



North East England Invaluable Report

Survey data from Shared Lives carers and Shared Lives schemes

2023





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Executive summary

Please note that the data in this report was collected in November 2022.

Fee rates are subject to change in the intervening period.

KEY DATA	There are 8 Shared Lives schemes in the North East. According to data provided by Shared Lives schemes, care was commissioned by 4 <u>commissioning organisations</u>.
BANDINGS AND NON-BANDINGS	Shared Lives schemes provided data about live-in fee rates for only 3 out of 4 commissioning organisations. All 3 commissioning organisations operate a banding system.
LOWEST FEE RATES (LIVE-IN ARRANGEMENTS)	The <u>greatest</u> lowest fee rate was £421.05. The <u>smallest</u> lowest fee rate was £276.62. 2 out of the 3 commissioning organisations (for whom data was provided) were above all average, except when compared to the national non-banded fee.
HIGHEST FEE RATES (LIVE-IN ARRANGEMENTS)	The <u>greatest</u> highest fee rate was £496.00. The <u>smallest</u> highest fee rate was £355.59. 2 out of the 3 commissioning organisations (for whom data was provided) were above average in all categories, except in comparison with the national banding rate for England.

BOARD AND LODGINGS	Of the 3 commissioning organisations for whom data was provided, all 3 were below national averages for board and lodgings.
FEE INCREASES	⇒ 1 (25%) of provided a fee uplift after April 2022. ⇒ 3 (75%) of commissioning organisations provided an uplift within the last 1-2 years.
CARER SURVEY STATISTICS	Of the 39 Shared Lives carers in North East who responded to the survey: ⇒ 80% of carers who responded to the survey stated that they were affected by cost of living, higher than the national average of 77%. ⇒ 31% of carers said that they have considered leaving Shared Lives due to the cost of living, which is the national average. ⇒ 55%, said felt somewhat or highly valued, higher than the UK average of 47%:
RECCOMENDATIONS	1. Commissioning organisations ensure that they provide a lowest fee rate at or above the lowest non-banded fee for England, <u>£401.48</u>. 2. Commissioning organisations ensure that they provide a highest fee rate at or above the highest banding rate for England: <u>£495.12</u>. 3. Commissioning organisations ensure that they provide a board and lodgings contribution at or above the national average: <u>£62.91</u>.

Introduction

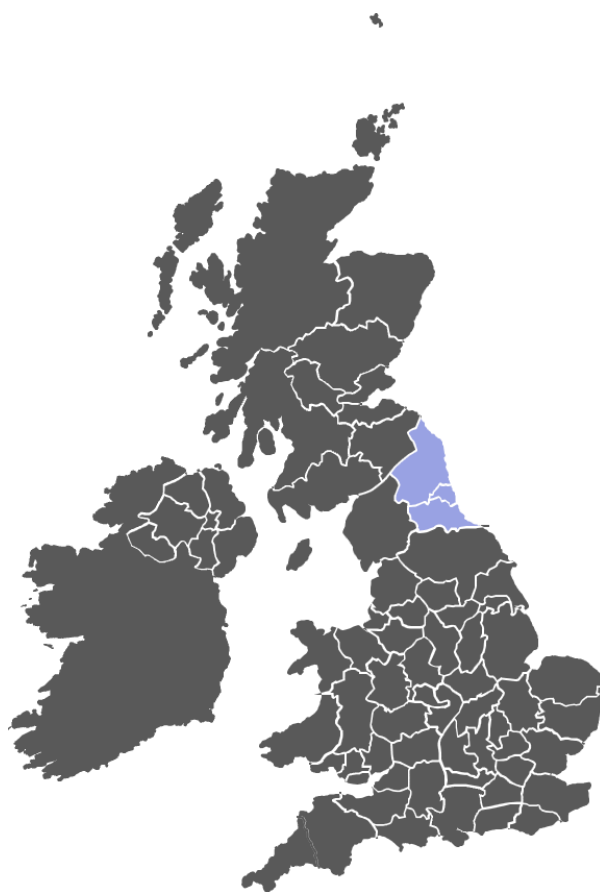
“I love looking after the people we do, seeing them grow every day becoming individuals and supporting them with their own choices. After working in care for 30 years it’s great to be able to ensure the people we look after getting the highest quality of care possible”,

Shared Lives carer, North East England.

Shared Lives carers in the North East do amazing work by enriching the lives of the individuals they support, as well as the communities they live in. At Shared Lives Plus, we believe that the dedication of Shared Lives carers should be recognised and reflected in their earnings.

Shared Lives Plus has supported Shared Lives carers and Shared Lives schemes for more than 40 years. During this time, our organisation has primarily been involved in the good management of shared lives schemes, safe delivery of shared lives care, and fair treatment of Shared lives carers.

Although we know it is cost effective, we also know that many of our Shared Lives carers are struggling. We know that the fees and board lodgings contributions provided by commissioning organisations to Shared Lives arrangement are not consistent. The data collected in the Invaluable surveys represents a step change in our understanding of care fees and board and lodgings contributions. It also centres Shared Lives carer voices, reflecting their feelings about fees, the cost of living, and their health and wellbeing.



