

**NATIONAL MINIMUM STANDARDS
FOR
ADULT PLACEMENT SCHEMES**

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Contents

Introduction	3
Regulatory Context	3
Aims	3
Approach	4
Key Regulatory Themes	4
Definitions	5
1. Underlying principles of Adult Placement	7
Standard 1 Underlying principles	7
2. Choosing an Adult Placement	9
Standard 2 Referral	9
Standard 3 Matching and introductions	10
3. Living in an Adult Placement	12
Standard 4 Daily Life	12
Standard 5 Development of Placement Agreement and Service User's Plan	13
Standard 6 Placement monitoring and review	14
Standard 7 Adult Placement Carer support and review	15
4. Selecting and Training Adult Placement Carers	16
Standard 8 Selection and training	16
5. Managing an Adult Placement Scheme	18
Standard 9 Conduct of the scheme	19
Standard 10 Protection	19
Annexes	20
1. Glossary	21
2. Adult Placement Support Carers	25
3. Adult Placement Carer review	27
4. Adult Placement Carer selection	28
5. Adult Placement Carers' Knowledge and Skills Statements	31
6. Adult Placement Approval Panel	32
7. Policies to be maintained by Adult Placement Schemes	34

Introduction

This document sets out National Minimum Standards for Adult Placement Schemes (AP Schemes), which form the basis on which the Commission for Social Care Inspection (CSCI) will determine whether Adult Placements meet the needs of the people who use them, and safeguard and promote their welfare and quality of life.

Regulatory Context

The Standards are published by the Secretary of State for Health in accordance with section 23 of the Care Standards Act 2000 (CSA), and will apply from 31 August 2004. They replace the National Minimum Standards for Adult Placement Carers.

Under the Care Standards Act, the Secretary of State for Health has powers to publish statements of National Minimum Standards. In assessing whether an Adult Placement Scheme conforms to the Adult Placement Schemes (England) Regulations 2004, which are mandatory, CSCI must take these Standards into account as representing minimum "safe to practice" standards. However, CSCI may also take into account any other factors it considers reasonable or relevant to do so.

Compliance with the National Minimum Standards is not itself enforceable, but compliance with regulations is enforceable subject to the national standards being taken into account.

CSCI may conclude that an adult placement scheme has been in breach of the regulations even though the Scheme largely meets the standards. CSCI also has discretion to conclude that the regulations have been complied with by means other than those set out in the National Minimum Standards.

AP Schemes that solely provide adult placement services, and fulfil the criteria of the Adult Placement Schemes Regulations, are not required to meet regulations or National Minimum Standards for Care Homes or Domiciliary Care issued under the Care Standards Act.

Aims

Adult Placement offers people an alternative and highly flexible form of accommodation and/or care or support inside or outside the home which is provided by ordinary individuals or families in the local community. This alternative – which enables the person to share in the life and activities of the Adult Placement Carer (AP Carer) – is valued by service users and commissioners alike. Adult placement enables a wide range of vulnerable people who need support to live independent lives, promotes their health and well-being, and reduces the need for hospitalisation or admission to care (for example through "Home from Hospital" services). Adult placement can also support disabled or ill parents to continue to look after their children.

The Government wishes Adult Placement to continue to expand as an option available to those who may benefit from this type of service and believes that the best way to achieve this aim is through rigorous and appropriate regulation of Adult Placement Schemes.

Approach

The National Minimum Standards for Adult Placement Schemes, and the regulatory framework within which they operate, should be viewed in the context of the Government's overall policy objectives for adult services. These Standards focus on key processes that Schemes must follow to ensure that the outcomes for people in adult placements set out in the Standards are met. The Standards together with the mandatory Regulations cover the main processes and documents that underpin the effectiveness of the AP Scheme. These standards represent minimum "safe to practice" standards.

Regulators will look for evidence that the requirements set down in the Standards and Regulations are met through information supplied by the AP Scheme including:

- discussions with the AP Scheme manager and workers;
- inspection of records and files; and
- written policies and procedures.

In addition, Regulators will routinely seek evidence through discussion with a percentage of AP Carers and the people placed with them and through direct observation of life in the placement.

The annexes from 2 to 7 at the end of this document are not of themselves minimum standards but are intended to help Schemes understand and fulfil the aims of the National Minimum Standards and Regulations. They represent good practice but are not prescriptive requirements against which adult placement schemes will be regulated by CSCI. They are provided to assist schemes in striving for good practice over and above the National Minimum Standards. CSCI will increasingly be assessing the quality of services provided by schemes as well as their compliance and will be seeking to identify improvement year on year.

Key Regulatory Themes

The following cross-cutting themes underpin the drafting of the Regulations and National Minimum Standards for Adult Placement Schemes.

- **Focus on individuals.** In applying these Standards, regulators will look for evidence that Adult Placements lead to positive outcomes for and the active participation of individuals, and are consistent with the principles of rights, independence, choice and inclusion.
- **Fitness for purpose.** In applying the Standards, regulators will look for evidence that an AP Scheme is successful in achieving its stated aims and objectives and meeting individuals' needs.

