

Supported Living Checklist

This check list is intended to be used as a guide only. Not all the questions will be relevant to your relative. However, by asking questions of the support provider It will help you find out about the kind of support provided, how the house works, who the other tenants are and whether it may work for your relative? The more information you have, the easier it will be to make an informed choice. Remember, no question is a silly question. You know your relative well and will have the best view on whether the house will become their home.

Social Care

Adult Social Care	Details	Notes
Social Worker Name Contact Details <ul style="list-style-type: none"> • Phone • Email 		
Adult Social Care Assessment Date started: Date Agreed:		
Support Plan Date Started: Date Agreed: <ul style="list-style-type: none"> • Shared hours • 1:1 hours • Overnight support – responsive vs waking night 		
Personal Budget Who/how will this be managed <ul style="list-style-type: none"> • Direct Payment or • Managed account 		
Financial Assessment Date of Assessment: What is classed as Disability Related Expenditure (DRE)? What is classed as an Essential Expenditures? (Rent not covered by benefits, council tax, etc) How often are finances reviewed?		
Mental Capacity Assessment Date of assessment Name of assessor		
Adult Social Care Review Date of review Any changes needed?		

Support Provider Information

Support Provider Information	Details	Notes
<p>Who is the Support Provider? Is it local, regional, or national? Is it a private company or not for profit organisation? How is the service externally monitored? CQC and/or independent quality checking services. Ask to see reports. Check their policies on quality improvement, making complaints and safeguarding – are they person centred? Do they have an Easy Read complaints procedure? Ask other families using the same provider for their opinion about the provider.</p>		
<p>Type of Housing</p> <ul style="list-style-type: none"> • Shared accommodation • Independent living • Residential care • Extra Care Housing • Shared lives • Other <p>What are the security features in the house?</p>		
<p>Location Address:</p> <p>Would your relative know people in the area? Does the area feel safe to live in and to be out and about in? Is there good lighting in the area around the house? Is there a sense of local community?</p>		
<p>Manager Name Contact Details</p> <ul style="list-style-type: none"> • Phone • Email <p>Does the manager oversee several properties? How much time do they spend there? Is there a house manager?</p>		
<p>House Mates How many Who? M/F How long have they lived there? Are their families involved? Are the other housemates compatible with your relative?</p>		

<p>What opportunities are there for your relative to get to know the other residents before they move? Are meetings arranged so that the tenants can talk and make decisions together about what they would like to happen in their home? How often do these meetings happen? Who organises them?</p>		
<p>Staff Number of staff - M/F ratio Full time Part time Staff retention/turnover – how long do staff tend to stay? Does the organisation provide support, training, and personal development to staff? Are staff paid to have training to meet specific needs of the people they support? Can staff drive? How are shift times managed? How do you know who is on shift? How do you know who the staff are & when new staff join? How are staff trained? Do they use agency staff? How often? When do agency staff tend to work? How are staff meals paid for? Is there a waking night staff member? What happens if there is an emergency?</p>		
<p>Housing provider Who is it? Tenancy Agreements <ul style="list-style-type: none"> • Does a Mental Capacity Assessment need to be done? • If so by who? • Is it in Easy read? Date tenancy signed What is the Housing Provider's responsibility?</p>		
<p>Support Provider Plan and Assessment for your relative Date of Assessment Date of Review How often is a review carried out? Will your relative be involved in choosing their own support? Will they be able to make changes when they want or need to do something different? Is support only reviewed at an annual review or more frequently and how are families involved in this? Will your relative have a say in who supports them?</p>		