In this report, you will find specific information about the highest and lowest average care and support fees, and average board and lodgings payments for commissioning organisations in the North East. Please note, **for this survey we limited our scope to asking about live-in support, since that is the predominant way in which people are supported.** You will also find recommendations for commissioning organisations improving these fees and contributions. We are planning to undertake more collection and analysis of respite and rent data, which is why you will not find that information in this report.

How to use this report

This report has been primarily written for Shared Lives carers and Shared Lives schemes, using the data they provided in the carer and scheme Invaluable surveys. This report may also be of use to others, including commissioners and directors of adult social care.

A note about fees and bandings

Shared Lives is not a homogenous model. The data anomalies in this report reflect the differences between schemes who have evolved over time, and who also cater to the needs of individual supported people.

Shared Lives **live-in** arrangement fees should consist of three main elements:

- A care and support fee,
- A board and lodgings contribution,
- A rent contribution (not included in this report).

The **care and support fees** reflect the care required of the Shared Lives carer, as specified in a person's support plan.

Some commissioning organisations operate a system of bandings, which sets the rates for care and support fees.

There is no set number of bandings, and this can vary between areas. Some areas also provide an additional or extra fee on top of the banding fees. This can be at the discretion of commissioners and is based on the exceptional needs of an individual.

Several commissioning organisations do not work a banding system or have arrangements which are not within their banding system.

The board and lodgings contributions are not generally banded. In some cases, Shared Lives carers may receive a higher or lower board and lodgings contribution at the discretion of the commissioning organisation. For example:

- where a person has increased electricity usage through double incontinence, they may receive a higher contribution.
- Conversely, where a person is under the age of 25 and in receipt of lower benefits, their board and lodgings contributions may need to be lowered to make it affordable.

Lowest and highest fees

To compare data efficiently, this report compares only the highest and lowest live-in care fees reported in the scheme survey. It compares both banded and non-banded data, for a clearer overall picture of fees in this region. See 'Explainer: comparative averages' for more detail on the fee rates averages/benchmarks used in the data tables.

Data report codes

Each commissioning organisation (such as a local authority/council) has been assigned a data report code, e.g., CONE001.

This allows commissioning organisations to remain anonymous, whilst enabling a regional and national comparison of fees.

Shared Lives schemes will be provided with the data reporting code for the relevant commissioning organisations. If you are a Shared Lives scheme or commissioning organisation who does not have the code but would like one, you can contact us: membership@sharedlivesplus.org.uk

Explainer: comparative averages

Shared Lives banded rates for live-in fees

These are the average of commissioning organisation care fee rates which are part of a banding system. Banding systems provide set rates for care fees, based on the needs of the supported person. There are two Shared Lives banded rates in the data table, one for the region, and one for England.

Shared Lives non-banded rates for live-in fees

These are the average of commissioning organisation care fee rates which are not part of a banding system. There are many Shared Lives schemes across England who either do not operate a banding system of set rates, or who have non-banded exceptional rates, (for example where a new Shared Lives scheme has taken over an historic arrangement). There are two Shared Lives non-banded rates in the data table, one for the region, and one for England.

Regional care worker salary benchmarks

The regional benchmarks are taken from the *Skills for Care's Adult Social Care Workforce Data Set*.¹ These figures cover the period 2021-2022 and are full time equivalents (FTE) based on 37 or more contracted hours a week.

The **average local authority care worker salary** in the North East was £21,300 per annum or £355.89 per week.

The **average local authority senior care worker salary** in the North East was £24,500 per annum or £397.74 per week.

¹ See: <https://www.data.gov.uk/dataset/9cd42409-1a44-4e6c-9696-29d6a760e746/adult-social-care-workforce-data-set-asc-wds>

Scheme and carer response rates

Shared Lives schemes

There were 8 Shared Lives schemes in North East in November 2022:

- Durham
- Gateshead
- Newcastle
- North Tyneside
- Northumberland
- South Tyneside
- Stockton on Tees Borough Council
- Sunderland



6 out of 8 schemes in North East provided some form of data to the Invaluable survey.

No survey data was provided for North Tyneside or South Tyneside Shared Lives.

Shared Lives carers

When this survey was conducted, there were **349** Shared Lives Plus carer members in North East. Of these, **39** Shared Lives carers responded to the carer survey.

This equates to 11% of the Shared Lives Plus carer members in North East.

Commissioning organisations and uplifts

There are **4 commissioning organisations** in North East who commission Shared Lives care according to data collected for the Invaluable survey in **November 2022**:

- Durham County Council
- Newcastle Upon Tyne City Council
- Stockton-on-Tees Borough Council
- Sunderland City Council

Data reference codes for commissioning organisations

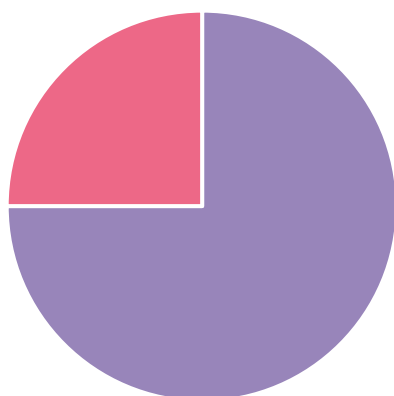
Shared Lives schemes provided data about live-in fee rates for **3** out of the **4** commissioning organisations.

