

7 Minute Briefing: Multi-Agency Audit Self-Neglect and Hoarding

7

What else?

- ❖ WSP have produced a series of five informative videos to support practitioners and managers when working with Self Neglect and Hoarding.
- ❖ Look out for forthcoming partnership events publicised in the WSP Spotlight newsletter and Website.
- ❖ For more information about the Self-Neglect and Hoarding strategy, toolkit and videos visit the pages on the [WSP website](http://www.walsallsp.co.uk).
- ❖ **Subscribe to our WSP Newsletter for alerts:** www.walsallsp.co.uk



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Why?

- Preventing, identifying and responding to Self-Neglect and Hoarding is a key priority for Walsall Safeguarding Partnership (WSP).
- Reasons for Self-Neglect and hoarding can be varied as it covers a wide range of behaviours. It can impact on a person's emotional, mental, physical health and well-being, living conditions and others.
- Undertaking Multi-Agency Audits provides assurance about the quality of practice and learning.

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What can you do to improve your practice?

- Adopt a family safeguarding/think family approach that provides support and addresses concerns for children and adults in the household.
- All agencies have responsibility to act on their duty of care using the WSP's Self-Neglect & Hoarding Pathway & Toolkit when concerns are identified.
- Accessing support from the Self-Neglect and Hoarding panel provides additional multi-agency advice, support and guidance.
- Remember the possible link with fire risks and get the appropriate safety advice where necessary.



2

What did we do?

A 'deep dive' audit of 5 randomly selected adults with a range of care and support needs. Not all of these involved a safeguarding concern. Adults ages ranged from 20-72, three males and two females all living within their own homes. One adult had four children, and another lived with his mother. Partners from Adult Social Care, West Midlands Ambulance, Police, Fire Service General Practitioners, Black Country Healthcare NHS Foundation Trust (BCHT), Housing were involved in the audit.

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What can you do to improve your practice?

- Evidence how your practice has been proportionate, compassionate and timely.
- Each adult's experience is unique. Using a Making Safeguarding approach helps to begin to understand root causes as well as presenting concerns, develop relationships and support adults to make changes.
- Empower adults to make informed decisions by being clear with them about available options and support.
- Support from your manager is important particularly where you might need to override the wishes of an adult assessed as having capacity where risks are significant.

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Areas for Development

- Inconsistent use of the self-neglect risk assessment, tools, and pathway by practitioners.
- Where the behaviour or circumstances of adults led to questions being raised about capacity, mental capacity assessments were not undertaken, or the rationale recorded.
- Improved information sharing and working with appropriate agencies such as GP's.
- Limited use of the multi-disciplinary Team (MDT) process or evidence of contingency planning.

3

Good Practice

- Work with some adults evidenced the use of Making Safeguarding Personal approach by considering the history, lived experience of 2 adults in addition to their wishes and outcomes which strengthened interventions.
- Evidence of some practitioners working creatively whilst using a relationship-based empowering approach to build trust and strengthen engagement.
- In work with one adult, professionals provided appropriate challenge and resolution by using the WSP escalation process.