to solve problems.

Helping you to manage when things might be difficult, and helping you to learn to sort out problems yourself.



Thinking about your wellbeing.

As well as staying healthy, this is about building your confidence, and living a life that makes you happy.



Being involved in your community.

Using local shops, libraries and sports centres. Making relationships with people in your community, and using your skills to help others.

Your social work team, and other people who support you will use this **strengths based approach**.

Outcomes.

An outcome is what happens as a result of the support you have.

Here are some examples:



Heather has always wanted to have a job working in an office.

She did some courses from home to develop her computer skills. She now has a job for one day a week in the office for a local charity.



Aaron was very keen to play football for a team.

He learnt to travel by bus independently and can now get to the sports centre on his own. He has joined a local five-a-side team, and also made new friends.



Serena was very lonely and wanted to make some new friends.

She is a good singer and loves music. She was supported to join a local rock choir and has made new friends. She says she is a lot happier now.

Your Care and Support Plan



Your care and support plan will say what support you will have, and the outcomes you are working towards.



Your care and support plan will be based on the assessment of strengths and needs you will have had.



This is your plan, and you should have a big say about what is written in it.

People will listen to your views when they write your care and support plan.



People who support you will help you understand your care and support plan, and write it in Easy Read if needed.



You and your supporters will often check your care and support plan.

This is to make sure your support is helping you to work towards the outcomes you want to happen.

Staff who support you



The organisation who provides your support will employ the staff you need to support you.



If they need new staff they will advertise for them, and interview them properly.



Disclosure & Barring Service

They will do checks on staff to make sure they don't have a criminal record. These are called DBS checks.



Staff will be trained properly to make sure they have the right skills to support lots of different people.



Managers will talk to you about your support. They will check that staff are giving you the right support.

Section 1

Having choice and control.



You will have support to communicate, understand information and make your own choices.



It is important that you have support to make choices for yourself.



It is important that people supporting you can communicate in a way that best suits you. This might be through using signing or pictures.



Easy Read information may help you to understand information and make choices. Things like your tenancy agreement can be Easy Read.



You should have choice about the support you have.

This includes who comes to your home to support you, when they come and what they support you with.

Section 2

Being more independent.



You will have support to help you to learn to do more things for yourself.



People who support you will help you learn to do things yourself, rather than doing too many things for you.



Some people will need more support than others to learn new skills.

Some people will be able to be more independent than other people.



Some people may have times when they can be very independent, and times when they need more support.



If you choose to do things that might be risky you will have support to understand the risks. and to stay as safe as possible.

Being more independent.

There are many different areas of life where you may want to learn to be more independent:



Shopping and cooking.



Travelling on your own.



Looking after your home.



Taking part in activities.



Paperwork and paying bills.



Working or studying.



Staying healthy and well.



Caring for yourself.

Using technology to help you be independent.

There are lots of new ways to use technology to help you to be more independent.

People who support you will help you to choose the right technology, and to learn how to use it safely.

Here are some examples:



Using video chat to keep in touch with friends and family.



Using fitness technology to help you stay fit and healthy.



A personal alarm to help you stay safe in the community.



Technology for your health, like epilepsy sensors.



Technology to help you control heating and lighting at home.



Video door bells to keep you safe from unwanted visitors.

Section 3

Looking after your home.



You will have support to look after your home, so you don't break the rules of your tenancy agreement.



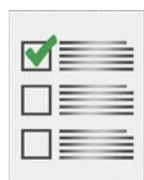
You will have support to move into your home, and to settle into your new home.



You will have support to learn to use all the equipment in your home safely.



You will have support to help you understand how to keep your home safe and secure.



Your supporters will do risk assessments with you to help you work out what dangers there might be, and the best way to stay safe.

Looking after your home.



You will have support to claim the benefits you need. You will also have help to manage your money, pay your bills and not get into debt.



You will have support to learn how to organise repairs if things break, to improve your home, and look after your garden if you have one.



You will have support to help you to get on well with your neighbours.



You will have support to use the technology you have at home.

Section 4

Helping you stay healthy.



You will have support to help you to look after your health and wellbeing.



It is important that you see your doctor (GP) if you have any health problems, and have an Annual Health Check every year.



It is important that you have a Health Action Plan, and use this to help you stay healthy. A Care Passport is also important in case you go to hospital.



It is important that you have regular check ups for your health. For example at the dentist and optician.



People who support you will give you the emotional support you need, and help you to cope with any difficult times you have in your life.

Section 5

Being part of your community.



You will have support to help you to be fully involved in your local community.

This is about getting to know local people, and using the same services that other people use.



Relationships with friends.



Getting involved in local activities.



Relationships with family.



Using local transport.



Finding a job or volunteering.



Using services like your local shops, library, college, leisure centre, cafe, cinema, pubs, clubs and places of religious worship.

Section 6

Helping you stay safe.



You will have support and advice to make sure that you stay safe from harm.



Staying safe at home.

Some people may need help to learn to live safely in their own home.

For example, learning how to use kitchen equipment safely.



Stay safe when out and about.

Some people may need help to learn to stay safe from things like busy roads, and people who break the law.



Your support should be safe.

You should be treated with respect by people who support you. If you are badly treated this will be stopped.



You will know how to complain.

You will have help to tell someone if you are badly treated, feel unsafe or are not happy with your support.

Staff will be trained to stop abuse.

Staff who support you will know how to notice abuse, and who they should report it to.



Each provider organisation will have a person in charge of making sure all safeguarding issues are reported properly.



All staff will be trained in the Surrey County Council Multi Agency Adult Safeguarding policy and procedures. This tells them how to report abuse.



All staff will know that they should report abuse, and if they see or hear of anyone else treating people badly in their organisation. This is called whistleblowing.

Section 7

Care Quality Commission.



If your staff give you personal care your home will be registered with Care Quality Commission (CQC).



Personal care means support with things like washing, dressing, using the toilet, eating and drinking.



CQC inspectors will visit you to check that you are being supported properly.



The inspectors will write a report. They will say how good your support is by giving a rating.



There are four possible ratings

- | | |
|-------------------------|---------------|
| 1. Outstanding | 2. Good |
| 3. Requires improvement | 4. Inadequate |

If your service is rated as 'requires improvement' or 'inadequate' staff will need to make changes to make your support better.