All **3** commissioning organisations operate a banding system. No live-in payment information was given for one commissioning organisation, beyond pay uplift data.

Fee Uplifts

*These figures are accurate according to data collected in **November 2022**:*

Fee uplifts in the North East



■ Since April 22 ■ 1-2 years

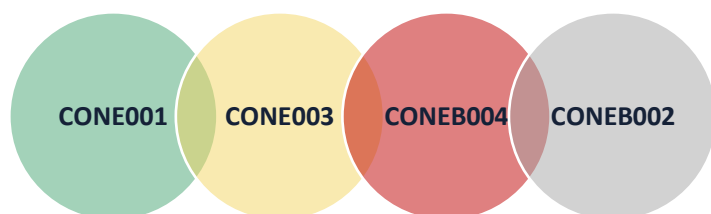
Of the 4 commissioning organisations in the North East:

⇒ **1 (25%)** of provided a fee uplift after **April 2022**.

⇒ **3 (75%)** of commissioning organisations provided an uplift within the **last 1-2 years**.

Lowest average fee rates for live-in arrangements

	CONE001	CONE003	CONE004
Lowest Banding Rate	£421.05	£386.00	£276.62
Lowest SL Banding Rate (North East)	£361.22		
Difference	£59.83	£24.78	-£84.60
Lowest Banding Rate (England)	£324.57		
Difference	£96.48	£61.43	-£47.95
Lowest SL Non-banded Fee (England)	£401.48		
Difference	£19.57	-£15.48	-£124.86
Average Care Worker salary North East	£355.89		
Difference	£65.16	£30.11	-£79.27



1 commissioning organisation was above average in all 4 categories.

1 commissioning organisation was above average in 3 out of 4 categories.

1 commissioning organisation was below average in all 3 categories.

There was no data provided for 1 commissioning organisation.

2 out of the 3 commissioning organisations (for whom data was provided) **were above** all average, **except** when compared to the national non-banded fee.

Highest average fee rates for live-in arrangements

	CONE001	CONE003	CONE004
Highest Banding Fee	£459.55	£496.00	£355.59
Highest SL Banding Rate (North East)	£437.05		
Difference	£22.50	£58.95	-£81.46
Highest SL Banding Rate (England)	£495.12		
Difference	-£35.57	£0.88	-£139.53
Lowest SL Non-banded Fee (England)	£431.76		
Difference	£27.79	£64.24	-£76.17
Average Senior Care Worker (North East)	£397.74		
Difference	£61.81	£98.26	-£42.15

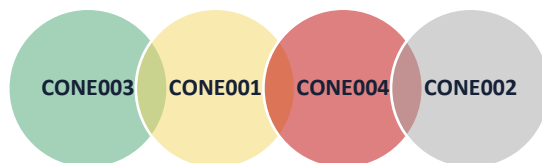
1 commissioning organisations was above average in all 4 regional and national average categories for highest live-in fee rates.

1 commissioning organisations was above average in 3 or more categories.

1 commissioning organisations was below average in all 4 categories.

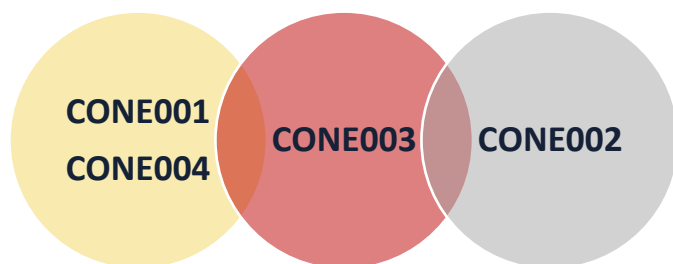
There was no data provided for 1 commissioning organisation.

This means that 2 out of the 3 commissioning organisations (for whom data was provided) **were above** average in all categories, **except** in comparison with the national banding rate for England.



Board and lodgings contributions

	CONE001	CONE003	CONE004
Board & Lodgings	£52.15	£40.00	£50.96
SL Board & Lodgings (North East)	£47.70		
Difference	£4.45	-£7.70	£3.26
SL Board & Lodgings (England)	£62.91		
Difference	-£10.76	-£22.91	-£11.95



2 commissioning organisations were above regional but not national averages.

