



Let's talk about meeting up

Stage One: "I want to see people again."

All support providers are agreed that seeing people, families and friends is important - and vital - for those in supported living settings. Support is a partnership between support providers and families or carers, with the people themselves making choices and having their own rights.

Providers will always have conversations about what they can make happen, and how to bring that about.

What will people and families ask themselves?

Does this need to be face-to-face within a closed setting (a house, or similar)?

Have we talked about other options such as meetings in open spaces, supported day trips, walks, and other options such as more regular digital access?

What will providers ask themselves?

Have we made these options clear, and are we making these offers to everyone?

How would we support or facilitate these visits or meetings so they can happen more easily?

Are we communicating regularly and properly with people and families to reduce concerns?

Stage Two: "I want to understand the risks."

People in supported living do not often live alone. For those that do, the considerations can be easier. But for people who live in shared supported living accommodation, there needs to be a much wider conversation about risks to people living with others - and the consequences if there is an outbreak.

Providers will have conversations with all people in the supported living setting, to find a joint decision, and will include all families or relatives in the discussion, to set out a shared approach.

What will people and families ask themselves?

If I enter into an extended household, or take other decisions that might result in a quarantine or local lockdown, am I happy to be potentially isolated for two weeks?

Do I want to meet in another house as well, or am I happy to stick with outdoor or other visits, so that my friends can see someone in their family?

If I am at risk because of my health, will the other families support my choice to stay as safe as I can, whilst not being made to feel lonely or isolated?

What will providers ask themselves?

Have we made sure we aren't scaring the people we support?

Have we made all the information we have, available?

Have we been honest about the limitations we might have?

Are we committed to a genuine, open conversation?



Stage Three: “I want to talk about this.”

All support providers are agreed that people should be able to talk openly, and honestly, about these decisions. The conversations might not be easy to have, but they are important.

Providers will make sure time is available for people to have meaningful conversations, and that decisions can be re-visited if situations change.

What will people and families ask themselves?

Am I prepared to listen to the people who share this house with me?
Do I agree that their views and ideas are just as important as mine?
Am I ready to agree to compromise, if people are scared or worried about their health?

What will providers ask themselves?

Have we made sure that this conversation is facilitated properly, perhaps by an advocate, to make sure all voices are heard equally?
Have we made our decision criteria very clear to all parties from the beginning?

What we all need to do together



Support Organisations will positively help people to explore their rights to meeting people, while enabling other people they live with to express any concerns or worries that they may have. This includes looking at all options of reconnecting in a person centred way. People will be engaged openly in best interest processes, so we can find innovative ways of helping people enjoy their rights while managing any risk concerns that people may have.

Service Commissioners will support the rights based process for people and families to explore reconnecting. To support providers to be able to resource these best interest processes, which may be complex, enabling the involvement of individuals, the people they live with and extended family to express their wishes and achieve workable solutions.

People and Family will be sensitive to the needs and wishes of other people when considering how they might like to reconnect with their loved ones. To show understanding that people may need time to think about what is in their best interest, and to support us in having these wider conversations to identify person centred solutions that support the whole household if needed.

Regulatory organisations such as Public Health Wales will be creative and flexible about issues such as COVID testing and PPE in response to proposals from supported households focused on getting the best balance of independence and safety for the people we support and their extended families.

Endorsed and produced by:



This document can be used by people themselves, but also to inform best interest decisions. We recommend it be used alongside the toolkit produced by All Wales People First.