- **Comprehensiveness.** In applying the Standards, regulators will consider how the service offered by the placement contributes to meeting the person's overall needs and preferences, and how the AP Scheme and AP Carer work with other services and professionals to ensure a normal life in the community for the individual.
- **Positive choice.** In applying the Standards, regulators will look for evidence that people are placed with an AP Carer, and remain in that placement, because that is where they want to be and where their needs can best be met.
- **Meeting assessed needs.** In applying the Standards, inspectors will look for evidence that the placement meets the person's assessed – and changing – needs.
- **Protection.** In applying the Standards, inspectors will look for evidence that the person is safe in the placement, and protected from abuse, neglect or self-harm.
- **Commissioner responsibility.** In applying the Standards, inspectors will look for evidence of ongoing involvement of social services care managers / care co-ordinators in the re-assessment and review of individual placements.
- **Quality services.** In applying the Standards, regulators will seek evidence of a commitment by the AP Scheme to continuous improvement and quality services, support, accommodation and facilities which assure a good quality of life for people using Adult Placements.
- **Quality workforce.** In applying the Standards, regulators will look for evidence that registered AP Scheme managers and staff achieve Sector Skills Council requirements and comply with General Social Care Council (GSCC) codes of practice; and that AP Carers have appropriate skills and experience for the tasks they are expected to do.

Definitions

The following key terms are used throughout these Standards. These definitions and some additional ones are given in the Glossary, Annex 1.

Adult Placement

Short- or long-term accommodation and/or care or support provided to a maximum, at any one time, of three adults, placed through and supported by an Adult Placement Scheme, by an Adult Placement Carer approved by the Scheme. Adult Placements may include:

- accommodation with care, or intermediate care, in the family home (habitual residence) of an AP Carer;
- accommodation with support, including support funded through Supporting People, in the family home (habitual residence) of an AP Carer;

- day services based in or outside the home of the AP Carer;
- respite care, with or without personal care, inside or outside the AP Carer's home; and
- support in the community by an AP Carer acting as extended family ('kinship') support or 'outreach' support in the community.

Adult Placement Carer

A person who, under the terms of a Carer Agreement entered into with an Adult Placement Scheme, provides, or intends to provide, care or support (which may include accommodation in the AP Carer's home) for no more than three service users at any one time.

Adult Placement Scheme

A scheme regulated under the Care Standards Act 2000 – managed by a local council with social services responsibilities, hereafter referred to as “councils”, or independent (profit-making or non profit-making) body – responsible for recruiting, assessing, training and supporting Adult Placement Carers; for taking referrals, matching and placing people with AP Carers; and for supporting and monitoring the Adult Placement.

Adult Placement Worker

An individual (AP worker) employed by an AP Scheme who has the competencies, qualities and experience needed to carry out its tasks.

Adult Placement Approval Panel

A group of people independent of but appointed by the AP Scheme to approve applications from prospective AP Carers on the basis of an assessment report presented by the Adult Placement Worker.

Placement Agreement

An agreement between the service user, the AP Carer, AP Scheme and Care Manager / Co-ordinator. A Supporting People Service Contract can be part of a placement agreement.

1. Underlying Principles of Adult Placement

The following key principles underpin and define any adult placement. Central to the aims and objectives of the AP Scheme is the promotion of the individual's right to live an ordinary and independent life in the community and to enjoy all the rights and responsibilities of citizenship. People in adult placements value the opportunity to share the daily life of the AP Carer, and to live an ordinary domestic life in the same kind of home as others in the local community. Fundamental to any adult placement is the promotion of the physical, emotional and spiritual well being of the person placed, and their protection from abuse or harm.

OUTCOME

Each person is able to live an ordinary life in their community and to share family life.

Standard 1

The AP Scheme ensures that the AP Carer helps the individual to live a normal life in the community, to share the daily life of the AP Carer, and to stay well and keep safe, through the use of key AP Scheme documents and processes (as specified in Regulation and NMS).

Living a Normal Life

- 1.1 The person is supported to live independently, to express their views, and to make choices and decisions, with assistance as needed. Any limitations on freedom and choice are made only in the person's own interest and are consistent with the purpose of the placement.
 - 1.1.1 The person has opportunities for meaningful daytime activities and for personal, social and emotional development; to fulfil cultural and faith needs; to develop and maintain personal and family relationships; and to be part of the local community.

Sharing Family Life

- 1.3 The person is included as part of the AP Carer's immediate family and, where appropriate, their extended family and network of friends.

Feeling good and keeping well

- 1.4 The person receives personal support in the way they prefer and require, and their physical and emotional health needs are met.
 - 1.4.1 The person is supported in a comfortable, accessible and safe environment that suits their needs and lifestyle.

Keeping safe

- 1.6 The person is safe in the placement, protected from abuse, neglect or self-harm, and has opportunities to voice concerns and make complaints.

2. Choosing an Adult Placement

Support for the person in making an informed choice about adult placement, and the careful and sensitive matching of the person with the AP Carer, are fundamental to the success of an adult placement. Essential to the matching process is a comprehensive assessment of individual needs, a determination of the person's aspirations and wishes, and sufficient opportunities for the person to spend time with the AP Carer to find out whether a particular placement will be suitable.

The **key documents**, required by regulation, for achieving this aim are:

- the Statement of Purpose (Regulation 4) which sets out the aims and philosophy of the Scheme; and
- the Service User's Guide (Regulation 5) which provides basic information about adult placement and about the particular scheme.

The **key processes** set out in the National Minimum Standards for achieving this aim are:

- referral of the person to the Scheme for placement; and
- matching and introduction of the individual and the adult placement carer.