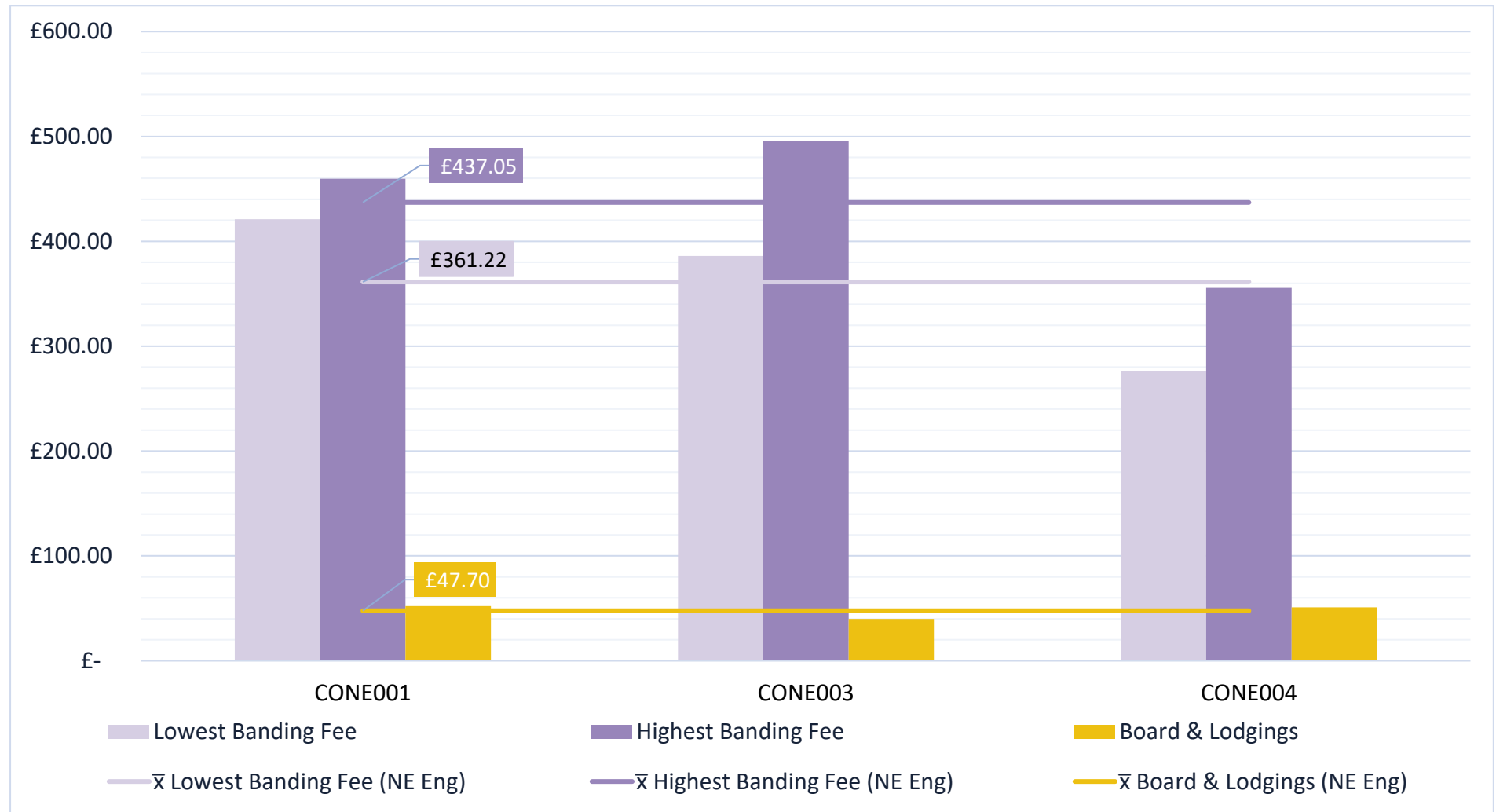
1 commissioning organisation was below both national and regional averages.

There was no data provided for 1 commissioning organisation.

This means that of the **3** commissioning organisations for whom data was provided, **all 3 were below** national averages for board and lodgings.²

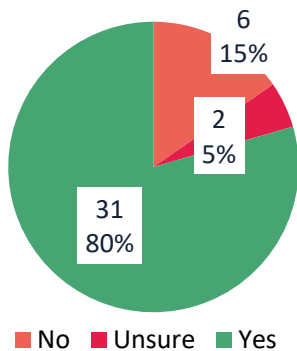
² Please note that these figures were accurate as of November 2022.

Regional live-in fees and contributions graph



Shared Lives carer survey data

Impact of the cost of living



Have you been significantly impacted by cost of living (COL)?

80% of carers who responded to the survey stated that they were affected by cost of living, **higher than the national average of 77%:**

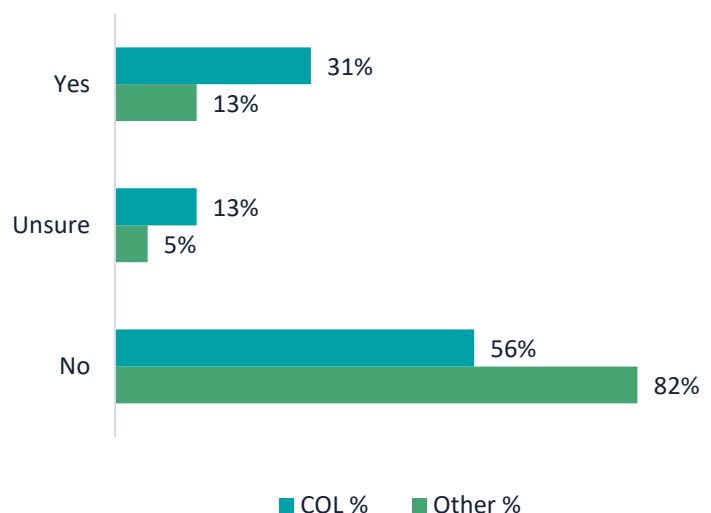
"The support I need to provide for my client with the current cost of living isn't easy."

