

Frequently Asked Questions

Supported Living

([Blue](#) text is click linked through to further information).

What is Supported Living?

‘Supported living’ is a generic term which has come to describe arrangements whereby a disabled person has the benefit of a package of care and support together with accommodation – for which they will ordinarily have a tenancy.

Who is eligible for Supported Living?

To be eligible for supported living, you generally must be an adult (18+) with eligible care and support needs arising from a physical disability, learning disability, autism, or mental health problem. Eligibility also requires a local authority [needs assessment](#) and confirmation that supported living is the best way to meet your needs and help you live as independently as possible. Generally for Supported Living a young person needs a minimum of 50 hours support per week and over night support. You must also be able to pay for your own rent or be eligible for [housing benefits](#).

What is the difference in Supported Living and Independent Living?

The main difference is the level of support:

[Supported living](#) provides a higher level of personalised, community-based assistance for those who need help with daily tasks, while independent living focuses on those who are generally self-sufficient but require support to access to complete some tasks or access some community amenities. Those in [Independent living](#) may manage most daily activities themselves, whereas those in supported living receive more regular help with things like tenancy management, household tasks, social skills, or budgeting.

How is someone assessed and deemed appropriate for Supported Living?

You are assessed for supported living through a Care Act needs assessment, typically conducted by a social worker, that evaluates your day-to-day needs, how well you manage tasks like personal care and cooking, and your personal goals. During the assessment, which can happen at home or over the phone, a professional will discuss your health, family support, and what kind of support would help improve your well-being and independence. They will also assess your eligibility for support based on their local authority's [criteria](#). You can be supported by somebody who knows you well, such as a family member, during this assessment if you want to be.

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Who is responsible for arranging and taking young people to appointments if you move into Supported Living?

The responsibility for taking young people to appointments in supported living is shared between the support staff, who arrange and provide daily support, and the local authority, which has a legal duty to safeguard and promote the young person's welfare, including ensuring they have the necessary support for health and care needs. The registered service manager for the supported living service also has overall accountability for ensuring these arrangements are made effectively. Family members can also provide this support on occasions if they are able to do so.

Is transport provided in supported living?

The provision of transport support is based on an individual's specific needs, which are identified and agreed upon during an initial care needs assessment and documented in a personal support plan.

Common transport arrangements include:

- Support with [public transport](#): Staff can help residents learn how to use local buses or trains, which may include obtaining a disabled person's [bus pass](#) or a Disabled Persons [Railcard](#).
- Community transport schemes: Residents may have access to local "dial-a-ride" or community car schemes, which offer door-to-door services, often run by voluntary groups or the local authority.
- Provider's own transport: Some supported living providers have their own vehicles, such as a minibus with lifts for wheelchairs, which can be booked by residents for a fee to attend appointments or social activities.
- Taxis: Support workers can help arrange accessible taxis when needed.
- Hospital transport: Non-emergency patient transport services (PTS) can be arranged through a GP or hospital if a resident meets specific medical or mobility criteria.
- Personal vehicles: Residents who have their own vehicles are supported in managing their transport, including parking, maintenance, and insurance.



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Who is responsible for Furniture/ decorating/ DIY in Supported Living?

In Supported Living, the tenancy holder is generally responsible for furniture, decorating, and minor DIY, as they have a tenancy agreement and have a right to personalise their home. The landlord or housing provider remains responsible for the structure of the building and major repairs. However, the specific arrangements for furniture and decorating can vary depending on the tenancy, and support staff may assist the individual in these matters.

How are Social Care Plans reviewed and updated, who is involved?

Social care plans in supported living are reviewed and updated through a person-centred, collaborative process led by the local authority, involving a multidisciplinary team and the individual at the centre of the plan.

The review process is flexible and proportionate to the individual's needs, and can be conducted in several ways:

- Face-to-face meetings with a social worker or other professional.
- Remote reviews via phone or online communication.
- Self-reviews, where the individual reviews their own plan and submits it for sign-off (usually for stable, long-term support).
- Peer-led reviews, involving a group of friends or family.

Frequency:

- An initial "light touch" review is usually conducted 6-8 weeks after the plan or service starts to address any initial issues.
- Thereafter, reviews should occur at least every 12 months for stable plans.
- Unplanned reviews must be conducted as soon as possible if there is a significant change in the person's needs, circumstances, health (e.g., a new diagnosis, a fall, or hospital admission), or if a safeguarding concern arises.
- Individuals or their representatives have the right to request a review at any time if they feel their plan is no longer meeting their needs.

Updating the Plan:

If the review identifies a need for changes, the plan is revised. The local authority must ensure the revised plan is proportionate to the new needs and all changes are clearly recorded and agreed upon. The updated plan is then provided to the individual and relevant parties.

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Are Supported Living Care Providers able to provide Personal Care?

Yes, Supported Living Care Providers are able to provide personal care, such as help with washing, dressing, and other daily activities, as part of a package of support. This care is customized to an individual's needs and can range from a few hours a week to 24/7 support. The care support package is arranged separately from the housing, and providers who offer personal care must be registered with the Care Quality Commission ([CQC](#)). (*Supported living on the whole is not regulated. However, in England any supported living services which offer support with personal care are regulated by the Care Quality Commission (CQC). Supported living providers that do not provide the regulated activity 'Personal care' are not required by law to register with CQC*).

Who ensures a young person is accessing the community and has an activity plan?

The responsibility for a young person's activity plan and community access in supported living is shared between the supported living provider, the key worker, and often the local council. The provider must create a personalised plan focused on community integration, while the key worker typically coordinates the plan and works with other staff to implement it, with the local council overseeing the overall service provision.

What legislation covers Supported Living?

Supported living is covered by several pieces of legislation, including: The Supported Housing (Regulatory Oversight) Act [2023](#) for England, which introduces new quality and licensing standards.

Services providing personal care are regulated by the Care Quality Commission (CQC) under various acts, such as the Health and Social Care Act [2012](#).

The Care Act [2014](#) covers local authorities' duties to assess and support needs.



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How is Supported Living Funded?

People in supported living have their own [tenancy agreement](#) and are responsible for their own bills and cost of living. The personal care and accommodation parts of supported living are covered by separate agreements. To help cover costs individuals may be entitled to a range of benefits such as the housing benefit part of Universal Credit, [Personal Independence Payments](#) (PIP, up to state pension age only), [Employment and Support Allowance](#) (ESA, up to state pension age only) and [Attendance Allowance](#) (AA). Grants to adapt a property may also be available.

The cost of some or all of a person's care and support may be available through the local authority or sometimes via NHS funding.

Further Information

Scan the QR code or click the link for more information



[SCie- Supported living as a model for housing with care and support](#)



[Types of Tenancy Agreements](#)



[PACC- Preparation for Adulthood Guide](#)



[Mencap- Mental Capacity](#)



[SCOPE- Options for supported Living](#)



[Shropshire Council
At point of publishing limited info is available.](#)



[NHS- Care and Support Plans](#)



[DSA- A guide for Parent carers](#)