Referral

OUTCOME

Each person's individual aspirations and needs are assessed.
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STANDARD 2

The AP Scheme accepts a referral only on the basis of a full assessment of the individual, undertaken by people trained to do so, involving the person using an appropriate communication method, and with an independent advocate as appropriate.

2.1.1 For people referred through health or social services, the AP Scheme obtains a summary of the Care Management assessment and a copy of the current Care Plan. This assessment will be:

- for older people, carried out according to Single Assessment Guidance (SAP) issued under HSC 2002/001:LAC (2002)1 as well as Fair Access to Care Services (FACS) guidance issued under LAC (2002)13;
- for younger adults, carried out according to Fair Access to Care Services (FACS) guidance issued under LAC (2002)13;
- for people with mental health problems, integrated with the Care Programme Approach (CPA) and carried out according to Fair Access to Care Services (FACS) guidance issued under LAC (2002)13;

- for people with learning disabilities, consistent with *Valuing People* guidelines and carried out according to Fair Access to Care Services (FACS) guidance issued under LAC (2002)13;
- 2.2 For people who are self-funding or whose funding is accessed other than through statutory authority Commissioning, the AP Scheme carries out a needs assessment as 2.1 above.
- 2.3 The AP Scheme ensures that the person referred has been given a copy of the Scheme's Statement of Purpose and Service User Guide, in an appropriate language and format.

Matching and introductions

OUTCOME

Each person knows that the placement they choose will meet their needs and aspirations.

STANDARD 3

The AP Scheme ensures, through its matching and introductions processes, that the placement will suit the person and that the AP Carer is able to meet the person's needs.

- 3.1 The matching process is based on the individual needs assessment (Standard 2) and the AP Carer assessment (Standard 7).
- 3.2 The AP Scheme determines that the person is appropriately matched with the AP Carer (and household) with respect to personal compatibility as well as the ability to meet the person's needs, following discussion with both parties.
- 3.3 The AP Scheme ensures that current, complete and relevant information is made available to the prospective service user and the AP Carer to enable both to make an informed decision about the suitability of the match; and supports both parties to understand and participate in the matching process and decision.
- 3.4 The AP Carer spends sufficient time (for the type of placement and the needs of the individual person) getting to know and understand the person in accordance with the AP Scheme's written procedures.
- 3.5.1 The AP Scheme involves the person's family / representative (with the person's agreement) and the care manager / co-ordinator, and ensures the person is informed about independent advocacy / self advocacy schemes.
- 3.6 The AP Scheme ensures that both the person and the AP Carer understand that the matching process and introductory period may be halted at any point without fear of criticism or recrimination.

- 3.7 Where accommodation is offered, a minimum half-day visit to the AP Carer's home (where applicable) is offered (preferably including overnight), including an opportunity to meet the family and household, see the house and neighbourhood, and see what the placement would be like.
- 3.8 When an emergency placement is made, the AP Scheme undertakes to:
- make sufficient information available about the service user to ensure the safety of the service user, the AP Carer and their household;
 - inform the service user within one working day about key aspects of the placement;
 - ensure a Placement Agreement is provided and all other matching and placement criteria are met within five working days;
 - make clear that an emergency placement does not imply the right or requirement to stay in the same placement.

3. Living in an Adult Placement

Adult placement offers people an opportunity to live a normal life in the community and to share in the life and activities of the AP Carer and their family, with sufficient and appropriate support and protection (see also Standard 1 Underlying Principles). The AP Scheme must ensure that AP carers understand their roles and responsibilities concerning the placement, and that they fulfil those responsibilities.

The **key documents**, required by regulation, for achieving this aim are:

- the Carer Agreement which sets out AP Carer responsibilities (Regulation 17);
- the Placement Agreement (Regulation 13) which sets out the terms and conditions of the placement and the responsibilities of the AP Carer; and
- the Service User's Plan (Regulation 20) which describes how the AP Carer will meet the person's needs and goals.

The **key processes** set out in the National Minimum Standards for achieving this aim are:

- development of the Placement Agreement and Service User's Plan;
- placement monitoring and review; and
- support and review of the AP Carer.

Daily life

OUTCOME

Each person is supported to live the kind of life they wish the live.

STANDARD 4

The AP Scheme ensures that the AP Carer understands and fulfils their responsibility to support the person in accordance with the key principles of adult placement (see Standard 1).

- 4.1 The person is able to share the daily life and activities of the AP Carer and to participate where appropriate in household decision making; and daily routines are in keeping with ordinary domestic practices.
- 4.2 Personal care/support is provided sensitively and flexibly to maximise the person's privacy, dignity, independence and control.
- 4.3 The person is enabled to take responsible risks in the context of their Service User's Plan and of the Scheme's risk assessment and risk management strategies. (Also see Standard 5.2 below).
- 4.4 The person is encouraged and enabled to pursue their own interests and take part in valued and fulfilling activities, including paid employment if they wish; to develop new skills; and/or to continue their education or training.
- 4.5 The person is supported to manage their own finances where possible and in line with the Scheme's policies and as set down in the Service User Plan (see also Standard 10).

- 4.6 The person has the adaptations and equipment they need for maximum independence.
- 4.7 The person is supported and facilitated to take control of and manage their own healthcare, and to use community healthcare facilities.
- 4.8 The person is encouraged and supported to retain, administer and control their own medication, in line with the Scheme's policies and as specified in the Service User Plan.
- 4.9 The person is offered a healthy diet, and meals and mealtimes are enjoyable.