"The money we receive is not enough for the things we have to do."

31% of carers said that they have considered leaving Shared Lives due to the cost of living, which is the national average:

"I would be paid more to join a care company and work full time in a private service. However, we adore the adult, so this stops us thinking about leaving."

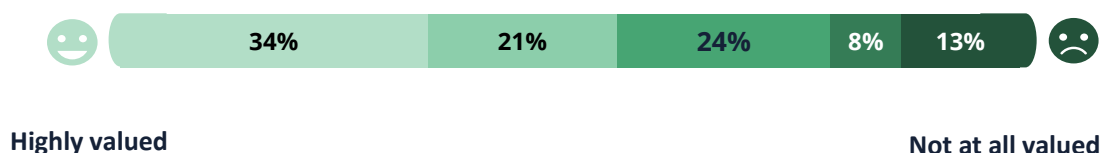
"We don't earn minimum wage once our expenses are deducted, and the expenses have risen dramatically. [I] can work in a shop stacking shelves for more money without deductions, no responsibility or paperwork and have my home to myself when I get home (incidentally bills would also be cheaper if I wasn't home while working) Economically Shared Lives simply expects way too much from us."



Have you considered stopping work as a Shared Lives carer due to COL or Other?

How valued do Shared Lives carers feel?

The greatest number of carers who responded to the survey, **55%**, said felt somewhat or highly valued, as seen in the graphic below. This is **higher than the UK average** of **47%**:

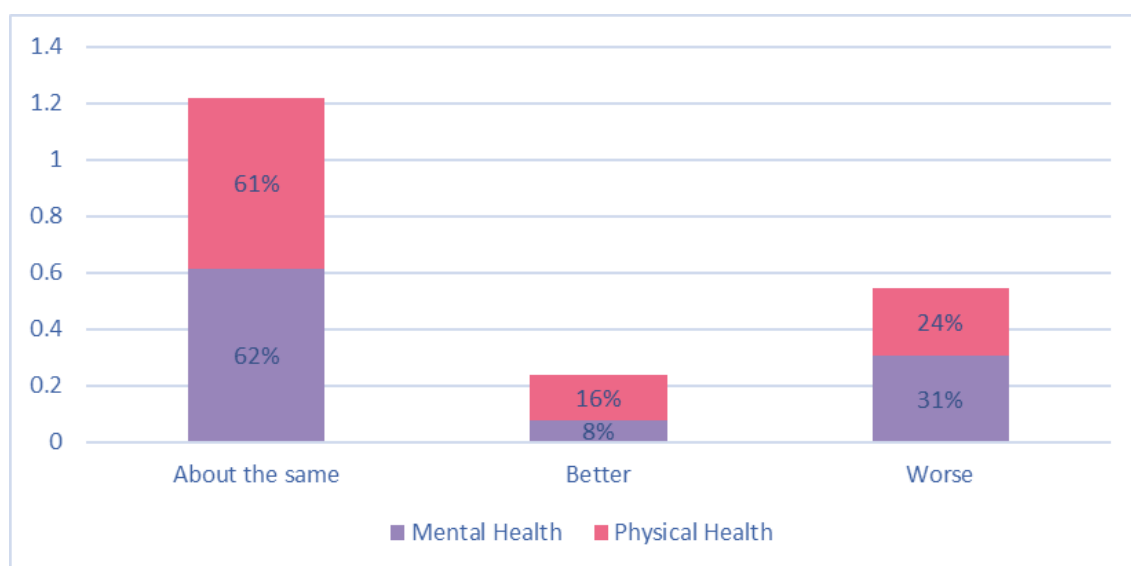


"I love being a carer. It's so rewarding and very challenging at times. I enjoy offering a home to someone who needs, guidance, love, and support, now my own family have, grown and moved to their own houses. I have plenty experience to be able to make someone enjoy their best life. I love my job."

21% of carers stated that they not very or not at all valued, which is **less than the UK average** of **27%**.

"[I] just feel like we do so much and have worked throughout the pandemic, but [we] don't feel valued."

Shared Lives carer physical and mental wellbeing



Most Shared Lives carers surveyed in the North East felt that their physical (61%) and mental (62%) health were about the same as this time last year.

Physical health

- ⇒ **16%** of carers felt their physical health was **better**, which was **more than** the national average of **10%**.
- ⇒ **61%** felt their physical health was **the same**, which was slightly less than the national average of **67%**.
- ⇒ **24%** felt their physical health was **worse**, which was **more than** the national average of **22%**.

Mental health

- ⇒ **8%** of carers felt their mental health was **better**, which was **slightly above** the national average of **7%**.
- ⇒ **62%** felt their mental health was **the same**, which was slightly above the national average of **59%**.
- ⇒ **31%** felt their mental health was **worse**, which was **less than** the national average of **34%**.

“Stress is making me feel poorly.”

