



What is the difference between ‘registered services’ and ‘supported living services’?

People often take choosing where to live and who to live with for granted – we don’t. We understand that having these choices makes people feel in control of their lives, so we support people with a learning disability to live how and where they choose.

We provide different types of services to people with learning disabilities to support them to live great lives.

Mencap has two types of services: registered or supported living services. There are some differences between the two, which are explained below in more detail.

Supported living

Supported living services are services where people receive support in their own home, sometimes within the family home, or in suitable or adapted accommodation elsewhere. In a supported living setting, a person will have their own tenancy agreement and support can range from occasional visits to 24-hour care, depending on need.

In supported living services people receive support from service colleagues for particular tasks such as personal care, laundry, cleaning, eating, going out, cooking or carrying out administrative tasks. Colleagues are employed for a suitable time period to meet the needs of individuals; this may be for a few hours or for the whole day and overnight.

Some supported living services are shared by people who have similar needs.

How are the hours of support that people receive decided?

Mencap is commissioned to provide support for the number of hours agreed by Social Services. A comprehensive assessment made by the social care assessor determines how these hours are calculated as well as how they are to be used. The number of support hours that someone receives is reviewed regularly with our involvement. Usually, this is done annually, but sometimes we might ask for a review to happen earlier in order to increase someone’s hours if this is deemed necessary.

As a family member or friend, you should be aware of the hours your family member or

friend is commissioned to receive, and what this will look like. We will inform you if there are any planned changes to these. Please ask the managers in charge of the service if you would like any further information.

Registered services

Registered services may also be known as residential services, or registered care homes. This type of service combines care and accommodation, with 24-hour support **so the person lives under the home's care, rather than having their own tenancy agreement.**

In registered services, colleagues are employed to meet the needs of all individuals in the service, with someone available for 24 hours.

People living in registered services are likely to have more complex needs, and require a higher level of support.

How are the hours of support that people receive decided?

In registered services, the level of support is decided based on the amount of people living in the service, and their collective needs. All people living in these services will have support available to them for 24 hours a day but the level of support will vary depending on their individual needs.

How do Mencap ensure good quality and experience?

We work to ensure that our services meet or exceed the standards set by their regulator.

You can find out more about how our services are regulated in the *Who regulates Mencap services?* document in the Better Together pack.

To ensure we provide the best quality of care regardless of external regulators, we have our own quality standards: **What Matters Most**, which help us support people in the best possible way. These standards have been developed to cover the things that people have told us are important to them. See the 'How does Mencap support people in a person centred way?' document for further information.