Development of Placement Agreement and Service User's Plan

<p>OUTCOME</p>

<p>Each person has an individual written Placement Agreement and Service User's Plan.</p>

STANDARD 5

The AP Scheme develops and agrees with each service user a written Placement Agreement, which includes the Service User's Plan, setting out the way in which the person's needs, and the underlying principles of adult placement, will be met.

- 5.1 The Placement Agreement sets out the terms and conditions of the placement, the rights and responsibilities of all parties, and the services to be provided by the AP carer to meet the person's needs.
- 5.2 The Service User Plan is developed from the Care Management Assessment / Care Plan and/or the AP Scheme's own assessment (Standard 2) and is consistent with the key principles of adult placement (Standard 1).
- 5.3 The content of the Plan is appropriate to the type and duration of the placement and sets out how the person's needs and lifestyle aspirations will be (see also Standard 4).
- 5.4 The Placement Agreement and Service User Plan are in an appropriate format / language (and/or explained to the person).
- 5.5 The Placement Agreement and Service User Plan incorporate the views of the person, their care manager/ co-ordinator, the AP Carer and any other relevant parties.

Placement Monitoring and Review

OUTCOME

Each person can be sure that their current and changing needs are met.
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STANDARD 6

The AP Scheme regularly supports, monitors and reviews each placement to ensure that the person's assessed and changing needs are met by the AP Carer, and the aims and underlying principles of the placement (as set out in the Placement Agreement and Service User's Plan) are achieved.

- 6.1 The AP Scheme makes regular monitoring visits (a minimum of every 3 months, determined by the level of activity and demands upon the AP Carer) and seeks feedback about the placement from service users / family and friends / advocate, and relevant professionals / stakeholders in the community.
- 6.2 The placement, including the Service User's Plan, is reviewed with the person (with appropriate support) at the Placement Review held at least annually, or whenever significant changes in the circumstances of the person or the AP Carer are identified; and the Plan is updated accordingly.
- 6.3 The Placement Review, (which should be part of the review of the whole Care Management Care Plan), takes into account the continuing suitability of the placement and agreed changes are recorded and actioned.
- 6.4 The AP Scheme seeks the involvement of the care manager/co-ordinator at each Placement Review.
- 6.5 The AP Scheme meets at least annually with the person outside their placement and without the AP Carer, maintains contact with other people who know the person well; and makes unannounced visits to the AP Carer's home where there are concerns about the placement.
- 6.6 The AP Scheme keeps a record of the monitoring and review of the placement.

Adult Placement Carer Support and Review

OUTCOME

Each person knows their AP Carer is well supported and their work reviewed by the Scheme.

STANDARD 7

The AP Scheme supports and reviews the work of the AP Carer to ensure that they have the resources, skills and knowledge to fulfil their responsibilities under the Placement Agreement and Service User's Plan, according to the underlying principles of adult placement.

- 7.1 The AP Scheme makes regular support visits and ensures that the AP Carer receives any additional, specialist advice and support required to meet the person's assessed needs.
- 7.2 The AP Scheme provides AP Carers with clear written advice about what they should do in an emergency.
- 7.3 If an AP Carer requires additional, occasional help in order to support an individual, such help is assessed, checked and arranged and monitored by the AP Scheme (see Annex 2).
- 7.4 The AP Scheme facilitates peer support for AP Carers including local AP Carer groups.
- 7.5 AP Carers providing long-term placements are able to take regular breaks, and the AP Scheme supports the AP Carer to find alternative support for the person during the agreed break.
- 7.6 The AP Scheme co-ordinates a review meeting with each AP Carer at least once a year, which forms the basis of a Review Report, and which covers the areas set out in Annex 3.

4. Selecting and Training Adult Placement Carers

The selection and training of AP Carers is crucial to the success of adult placement, and must be carried out carefully and sensitively in accordance with the AP Scheme's written policy and procedures.

The **key documents**, required by regulation, for achieving this aim are:

- the AP Carer Agreement (Regulation 17); and
- the AP Carer Handbook (Regulation 19).

The **key process** set out in National Minimum Standards for achieving this aim is:

- selection and training of AP carers.

Selection and training

OUTCOME

Each person knows they will be supported by a trained, responsible and competent AP Carer.

STANDARD 8

The AP Scheme's selection procedure and training programme ensures that AP Carers have the competencies and qualities to carry out the tasks required to meet the person's needs.

- 8.1 The AP Scheme's selection process is open, equal opportunities- and user-focused and includes (see Annex 4):
- a pre-application meeting
 - completion of an AP Carer application form
 - satisfactory completion of references and checks as set out in the Adult Placement Schemes (England) Regulations 2004.
 - demonstration of AP Carers' skills, knowledge and abilities to support service users (Annex 5)
 - completion of the Scheme's pre-placement learning and assessment programmes, and approval by an independent Approval Panel.
- 8.2 The members of the Approval Panel are suitably qualified and experienced and independent of the assessment process, and have clear terms of reference and written procedures covering the roles, responsibilities, powers and operation of the Panel (see Annex 6).
- 8.3 Prospective AP Carers are given a copy of the AP Scheme's written guidelines for the approval process and for the independent appeal procedure.
- 8.4 AP Carers receive training to meet TOPSS Induction and Foundation Standards, and any National Occupational Standards for AP Carers, linked to Learning Disability Awards Framework (LDAF) requirements if the person has learning disabilities.