Several carers in the North East identified financial concerns as a key cause of mental and physical ill health:

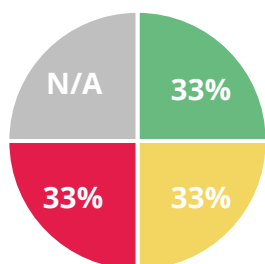
“[There is] so much pressure on keeping the books balanced I do sometimes get stressed.”

“I just worry more now about the increased outgoings which I didn’t do before, if things continue to increase with no [fee increase] either myself or my partner who does shared lives with me will have to find extra work, which then will have other impacts on the household.”

Summary

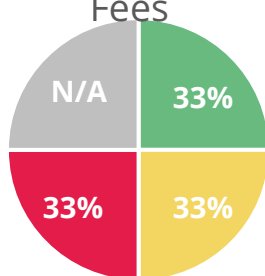
Please note that these figures were accurate as of November 2022.

Lowest Average Fees



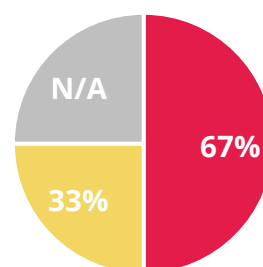
- Above average
- Mostly above average
- Below average
- No Data

Highest Average Fees



- Above average
- Mostly above average
- Below average
- No Data

Board & Lodgings



- Partly below average
- Below average
- No Data

"I love looking after [our supported person]. He has a full life. I love keeping him smart. I get so much pleasure in shopping with him and keeping all his appointments, making sure he's not lacking in anything. He's come on so much since he first came to stay 11 years ago. [But] unless the government step in I honestly can't see how much longer I can provide a home for [our supported person]. He's been a massive part of my life."

Shared Lives carer, North East.

A significant number of Shared Lives carers in the North East expressed their financial concerns in their response to the Invaluable survey. A majority, **80%**, of respondents said that they had felt the impact of the cost of living. However, the North East had the lowest regional return rate for the scheme Invaluable survey. This means that it is difficult to draw conclusions and make recommendations in this report about the North East's performance in terms of fees and board and lodgings for live-in arrangements.

We strongly urge commissioning organisations in the North East raise their fees and contributions to meet or exceed the comparative averages outlined in the recommendations section.

Areas of strength

- 2 out of the 3 commissioning organisations (for whom data was provided) **were above** all average, **except** when compared to the national non-banded fee.
- 2 out of the 3 commissioning organisations (for whom data was provided) **were above** average in all categories, **except** in comparison with the national banding rate for England.

Areas of development

- Of the 3 commissioning organisations for whom data was provided, **all 3 were below** national averages for board and lodgings.
- CONE004, **fell short** of both regional and national averages for lowest and highest care fees.

Please note: This should does not provide an accurate picture of the region, as it concerns data from just 3 commissioning organisations. Given that there are 8 Shared Lives schemes in the region, we would expect there to be a similar number of commissioning organisations.

Recommendations

Please note: these recommendations are based on data collected in November 2022.

Commissioning organisations ensure that they provide a lowest fee rate at or above the lowest non-banded fee for England, £401.48.

CONE003 and **CONE004** provided fee rates which **fell below** the lowest non-banded fee for England, which is the highest of the averages for lowest live-in fees in this region.

Commissioning organisations ensure that they provide a highest fee rate at or above the highest banding rate for England: £495.12.

CONE001 and **CONE004** provided fee rates which **fell below** the highest banding rate for England, which is the highest of the averages for highest live-in fees in this region.

Commissioning organisations ensure that they provide a board and lodgings contribution at or above the national average: £62.91.

CONE001, CONE003, and CONE004 provided a board and lodgings contributions which **fell below** the national average board and lodging contribution.

Appendix: Carer voices in the North East

Below are anonymised quotes from Shared Lives carers in North East who responded to the Invaluable survey.

What Shared Lives carers like the most about Shared Lives:

Making a difference

- ∞ *"Continuing to provide the help our placement needs to have a normal lifestyle."*
- ∞ *Helping [the people we support] building good relationships with them and helping them to achieve."*
- ∞ *"Seeing a change in the lives of those I support."*
- ∞ *"Making a difference to someone's life, supporting them and ensuring they have the best quality of life possible."*
- ∞ *"Helping those perhaps less fortunate than ourselves to get the best out of their life."*
- ∞ *"Looking after our lad - he's been in our care since he was 7 so he is a fully-fledged member of our family. He has very complex needs - so it's very rewarding when things go right, and he gets the right provision."*
- ∞ *"Everything, I love looking after the people we do, seeing them grow every day becoming individuals and supporting them with their own choices. After working in care for 30 years it's great to be able to ensure the people we look after getting the highest quality of care possible."*
- ∞ *"I love meeting new people."*
- ∞ *"Supporting and making lives better."*
- ∞ *"We can go out as a family, our daughter has a learning disability also, so I need a job that fits in with her. The [supported person] is part of our family 2 days a week."*
- ∞ *"Supporting the development of independence of my young person and him being part of my family."*
- ∞ *"Seeing happy, healthy individuals I support."*