<p>Would they be involved in interviewing new staff?</p> <p>Would they be encouraged to describe the kind of people they would like to be supported by (and those they would not)?</p> <p>Would they be able to change a support worker if they were not happy?</p> <p>Would the provider be willing to recruit a specific worker who shares an interest or skill that would be important to your relative?</p> <p>Is there overnight support and if so, how is it arranged?</p> <p>If there is not 24-hour support, is there a 24-hour emergency number?</p>		
<p>Communication</p> <p>How do you contact staff?</p> <p>How do you want to be communicated with?</p> <ul style="list-style-type: none"> • Phone Calls • Photos • Written report <p>How do you want to maintain contact with your family member?</p> <p>How often do you want to get updates about your young person?</p> <p>How will your family member be supported to stay in contact with their siblings/extended family/friends?</p>		
<p>How will support be provided?</p> <p>Is it based on individual assessments?</p> <p>Is it based on a combined budget between the housemates?</p> <p>How can you evidence that your young person is getting enough 1:1 support?</p> <p>How does the support provider monitor their support?</p> <p>What happens if staff are sick? How is support covered?</p> <p>What happens to banked hours? (Hours not covered due to staff shortages)</p>		
<p>How will the support provider be paid?</p> <ul style="list-style-type: none"> • Directly by the council • Invoice to Direct Payment holder 		
<p>What happens if someone moves in/out?</p> <ul style="list-style-type: none"> • How is a new person selected? • How are the tenants involved in choosing a new housemate? • How does that impact a combined budget & shared support? 		
<p>What if my son/daughter is unhappy about living here?</p> <p>What support is provided if people find they do not get on together?</p>		

If someone wanted to move out, how would they be supported to do so?		
Complaints How can we best work together? What is the complaints procedure?		
Anything else?		

Finances

Financial Advice	Details	Notes
Rent Who will it be paid by? <ul style="list-style-type: none"> • Universal Credit • District Council/Housing Benefit? How will it be paid? <ul style="list-style-type: none"> • Directly to the housing provider? • Private landlord? Does the rent ever increase?		
Council Tax Is there an exemption?		
Benefits Check that your young person is on the right benefits <ul style="list-style-type: none"> • Universal Credit • Personal Independence payment • Employment Support Allowance Housing Benefit Any others? Who is their named appointee?		
Personal Budget Does your relative get direct payments? Are you their appointee?		
Young Person's Finances Has your young person the capacity to manage their own money? Do you need <ul style="list-style-type: none"> • Lasting power of Attorney • Deputyship Who will manage their finances? <ul style="list-style-type: none"> • Family • Money Management How will your young person access their money?		

<p>Will your young person need a weekly allowance? How will this be managed?</p> <p>Do you want to set a spending limit on individual transactions?</p> <p>If your young person has a bank card who knows the pin?</p>		
<p>Utility Bills</p> <p>What bills are there and how are they split?</p> <p>Whose name are they in?</p> <p>Who manages them?</p> <p>How does your young person pay their share?</p> <p>Do the tenants buy shared furniture and equipment? If so, what happens when someone moves out?</p>		
<p>Food Shopping/Housekeeping</p> <p>Who gets the groceries?</p> <p>How are they paid for</p> <p>How do you accommodate for a special diet?</p> <p>What if they want to order a takeaway or eat out?</p> <p>If an appliance breaks? How is it replaced?</p> <p>What if my young person is away – do they still need to contribute towards the bills?</p>		
<p>TV/Netflix/Internet etc</p> <p>Does each person sign up for their own or are they combined?</p> <p>How is this managed?</p>		
<p>Anything else?</p>		

House Maintenance

	Details	Notes
<p>Decorating</p> <p>Who is responsible for decorating the communal areas of the house?</p> <p>Who provides the furniture/TV?</p> <p>Can my young person decorate their own room?</p> <p>Do they need to provide their own furniture?</p> <p>Can the housemates put up photos etc throughout the rest of the house?</p> <p>How do you make it look more like a home and less clinical?</p>		
<p>Maintenance</p>		

<p>Who is responsible for maintaining the inside of the property? How quickly do repairs get seen to? Do any adaptations need to be done? How do we get that set-in motion?</p>		
<p>Health and Safety What health & safety procedures are in place? Is the house fireproof? Is the hot water controlled? Are there fire doors? Are the gas/electric checked each year?</p>		
<p>Exterior</p> <ul style="list-style-type: none"> • Garden Maintenance • Window Cleaning <p>Who is responsible for both?</p>		
<p>Will your relative have their own key?</p>		
<p>Neighbours How does the Support Provider maintain a good relationship with the neighbours? Are there any issues with the neighbour?</p>		
<p>Anything else?</p>		