- 8.5 Training and development opportunities are planned and delivered based on an individual training needs analysis and ongoing supervision, to ensure the AP Carer's continuing competence to meet the person's changing needs.

5. Managing an Adult Placement Scheme

The AP Scheme should be managed according to best business practice to ensure its effectiveness, financial viability and accountability. This is achieved through competent, experienced and knowledgeable staff, good business planning, proper financial controls, good human resource systems and planning, and effective quality assurance and monitoring systems.

The **key documents**, required by regulation, for achieving this aim are:

- AP Scheme records (Regulation 22) and (Schedule 4); and
- Staff handbook (Regulation 31).

The **key processes** set out in National Minimum Standards for achieving this aim are:

- staff recruitment and training;
- strategic planning and review;
- financial planning and monitoring; and
- quality assurance systems
- development and implementation of Scheme policies and procedures (see Annex 7).

Conduct of the Scheme

OUTCOME

The person benefits from a properly conducted AP Scheme.
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Standard 9

The overall management of the Scheme and the service ensures its effectiveness, financial viability and accountability.

- 9.1 The AP Scheme Manager has a qualification that meets Sector Skills Council requirements and is competent and experienced to run the AP Scheme and meet its stated purpose, aims and objectives.
- 9.2 The AP Scheme recruits AP workers who have the competencies, qualities and experience required to meet AP Carers' support needs, and have a qualification that meets Sector Skills Council requirements.
- 9.3 The AP Scheme trains, develops, supervises and monitors AP Scheme Workers to ensure that they understand and implement the aims of Adult Placement and carry out the tasks required of them in selecting, matching and supporting AP Carers.
- 9.4 Systems are in place to ensure the effectiveness, financial viability and accountability of the Scheme including strategic planning and review, proper financial planning and controls, human resources planning, and quality monitoring, according to best business practice.

- 9.5 The AP Scheme's written policies and procedures comply with current statutory provisions and recognised professional standards and advice, and include the topics listed in Annex 7.

Protection

OUTCOME

Each person is safe in the placement.

Standard 10

The AP Scheme ensures that key policies and procedures to protect the person in the placement (see Annex 3) are in place, implemented and regularly updated.

- 10.1 The person is protected from actual or likely significant physical, psychological, sexual, financial or discriminatory abuse, neglect or self-harm, in accordance with the Scheme's adult protection policy and procedures and with Government guidance.
- 10.2 The health, safety and welfare of the person are promoted and protected, in accordance with the Scheme's health and safety policy and procedures and with current legislation.
- 10.3 The person is enabled to take responsible risks based on accessible information, in the context of their Service User Plan and of the Scheme's risk assessment and risk management strategies.
- 10.4 Any physical and/or verbal aggression by the person is understood and dealt with appropriately, and physical intervention is used only as the last resort, is in the person's best interests and is the minimum consistent with safety, in accordance with the Scheme's physical intervention policy and procedures and with government guidance.
- 10.5 Information about or given by the person is treated with confidence and shared only in accordance with Scheme policies and with the law.
- 10.6 The person is encouraged to voice concerns, and knows how to make a formal complaint, in accordance with the Scheme's complaints policy and procedures; and the Scheme helps the person to access local independent advocacy to help express their views.
- 10.7 The person's money and financial affairs are dealt with appropriately in accordance with the Schemes policy on service users' money (see also Standard 4.4).
- 10.8 The AP Scheme ensures through training, supervision, review and quality monitoring that AP Carers and AP Workers fully comply with policies and procedures protecting and safeguarding the rights of the person in the placement.

Annexes

The following annexes from 2 to 7 are not of themselves minimum standards but are intended to help Schemes understand and fulfil the aims of the National Minimum Standards and Regulations. They represent good practice but are not prescriptive requirements against which adult placement schemes will be regulated by CSCI. They are provided to assist schemes in striving for good practice over and above the National Minimum Standards. CSCI will increasingly be assessing the quality of services provided by schemes as well as their compliance and will be seeking to identify improvement year on year.

Annex 1. Glossary

Abuse

Abuse is a violation of an individual's human and civil rights by any other person or persons. Abuse may consist of a single act or repeated acts. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. Abuse may comprise physical abuse, sexual abuse, psychological abuse, financial or material abuse, neglect or acts of omission and discriminatory abuse. (See "No Secrets", Department of Health, 1999 for full details.)

Adult Placement

Short- or long-term accommodation and/or care or support provided to a maximum at any one time, of three adults, placed through and supported by an AP Scheme, by an AP Carer approved by the Scheme. Adult Placements may include:

- accommodation with care, or intermediate care, in the family home (habitual residence) of an AP Carer;
- accommodation with support, including support funded through Supporting People, in the family home (habitual residence) of an AP Carer;
- day services based in or outside the AP Carer's home;
- respite care, with or without personal care; inside or outside the AP Carer's home; and
- support in the community by an AP Carer acting as extended family ('kinship') support or 'outreach' support in the community.

Adult Placement Carer

A person who, under the terms of a Carer Agreement entered into with an Adult Placement Scheme, provides, or intends to provide, care or support (which may include accommodation in the AP Carer's home) for no more than three service users at any one time.

Adult Placement Scheme

A scheme regulated under the Care Standards Act 2000 – managed by a local Council or independent (profit-making or non profit-making) body – responsible for recruiting, assessing, training and supporting AP Carers; for taking referrals, matching and placing people with AP Carers; and for supporting and monitoring the Placement.

