

Moving into a new home

It can be both exciting and scary to move home (either into a house or flat), especially if your relative or friend is moving away from their family home for the first time. There are lots of things to think about. We know you will have many questions about supporting your relative with this significant event.

The team helping your relative move in will be happy to give you information and discuss any questions you may have. Everyone we provide support to is an individual but we have tried to answer some common queries below.

What is the difference between registered care and supported living?

Registered care

In a registered service, the people we support live under the 'care' of the home, rather than having a tenancy agreement. Choice Support receives a block of funding for that location, rather than for an individual. We then allocate our staffing in the best possible way to meet everyone's needs.

A registered service has a registered manager who is responsible to the Care Quality Commission (CQC) for the standard of care and support.

Supported living

In a 'supported living' situation, Choice Support receives funding for providing our staff. This means that we do not contribute to any of the daily living costs your relative may have such as bills, food, activity and travel or holiday costs. We are responsible for any staff-only costs such as cleaning products for a sleep-in area for staff. The team supporting your relative will be able to discuss this in detail with you.

Choice Support will support people who own their homes or who have a tenancy agreement. We provide supported living services to all types of people, including people with complex support needs.

The funding authority will decide how much staff support your relative needs and what for. Your relative (or their financial representative) can pay for this support using a direct payment or they can ask the funding authority to pay Choice Support directly. Your relative may be asked to contribute towards their care costs using a 'fairer charging' assessment from the local authority.

Our staff will provide the support your relative has been assessed to receive; this can range from a few hours a week, to having staff with them 24/7.

Your relative can claim any benefits which they are entitled to; these benefits help pay their costs such as rent, bills and food.

A supported living service will have an individual management arrangement, depending on the amount of support your relative receives. There will be a CQC registered manager for the area your relative is living in. The team supporting your relative can let you know exactly what this arrangement is.

My relative will be sharing with other adults in supported living – what do we need to think about?

Shared spaces

Your relative might be moving into a shared house, rather than living alone in their own flat or house. This means there will be communal areas used by everyone, such as the lounge, kitchen, garden, parking, and bathrooms.

Our staff will help all tenants to respect each other's personal space such as their bedrooms. The team supporting your relative will be able to discuss this with you further. They will let you know how they support everyone who lives there to have equal access to shared spaces.

Visiting

We know how important visits are to you and your family member. All we ask is that you observe the normal courtesies you would extend to others. The team supporting your family member can discuss details with you, including accessing a building where your family member is not the only tenant.

Shared household expenses

In a shared house the tenants are responsible for all the normal household expenses such as utility bills, rent, landlord charges and buying items for the house or garden, according to their tenancy agreement. The landlord and your relative's support team can help you understand who pays for what in the building.

Your relative may need to share bills with others or make agreements about shared purchases (for example, what happens when the kettle breaks). We will follow the mental capacity process to help your relative make these decisions and document them. You can read more about how we support people using the Mental Capacity Act 2005 (MCA) in our: *'Making decisions'* leaflet.

Your relative will be responsible for furnishing and decorating their own space. The landlord and support team can help with any questions you or your relative may have.

What happens about shopping, food, and transport?

Your family member is responsible for paying for all their own transport. This could either be by public transport or buying a car through a scheme like Motability. Choice Support can help you and your family member access the best solutions.

If your relative receives a **supported living service** from us and we have been asked to help them shop and cook, we will agree the best way to do this. Your relative uses their own income to pay for items.

In a **registered service**, all the money for food, cleaning/household items is paid directly to Choice Support. A budget is allocated to spend weekly, and staff will help everyone living there to shop according to their needs. Each house will have arrangements that meet the needs of people we support, so please ask the team supporting your relative for more information.

If they share with others, there might be an agreement that some shopping and cooking is done together, according to all the tenants' wishes and needs. Any personal shopping like clothes, toiletries, gadgets etc will need to be paid for from your relative's income.

We will follow the MCA to help make these decisions. Please let your relative's team know if you have any queries.

[https://www.choicesupport.org.uk/
contact-us/general-enquiries](https://www.choicesupport.org.uk/contact-us/general-enquiries)