Transport

	Details	Notes
<p>Mobility Car Does each person have a mobility car?</p>		
<p>Blue Badge</p>		
<p>Bus Pass plus one</p>		
<p>Are there good transport routes nearby? How will your young person be supported to use public transport?</p>		
<p>House Car If no access to a car – will the support provider work with the families to provide one? If so, how does that work?</p>		
<p>Is the house Wheelchair friendly?</p>		
<p>Anything else?</p>		

--	--	--

Daily Living

	Details	Notes
<p>Daily Activities How will my young person be supported to:</p> <ul style="list-style-type: none"> • attend activities both on their own or as a group • see family • see friends • try new things • work or volunteer • maintain their home • do things further afield and not just locally • pursue interests • go out in the evening • continue to attend clubs/activities that are important to them • join in with activities not just for those with learning disabilities • do their grocery shopping • do something unpredictable or at the last minute? 		
<p>Preparing meals Do the house mates eat together or separately? How do they plan meals? Who does the cooking? How do staff monitor healthy eating?</p>		
<p>Holidays Will they be able to go on holiday? How does the support provider support this? What are the cost implications?</p>		
<p>Personal Care Baths or showers Teeth Cleaning Appropriate clothing Maintain hygiene Haircuts Finger and Toenail Cutting – what is the Support providers policy</p>		
<p>Birthdays Does your family member want to send cards/gifts to other family members or friends?</p>		

<p>House How much do the housemates decide what happens in their house and how the rooms are used? How is that evidenced? Do the support staff understand that the house is a home for the residents and not a workplace?</p>		
<p>Safety What safety procedures are in place with regards to</p> <ul style="list-style-type: none"> • Online activity • Going out on their own • Trying something new & taking risks 		
<p>Anything else?</p>		

Health

	Details	Notes
<p>GP Will it be a new GP? How much do you want to be involved in your relative's health appointments? Do you want to be involved in all or just the main ones? Annual health checks Health Action Plans Prescriptions Body maps More complex health needs</p>		
<p>Other health services Are Speech & language, OT or physio involved? Psychiatrist Mental health issues – how will they be addressed? Is the learning disability health team involved?</p>		
<p>Dentist Teeth cleaning How often are appointments scheduled for?</p>		
<p>Opticians Does your relative need regular eye tests? How will this be managed?</p>		
<p>Hospital Visits</p>		

<p>Will staff be able to support your relative to the hospital? If your relative has to stay in hospital – can staff stay with them? What plans are in place when someone needs to visit the hospital?</p>		
<p>Staying healthy How will your relative be supported to stay healthy</p> <ul style="list-style-type: none"> • weight • exercise 		
<p>Communication Plan is one needed? how are new staff trained to support someone with a communication plan?</p>		
<p>Hearing Will your relative be taken for regular hearing checks? Does your relative need hearing aids?</p>		
<p>Deputyship Do you have deputyship for health and welfare?</p>		
<p>Anything else?</p>		

Setting up your own Supported Living and Employing Your Own Staff

Many of the questions from the checklist can be applied when employing your own staff but there will be extra steps that will need to be taken. These are just some of them. We recommend getting advice and talking to other families who employ their own staff, so you have a better understanding of what is involved.

	Details	Notes
<p>Finances</p> <ul style="list-style-type: none"> • Salary • National Insurance • Pensions • Holiday pay • General Insurance • Car Insurance 		
<p>Staff</p> <ul style="list-style-type: none"> • How to find staff • Employment Contract • Shifts 		
<p>House</p> <ul style="list-style-type: none"> • Adaptations • Decorating 		

<ul style="list-style-type: none"> • Maintenance • Safety Checks 		
House Mates <ul style="list-style-type: none"> • Is your family member able to live with other people? • If so, how do you find other housemates who may be compatible? 		

Overall impressions

Is there a welcome and homely atmosphere?	
Is the house well looked after and reflect the culture and interest of the people living there?	
Do the residents appear confident and relaxed and at the centre of things? Do they behave as though they know it is their home?	
Is there plenty of choice of things to do?	
Do the staff seem motivated and respectful towards the people they are being paid to support?	
Do they communicate with people in an adult and warm manner?	
Anything else?	

PROS	CONS
