

## Shared Lives Frequently Asked Questions:

### **How do Shared Lives carers know what the service user number is?**

This will be shown against the Care Package Line Item displayed on the Care Portal as well as within the Support Plan. If you are unable to locate this number please contact the Shared Lives main office.

### **How do Shared Lives carers know what the Oracle Supplier number is?**

This can be found on the remittance advice you receive from Lancashire County Council. If you are unable to locate this number please contact the Shared Lives main office.

### **Do Shared Lives carers need to provide the DUNS number on the "setup request form"?**

No; this is not required for Shared Lives carers.

### **Will Shared Lives carers be supported during these changes?**

Yes; all carers will receive support from their Shared Lives Support Officer. In addition support can be obtained via the [Lancashire County Council website](#), by email to [isupplierqueries@lancashire.gov.uk](mailto:isupplierqueries@lancashire.gov.uk) or by telephone 01772 534966 between the hours of 9am and 5pm Monday to Friday.

### **What does "quantity" represent under the Actuals form; a week or are these hourly?**

For services where the person is staying with you long term then the quantity relates to weekly. However should you provide a day time support service then the quantity will relate to the number of sessions in a given week.

### **Why is the "active" and "missed" sections under Actuals form a percentage/decimal?**

This relates to the fact long term services are shown as a quantity of 1. Should the person you care for leave, you will have to calculate the number of days in the week

you provided the services and input under actuals (e.g. 4 days provided -  $4/7 = 0.57$ ) and input under the missed the remainder to equate to the total 1 (e.g. 3 days no service provided -  $3/7 = 0.43$ ). We will provide a table to help with these calculations

**Are the above only applicable to respite and day care (which would usually have been drawn up under a SAF) or does it also encompass long term?**

The decimal / percentage would only be applicable for services where the quantity is 1 and represents a weekly service. For day time support you would be presented with a number of sessions within a specific week so the calculation of decimal /percentage would not be required.

**Will Shared Lives carers be required to do this weekly (as Shared Lives carers may have holidays booked or other commitments)?**

Each line represents a week but these can be submitted once each four week period.

**Could this system be amended, in favour of an autonomous system, for long term Shared Lives carers where there are no changes (i.e. respite not used)?**

This system cannot be adapted; however, in such circumstances, Shared Lives carers would only need to confirm each week; this would be done under the Actuals form where Shared Lives carers would input "1" as the value in the "actual" box and then press "create". This would need to be done for each line, which indicates one week (Monday to Sunday), for each service user supported. This activity only needs to be undertaken every four weeks in line with the current payment periods.

**Are Shared Lives carers who provide respite required to input this information or is this done by the Shared Lives carer who is supporting the individual who is receiving respite?**

It would be the Shared Lives carer providing the service that would complete the details of services provided i.e. the long term Shared Lives carer would confirm the long term services that they provide and the respite Shared Lives carer would confirm the respite services that they have provided.

**How do Shared Lives carers supporting somebody long term input respite taken if the person supported goes on respite to another Shared Lives carer (long term carers would normally retain 40%)?**

The Shared Lives carer will not be inputting any services to the system, this is done by the Shared Lives Officer. The only requirement of the Shared Lives carer is to confirm that service has been provided as happens currently.

**Are Shared Lives carers required to complete the form on Oracle for respite planned in advance?**

Yes for any respite in advance a Care Package Line Item will appear in the Care Portal for you to confirm the service provided in the relevant payment period

**What would happen if respite, which was planned in advance and already inputted into Oracle, was cancelled before it began?**

The Care Package Line Item would be cancelled by the Shared Lives Officer and would not appear in the portal. If the Care Package Line Item appears and you have been paid for that service then you need to contact your Shared Lives Officer in order for it to be ceased and any monies recovered in the next payment period

**Are Shared Lives carers responsible for inputting respite or day support into this system? If so what happens if mistakes are made?**

The responsibility for inputting services lies with the Shared Lives Officer. The Shared Lives carer's responsibility is to confirm services provided or input actuals to receive payment if in relation to day time support. Any mistakes that are found in relation to the Care Package Line Item should be referred to your Shared Lives Officer who will be responsible for making any corrections

**If there are mistakes made on this new system and they were corrected would the money involved be corrected in the next schedule as is done currently? If so will exceptions (and emergency payments) be made during the initial transfer to the new system?**

Yes it will work exactly as the current system works. Individual cases would have to be looked at in relation to emergency payments so you should refer to your Shared Lives Officer to investigate

**What will happen to the Short Break vouchers, used for respite and day service, when this system is implemented?**

Shared Lives carers will be required to continue sending these to the finance team as done currently; those who attach vouchers to an invoice must continue to do so until informed otherwise. For other respite services once the vouchers have been received and processed they will appear in the Care Portal for you to confirm as is the current practice.

**Who are creating/ managing this Oracle system and would Shared Lives carers be given their telephone number?**

This system is being managed by BT Lancashire Services for Lancashire County Council. If carers require help and support they should contact: [isupplierqueries@lancashire.gov.uk](mailto:isupplierqueries@lancashire.gov.uk) or telephone 01772 534 966 between the hours of 9am and 5pm Monday to Friday.