- ∞ *"Helping make a difference to the person I am caring for. Sharing and showing them good experiences to enhance their understanding of living a good life. Helping support their coping skills and understanding their difficulties when struggling with social skills, anxiety and helping them to engage in activities and to feel good about themselves by taking small steps to help build confidence."*
- ∞ *"The wonderful adult we care for."*
- ∞ *"It's very rewarding to offer support and give respite for parents. Feels very special and I feel privileged to share my life with others who need support."*
- ∞ *"I enjoy the supporting role I play in the life of the s[supported person]."*
- ∞ *"Continuing to care for the young adult I fostered. Working from home. Trips out with my young adult."*
- ∞ *"The pleasure I get making a difference to a person's life. The guy I support comes from a very good family but who have no idea how to deal with learning disabilities. He now has better access to activities appropriate to him and he makes me feel young as I get to do all the fun bits too. He's become part of my family and the family treat him as one of us as well. I recently went on holiday without him and felt like I'd had my right arm cut off."*
- ∞ *"Rewarding to see how the lady look after is building in confidence."*
- ∞ *"Providing a good home."*
- ∞ *"Seeing our guys thrive."*
- ∞ *"The reward and pride in knowing we are helping someone."*
- ∞ *"Making a difference to the lives of the people I support."*
- ∞ *"Being able to continue to the support to our client who we fostered for eleven years."*
- ∞ *"I love the [people we support] I look after and can honestly say it's the best job I've had and find it very fulfilling."*
- ∞ *"The joy of watching someone grow and independently achieve goals is priceless. Knowing you have a positive effect on someone."*
- ∞ *Watching our [supported person] make progress. Being part of his life."*
- ∞ *"I am making a huge difference to my two girls lives and they have made a massive difference to my life too."*
- ∞ *"It's very satisfying helping others."*

- ∞ *"I love my girl she has been with me most of her life and is part of the family."*
- ∞ *"Continuity for the adult. We came from a different fostering agency when the child turned 18 so we could still support them."*

Flexibility, community, and scheme support

- ∞ *"Our Shared Lives are good - our worker contacts us regularly to see if we're ok - keeps us topped up with PPE and covid tests. She's always at the end of a phone if needed and often offers help if we're struck down with covid."*
- ∞ *"Freedom to make my own choices and decisions."*
- ∞ *"Living and working on my own time."*
- ∞ *"Improving other people's lives and the flexibility."*
- ∞ *"Job satisfaction and friendships formed."*
- ∞ *"Its good meeting lots of people and going to new places and I enjoy caring for individuals that need care."*

What Shared Lives carers find most difficult about Shared Lives:

Bureaucracy

- ∞ *"Too much paperwork, pressure and expectation to constantly show progress on outcomes. [Our scheme] constantly change their paperwork and rules so we just cannot keep up."*
- ∞ *"The lack of spontaneity, always very difficult to do anything without prior planning."*
- ∞ *"Without a doubt the bureaucracy.....especially from Social Services. They sometimes do more harm than good and often upset the placement."*
- ∞ *"Paperwork. Our lad is treated like our son. I hate mountains of paperwork detailing what activities we've done. It's my pet hate!"*
- ∞ *"The scheme should also allow us to keep all records online rather than the antiquated way of keeping a file full of paperwork!"*
- ∞ *"Understand that we do even more as our [supported people] rely on us and often contact us daily for help or just for someone to talk to. We often sit at home doing paperwork for which we do not get paid for".*

Fees

- ∞ *"The worst part is the uncertainty of not earning anything when you person moves on to another carer or goes into full time care. All of a sudden, your left without an income."*
- ∞ *"I feel very strongly about our [fee] increase, as if we divided our 24 hours per day and seven days per week, the hourly rate is appalling. We love our job, but I could not afford to care for another shared lives adult. Maybe if our wages reflected our work, more carers could offer extra support to adults that are need a loving, caring, stable home."*
- ∞ *"Adopt a more common-sense approach to cold weather payments. [Supported people] are not allowed to pass this payment on to the carer who pays the bills."*
- ∞ *"To be honest there's not much I find difficult apart from the extra expenses. As I live on my own it's I can limit my expenses when I haven't got any respite."*
- ∞ *"Be realistic. We do not get enough [in remuneration], and so much is expected from us."*
- ∞ *"Acknowledge they expect way too much from us and remunerate us accordingly or at least reinstate our expenses."*

Cost of living

- ∞ *"Cost of living payments to service users whose costs haven't changed."*
- ∞ *"Bills would be cheaper if there was just me to fend for."*
- ∞ *"I have considered and am still seriously considering giving up the Shared Lives work and getting a 9-5 job."*
- ∞ *"If it means we can afford the bills I may have to consider taking a job."*
- ∞ *"The money we receive is not enough for the things we have to do."*
- ∞ *"I'm struggling with the extra expenses when I am doing respite".*
- ∞ *"Thinking about taking up paid job full time as more rewarding and extra money."*
- ∞ *"If I lived alone my bills for food gas and electric would not be as high."*
- ∞ *"We did not or could not receive any of the cost-of-living payments made to the people we support."*