Adult Placement Worker

An individual (AP Worker) employed by an AP Scheme who has the competencies, qualities and experience needed to carry out its tasks.

Adult Placement Approval Panel

A group of people independent of but appointed by the AP Scheme to approve applications from prospective AP Carers on the basis of an assessment report presented by the AP Worker.

Assessment

Collection and interpretation of information to determine an individual's need for health, personal and social care and support services, undertaken with the individual, his/her representative and relevant professionals.

Care Management

A system for organising the assessment and re-assessment of individuals' needs and the subsequent planning and delivery of care services to service users by local councils, and by Community Psychiatric Nurses, psychiatrists and other NHS personnel under Care Programme Approach (CPA) for people with mental health problems. All parts of care management should be carried out in full consultation with individual service users and their carers.

Care Programme Approach (CPA)

The formal process (integrated with Care Management) of assessing needs for services for people with mental health problems prior to and after discharge from hospital.

Care Plan

A written statement, regularly updated, including a summary of assessed needs and setting out the objectives of providing statutory support and the health and social care services that a person receives, and how it is organised and delivered. Care plans should always include a review date.

The Criminal Records Bureau (CRB)

The CRB enables employers to check whether prospective employees have a criminal record. It provides information in the form of a Disclosure. Standard Disclosures contain details of all convictions on record (including 'spent' convictions - i.e. those that happened some time ago and normally no longer need to be revealed as specified in the Rehabilitation of Offenders Act 1974) plus details of any cautions, reprimands or warnings. Enhanced Disclosures contain the above information plus any information held by local police forces about an individual. The CRB also carries out any necessary checks that an applicant is not listed on the Protection of Vulnerable Adults list (see below).

Independent Advocate

An individual who is independent of the home or of any of the statutory agencies involved in the purchasing and provision of care in, or regulation of, the care home, who acts on behalf of and in the interests of someone who feels unable to represent him/herself when dealing with professionals. Self-advocates are trained and supported to represent their own views.

Home from Hospital / Intermediate Care

A short period (normally no longer than six weeks) of intensive support to enable a person to return home following (or to avoid) hospitalisation.

Outcome

The end result of the service provided by an Adult Placement Carer to an individual, which can be used to measure the effectiveness of the service.

Person

In these standards, “the person” means the service user.

Personal Care

Help with daily living tasks including assistance with bodily functions where required (intimate personal care), and also including advice, encouragement and supervision with those tasks, and emotional and psychological support.

Placement Agreement

An agreement between the service user, the AP Carer, AP Scheme and Care Manager/Co-ordinator. A Supporting People Service Contract can be part of a Placement Agreement.

Policy

An operational statement of intent which helps staff and AP Carers make sound decisions and take actions which are legal, consistent with the aims of the home, and in the person’s best interests.

Procedure

The steps taken to fulfil a policy.

The Protection of Vulnerable Adults (POVA) scheme

The POVA scheme was implemented for registered care homes, domiciliary care agencies and adult placements from 26 July 2004. At the heart of the scheme is the POVA list. Care professionals who have harmed an individual adult in their care should be referred to the POVA list. Whenever individuals are about to be offered employment in a care position, they should be checked against the POVA list. If their name is included on the POVA list, they must not be employed in a care position. POVA checks are requested through an application for a CRB Disclosure. Providers and managers of AP schemes must be POVA checked at registration. AP workers and AP carers must also be POVA checked. Separate guidance on the POVA scheme can be accessed on the Department of Health’s website www.dh.gov.uk. For a quick find search for “Vulnerable Adults”.

Registered Manager /Registered Person

A person who either provides an adult placement service (through an agency) and is registered with the Commission for Social Care Inspection to do so (the registered provider); or who manages the service and is registered with the Commission for Social Care Inspection to do so (the registered manager).

Representative

A person (who may be a relative or friend) acting on behalf of someone using adult placement services.

Service User

A person provided with services by an Adult Placement Carer approved by an Adult Placement Scheme. Includes older people and people who have dementia, a physical disability, sensory impairment, learning disability, autistic spectrum disorder, mental health problems, substance misuse problems, HIV/AIDS, and/or dual or

complex multiple disabilities including those who are deafblind. In these Standards, a service user is generally referred to as 'the person'.

Service User's Plan

A Plan – generated from the statutory care plan where applicable – developed by the AP Scheme with the person, describing the services and facilities to be provided during the placement and how these services will meet assessed needs and achieve personal goals. A Supporting People Support Plan is a Service User's Plan.

Short Term Care

Care provided for less than 26 weeks in any 52 week period

Standard

A measure by which quality is judged.

Supporting People

A programme to promote people's independence through non-intensive, housing related support in the community, funded from April 2003 by the Supporting People Grant.

Supporting People Support Plan – see Service User's Plan

TOPSS

The Sector Skills Council for Social Care.

Annex 2. Adult Placement Support Carers

An AP Carer may occasionally require help (eg a sitting service or specialist support) from another person in order to carry out their support / care role. All such help should be assessed, checked and arranged by the AP Scheme. The checking and assessment process should include:

Application Form

The application form should include:

- basic information on applicant;
- previous addresses (if lived in present address less than 5 years);
- formal declaration (by applicant and by other household members over the age of 16, where support is to be provided in applicants home) of any criminal or civil convictions including current proceedings and those deemed to be spent
- written consent for the appropriate checks and references to be taken up;
- statement on the form which alerts applicant to the fact that information will be kept on a computer database.

