

Plymouth Safeguarding Adults Board
Risk Management & Self-Neglect City Plan

	Action	Timescale	Responsible Person or Agency-	Comment	RAG
1	Present an action plan to deliver the actions set out below	April 2015	Local Authority	Agree resources required	
2	Establish a working group, confirm membership, meeting arrangements, terms of reference, action plan timescales and responsibilities	April 2015	Local Authority & Partner Representatives	Bi Monthly Meetings April, June, August, October, December, February	
3	Review existing Risk Management and Serious Self-Neglect Guidance				
4	Develop person centred self-neglect policy and guidance in line with the Care Act 2014				
5	Ensure a City wide multi-agency risk management and escalation processes are in place				
6	Confirm lead agency responsibilities				
7	Establish a single point of contact for coordination				
8	Establish support systems for the named or key worker/coordinator				
9	Develop a standard City wide multi-agency support plan process				
10	Review Risk Management/Self-neglect meeting processes				
11	Describe record keeping processes				
12	Plan a consultation event to share findings with SAB Partners	March 2016			

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Background and key learning outcomes from the Multi-agency Workshop regarding CS

It was determined despite open communication and meetings within and between agencies, coordination, decision making and leadership recommended by policy and procedures was limited. It was found agencies were not engaging in way CS appreciated or wished; as a result not all agencies had a relationship or collectively understood CS's needs. Issues were dealt with reactively, problem focussed not holistic in approach. CS did not generally engage with support; however what worked well often wasn't communicated across agencies. Greater understanding and consideration could have been made regarding CS's ability to develop or maintain relationships. Staff reported hostile responses to their approaches when offering CS support which impacted on developing productive relations and engagement. Concerns also focussed on the risks related to tenancy due to the condition of CS's accommodation and personal behaviour rather than continuing attempts to engage and plan support.

A number of considerations were apparent as the workshop progressed and included the following:

- Capacity, often debated in circumstances of self-neglect, assessing capacity may not be straightforward in these circumstances.
- Leadership by a statutory partner to lead and coordinate Vulnerable Adult Risk Management (VARM) processes require reinforcing.
- Identify a named or key worker who can engage positively with the person to ensure person centeredness, but who is well supported by the agencies involved to do so.
- Escalation processes related to risk management for both single and multi-agency processes require further consideration.
- The need to manage, share and record information to assist all agencies involved was noted throughout.

Learning outcomes checklist

- ✓ Communication and information sharing between agencies
- ✓ Leadership and coordination of actions
- ✓ Decision making and delegation
- ✓ Risk management and escalation process
- ✓ Refer to policy and procedures
- ✓ Legal literacy (i.e. Mental Capacity and Human Right Acts)
- ✓ Engage creatively to build and maintain relationships
- ✓ Identify what works well and share knowledge
- ✓ Develop person centred, holistic and proactive approaches
- ✓ Build in robustness to manage a range of individual and organisational challenges