- ∞ *"Giving them everything they want and need to the highest standard food, outings, personal care, laundry as the least I have every day is two loads without breaking the bank."*
- ∞ *"Love the job but making ends meet is becoming very difficult. The number of hours we give isn't reflected in the salary."*
- ∞ *"Look seriously into finding out if there's any legal way that the service users cost of living payments from the government could be diverted to the carers who are paying huge increase in bills."*
- ∞ *"Making ends meet at the moment, no regular carer meetings to talk with others doing the same job."*

Issues with the scheme/social care system

- ∞ *"I don't have a problem with [the scheme] they help as much as they can. But they can only do so much and if care managers and social workers continue to bury their heads in the sand shared lives schemes hands are tied."*
- ∞ *"Working with other health professionals that do not recognise or understand our role or what we do and how important it is."*
- ∞ *"Sometimes when we do a short break, we don't get told all the info we need about the person that we consider to be important, what they like to eat/drink, what they like to do for activities. I try to get as much as possible from parents/carers especially if we are getting a person that's not able to communicate their needs but often Care Plans and paperwork are out of date or have so little about the person in them as they have been filled in by someone who does not know the person."*
- ∞ *"Communication between professionals I find them very unprofessional at times i.e., don't return your calls emails txt mess and only seem to turn up when something has gone wrong like I said shared lives can and have helped by emailing but they don't get replies either adult social care just not running as it should. I've waited nearly 2 years to get help with a client's OCD only to be fobbed off again and again I now have a new LD nurse which I believe will make a difference but can only apologise to the family for having to wait so long."*
- ∞ *"I came into shared lives to do long term, but after 4 years this has never materialised. I have had a few short breaks some lasting 4/5 months but nothing more. Because of the crisis I need something more secure as I am not getting paid if I have nobody to care for"*

- ∞ *"I would feel a lot more valued if I was actually caring for someone. I don't understand why they recruit new carers when there is no work for the carers already in the scheme."*
- ∞ *"Communicate more openly, do not withhold information."*
- ∞ *"Provide some equipment to enable us to access Microsoft Teams."*
- ∞ *"Better communications so we aren't having to follow things up 2 or 3 times."*
- ∞ *"Set up a working group with a few carers in it. Ask us what works i.e., when doing annual appraisals, monitoring, review our pay regularly, feedback for service users. Listen to us properly when we say- service users aren't happy that they're no longer allowed to go out together with 1 carer, especially as they are friends, and this is the only time they can be supported to meet up. This was stopped when our pay and conditions were changed last Dec but our scheme never consulted us to what the impact this would have on how many service users as the groups that closed when Covid happened haven't restarted and a Shared Lives carer is all that some people have."*
- ∞ *"I would feel a lot more valued if I was actually caring for someone. I don't understand why they recruit new carers when there is no work for the carers already in the scheme."*

Respite issues

- ∞ *"Sometimes as a respite cater there can be conflict of support and we as respite carers have to acknowledge the decisions of the main carers."*
- ∞ *"Look at respite fees... [it] is insulting especially since after giving 3 meals, drinks/snacks throughout stay and paying for energy/toiletries/cleaning products/activities etc. we don't even receive that. It equates to just under £2 an hour for all the responsibility."*
- ∞ *"Getting a respite carer is proving difficult, this could be improved however we do understand the problems in attracting new carers."*
- ∞ *"Because I have worked for over 10 years, I have a very close relationship with my [supported person] and go out my way to help them, even outside working hours because they have become important to me, which is the only reason why I work for the amount of money I am paid. I feel long time carers are looked after so much more and have received significant raises in payments as opposed to us hour lives workers who work for less money, feel very undervalued. I use my car in bad weather"*

because my service user is frightened of walking in the ice/snow and wear and tear and petrol costs are never considered within pay."

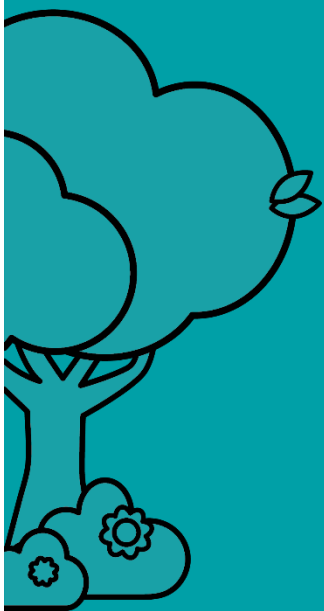
- ∞ *"Increase respite payments. We should've been given the whole amount of insurance as full-time carers do. We do not have the same [fees] as them. This we feel is unfair!"*
- ∞ *"I am still awaiting the provision of a respite carer since joining the scheme in mid-April."*

Work/life balance

- ∞ *"Being a single carer it a lot harder as I have got no one to step in when a need a 10 min break just from life."*
- ∞ *"Not being able to be spontaneous in my own personal life."*
- ∞ *"Sometimes we have to put the [supported person] before our grandchildren."*
- ∞ *"Not enough time to myself"*

Challenges with supported people

- ∞ *"[There are] no consequences for the behaviour of the individuals we support. "*
- ∞ *"Dealing with her stubbornness and angry out bursts."*
- ∞ *"Having a [supported person] with no diagnosis cause issues."*
- ∞ *"Lack of support getting my ladies independent life back after Covid closures."*





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