References and Checks

The AP Scheme should only approve AP support carers who have regular and unsupervised contact with service users following successful completion of checks and satisfactory references as set out in the Adult Placement Schemes (England) Regulations 2004 and the following:

- original formal proof of identity;
- GP reference;
- local council check (including previous local councils if applicant has moved within last 3 years);
- personal references, (employer's reference, at the discretion of the AP Scheme).

Assessment interview

The AP Scheme should have an agreed format for the assessment interview, which should be provided in writing at the time of application. This should include:

- assessment of the skills and experience of the applicant;
- the current relationship between the applicant and the person in the placement to whom they will be offering support;
- the applicant's understanding of the care needs of the person to whom they will be offering support and an assessment of their ability to meet those needs;
- assessment of any training needs and how those needs are to be met.

Preparation and Information

The AP Scheme should provide applicants with the necessary information and training to ensure that their support to the person in the placement is of a high quality and compliant with relevant legislation.

Approval

The AP Scheme should have written guidelines for the approval process and a copy of these guidelines should be given to the applicant. The decision as to approval should be made by a suitably qualified and experienced person / people (which may be the Adult Placement Approval Panel appointed by the AP Scheme – see Annex 6), independent of the assessment process.

Annex 3. The Adult Placement Carer Review

The AP Scheme should co-ordinate a review meeting with each AP Carer at least once a year covering:

- an evaluation of the AP Carers' work against placement and carer agreements;
- the AP Carer's development and training requirements;
- the AP Carer's evaluation of the service and support provided by the AP Scheme;
- any required update of formal checks.

The review meeting should form the basis of a review report which incorporates:

- the views of the AP Carer;
- the views of other household members as appropriate (depending upon the service provided);
- the views of the person in the placement / advocate;
- the views of the AP Worker;
- the views of any Care Manager/ Co-ordinator.

The AP Carer should have the opportunity to read the review report and to contribute written comments, and should receive a copy of the final review report.

Where the AP Carer review report recommends a change or termination of approval, the AP Worker should present the report to the Approval Panel (Annex 6) for endorsement. In the case of recommendation of termination of approval, the AP Carer should be given clear information about their right of appeal before the review is presented to the Approval Panel.

Annex 4. Adult Placement Carer Selection

The AP Scheme's selection process should be open, equal opportunities-and user-focused and include:

Pre-Application meeting

A pre-application meeting by the AP Scheme to the prospective AP Carer should cover:

- information about the selection process;
- the role of the AP Scheme;
- requirements of AP Carers;
- advice on the suitability of any accommodation to be provided by the prospective AP Carer;
- discussion of queries or concerns.
- information about the complaints procedure.

AP Carer Application Form

The AP Carer application form should include:

- basic information on applicants and, where appropriate, other household members;
- previous addresses (if lived in present address less than 5 years);
- information on types of care and service user groups the applicant wishes to provide for;
- satisfactory completion of references and checks as set out in the Adult Placement Schemes (England) Regulations 2004.
- declaration of conflict of interest;
- written consent for the appropriate checks and references to be taken up;
- statement which alerts applicant to the fact that information will be kept on a computer database;
- system for the monitoring of ethnicity, gender, disability of applicants;
- details of current and previous work experience (paid or unpaid) with explanation of any gaps.

References and Checks

AP Scheme should only accept prospective carers following successful completion of all checks and satisfactory references, including:

- those set out in the Adult Placement Schemes (England) Regulations 2004;
- original formal proof of identity;
- GP reference;
- local council check (including previous local councils if applicant has moved within last 3 years);
- copy of a letter from the mortgage lender or landlord confirming that the adult placement carer has sought and obtained permission to undertake placements

where such permission is required by the terms of any mortgage, lease or tenancy agreement and that the adult placement carers is not in arrears with his/her mortgage payments, rent or service charges.

- two personal references from people other than relatives of the applicants who have known the applicants well for at least two years;
- employer's reference; and check on any gaps in the employment record;
- check with local council or independent sector care provider, where applicant is working/ has worked for that provider;
- valid driving licence where relevant.

Skills, knowledge and abilities

AP Carers need to demonstrate that they have the skills, knowledge and abilities to support service users and meet TOPSS Induction/ Foundation Standards – see Annex 5.

Pre-approval training

AP Schemes should provide pre-approval training for prospective AP Carers, which contributes towards their gaining the skills, knowledge and abilities outlined above and is appropriate to the type and duration of the placement.

Following approval, the AP Carer should complete a programme of training and learning to ensure they have the basic skills, knowledge and abilities required for their work.

Programme of assessment

The AP Scheme should have an agreed programme of assessment, provided in writing to all prospective carers at the time of application.

The assessment programme should provide evidence that AP Carers possess the skills, knowledge and abilities outlined in Annex 5; and that any accommodation provided is suitable.

The assessment programme should allow any matching limitations to be identified.

The AP Worker should discuss the completed assessment report with the prospective AP Carer prior to presentation to the Approval Panel. A copy of the completed assessment report (excluding third party information) should be given to the prospective AP Carer.

The approval process

The AP Scheme should have written guidelines for the approval process and a copy of these guidelines should be given to the prospective AP Carer. The decision as to approval should be made by a suitably qualified and experienced panel of people (the Adult Placement Approval Panel). The membership, appointment, responsibilities and procedures of the Approval Panel are set out in Annex 6.

There should be an appeal procedure involving a person / people independent of the approval process with the skills and experience necessary to deal with the complex issues involved. Each applicant should receive clear information about his / her rights of appeal against assessment recommendations and/or approval decisions.

Annex 5. Adult Placement Carers' Skills and Knowledge

AP Carers should have the knowledge and skills to support the person in the placement, and to meet TOPSS requirements.

With the person

The AP Carer should:

- know about and be able to meet the person's physical, social, emotional, or cultural needs
- enable the person to make choices and decisions with support from advocates if necessary
- support the person to communicate effectively
- support the person to be part of their community
- support the person to make and/or maintain friendships and relationships both in and out of the household
- promote the person's independence
- protect the person from abuse and neglect
- support the person to access education, employment and leisure facilities
- support the person to take acceptable risks
- support the person to access health services and lead a healthy lifestyle
- support the person to manage their finances
- understand and support the person who may use violence and aggression
- support the person to worship and follow their faith.

In the placement

The AP Carer should:

- understand and challenge prejudice, discrimination and oppression
- balance the needs and lifestyles of all people in the household
- communicate effectively
- provide a healthy and safe place for the person to live in
- understand and respect confidentiality and privacy
- build positive relationships with other people
- keep clear and accurate records
- develop own skills and understanding through training and other opportunities
- understand Adult Placement including roles and responsibilities of carers and schemes
- understand policies, procedures and legal requirements and work positively with the Adult Placement scheme to put these into practice
- get involved in person centred assessment, care planning and review where appropriate
- store and administer medication safely.

Annex 6

The Adult Placement Approval Panel

The AP Scheme should appoint a group of interested, skilled and experienced people to form an Approval Panel. The Approval Panel will be responsible for the approval of prospective AP Carers and the approval status of currently approved AP Carers.

Panel Membership

The AP Scheme should ensure that:

- there is a Panel Chair who has the necessary skills and experience and who is completely independent of the assessment process;
- the majority of Panel members are independent of the AP Scheme. Panel members drawn from the AP Scheme or its parent organisation should not be involved (either as a worker or a manager) in the assessment of prospective carers;
- the Panel composition reflects as far as possible the community served by the AP Scheme and offers a balance of skills, interests and backgrounds;
- the Panel includes people with experience as an AP Carer and people who use or have used services. Panel members drawn from these groups should not be currently working for or supported by the AP Scheme.

The AP Scheme should appoint the Scheme manager or a Scheme worker to act as an adviser to the Panel. The adviser can answer questions from Panel members and provide clarification about Scheme policy, procedures and processes but cannot participate in Panel decision-making.

Appointment of Panel Members

The AP Scheme must establish a fair, equitable and transparent process for recruiting and selecting panel members. Appointment to the panel should be subject to satisfactory completion of at least a standard Criminal Records Bureau check.

New Panel members should undergo an induction process to ensure they have a full understanding of the aims and objectives of the AP Scheme, the remit of the Approval Panel and their own roles and responsibilities. There should be a clear code of practice for Panel members.

Panel members should be appointed for a fixed period (usually 3 years) subject to an agreed probationary period.

The AP Scheme must establish a clear process for responding to concerns about a Panel member. This process should include procedures to be followed if it is deemed necessary to remove Panel membership. These procedures must include an appeal process.

Panel Responsibilities

The Approval Panel is responsible for:

- the approval of all prospective AP Carers;
- the approval of requests for a change in the approval status of approved AP Carers;
- the decision as to whether an approved AP Carer can continue to be approved following a major change in circumstance or a serious complaint against them.

Panel Procedures

The Approval Panel must have clear written procedures governing its operation. These will include:

- frequency of meetings;
- accessible written reports circulated to members in advance of the meeting with an agreed deadline for receipt of the reports;
- arrangements for the recording of Panel meetings;
- the attendance at Panel meetings of the AP Workers responsible for the assessments and reviews under consideration;
- the procedure to be followed if a Panel member has an interest in or knowledge of any of the prospective or approved AP Carers under consideration;
- the procedure to be followed where Panel members do not reach an unanimous decision
- the appeal process for prospective and approved AP Carers unhappy with a Panel decision.

Annex 7. Policies To Be Maintained By Adult Placement Schemes

- Access to files
- Accidents to service users, AP Carers and staff
- Adult protection and prevention of abuse
- Aggression to AP Carers and staff
- Approval Panel: Operational Criteria
- Communicable diseases and infection control including HIV/Aids
- Concerns and complaints
- Confidentiality
- Control of substances hazardous to health
- Control, administration, self administration, recording, safekeeping, handling and disposal of medicines including non compliance
- Death of a service user
- Emergencies and crises
- Emergency placements
- Ending a placement
- Entering and leaving a service user's home and key holding
- Equal opportunities
- Fire safety
- First aid
- GSCC Standards of Conduct and Practice
- Harassment (including racial harassment and bullying)
- Hygiene and food safety
- Introductions
- Management of people's money, valuables and financial affairs
- Matching
- Needs assessment
- Personal care
- Placement review
- Record keeping
- Recruitment and assessment of AP Carers
- Referral to the AP Scheme
- Restrictive physical intervention
- Risk assessment and risk management
- Safe friendships and relationships
- Safe working practices (including moving and handling and health and safety)
- Selection of the members of the Approval Panel
- Standards of conduct and practice
- Statement of purpose and aims and objectives of the AP Scheme
- Training and development strategy
- Whistle blowing
- Working with people who challenge services.