

Self-Neglect & Hoarding Policy, Pathway and Risk Assessment

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Policy

- Went live October 2017
- Multi-agency approach
- Shared definitions
- Shared understanding and aim
- Scope for long-term relationship-based involvement
- Clear communication and referral route

Key contents of policy

- Definitions, key indicators and contributory factors
- Key agencies and their roles
- Making Safeguarding Personal
 - Mental capacity and executive capacity
 - Advocacy and support
 - Consent and choice
 - Duty of Care
- Pathway and practice guidance

Practice Guidance



Assessment guidance



Record keeping, information sharing and confidentiality



Do's and Don't when working with someone who hoards



Assessing Executive Capacity



Legislation



Links and further reading

Referral

- To be used when the adult is at significant risk of harm and case conference is required.
- To be completed alongside the Multi-Agency Risk Assessment Guidance Tool.
- If unsure, contact MASH Consultation Line 0345 606 1499
- Detail action already taken
- Risk to/ impact on others
- Referrer or representative to attend meetings
- If 3rd party source of risk, refer as Safeguarding concern



Multi-Agency Risk Assessment Guidance Tool

Physical wellbeing and self- care

- Eating and drinking
- Washing and bathing
- Medical needs

Living conditions

- Home amenities
- Home and garden cleanliness
- Home safety
- Own views of safety in home and environment

Risk Assessment Guidance Tool



CAN BE USED TO PROMPT
DISCUSSION WITH THE
CUSTOMER



AID MULTI-AGENCY
PROFESSIONAL PLANNING
AND DECISION MAKING



ONGOING RISK
ASSESSMENT TOOL



SCALE IS NOT
EXHAUSTIVE

Example

Washing/bathing 1	2	3	4
Clean, bathed and groomed regularly with clean, weather appropriate clothing	Irregular bathing and occasional weather inappropriate clothing	<p>Occasionally bathed but seldom groomed. Clothing often dirty and/or unsuitable to weather conditions</p> <p>Concerns that this maybe having an impact on health of low level concern which is responsive to treatment in the community</p>	<p>Seldom/never bathed or clean, concern regarding odour. Dirty and/or poor condition of clothing (Maybe wholly unsuitable to weather conditions)</p> <p>Poor health of significant concern such as skin infections, sores, abscesses. Likely to unmanageable within community setting.</p>
Medical needs 1	2	3	4
Medical advice sought proactively for all health matters	Seeks advice from professionals on matters of genuine and immediate concern. Occasionally fails to keep appointments	Only seeks advice when illness becomes moderately severe. Fails to keep some medical appointments and takes only partial medical advice	Only seeks help when illness becomes critical (emergencies), this can also be ignored. Clear disregard for own welfare and/or fails to consistently take medication leading to physical ill health and frequent hospital admissions. Significant mental ill health may also be of concern

Case Conferences

- Multiagency meetings held if significant risk remains following intervention
- Individual central to decision making and present where possible
- Formal information sharing process
- Review of risks using Risk Assessment Guidance Tool
- Consideration of interventions and legal options
- Multiagency action plan
- Arranged by lead professional/ agency
- Chaired by Adult Protection Team managers



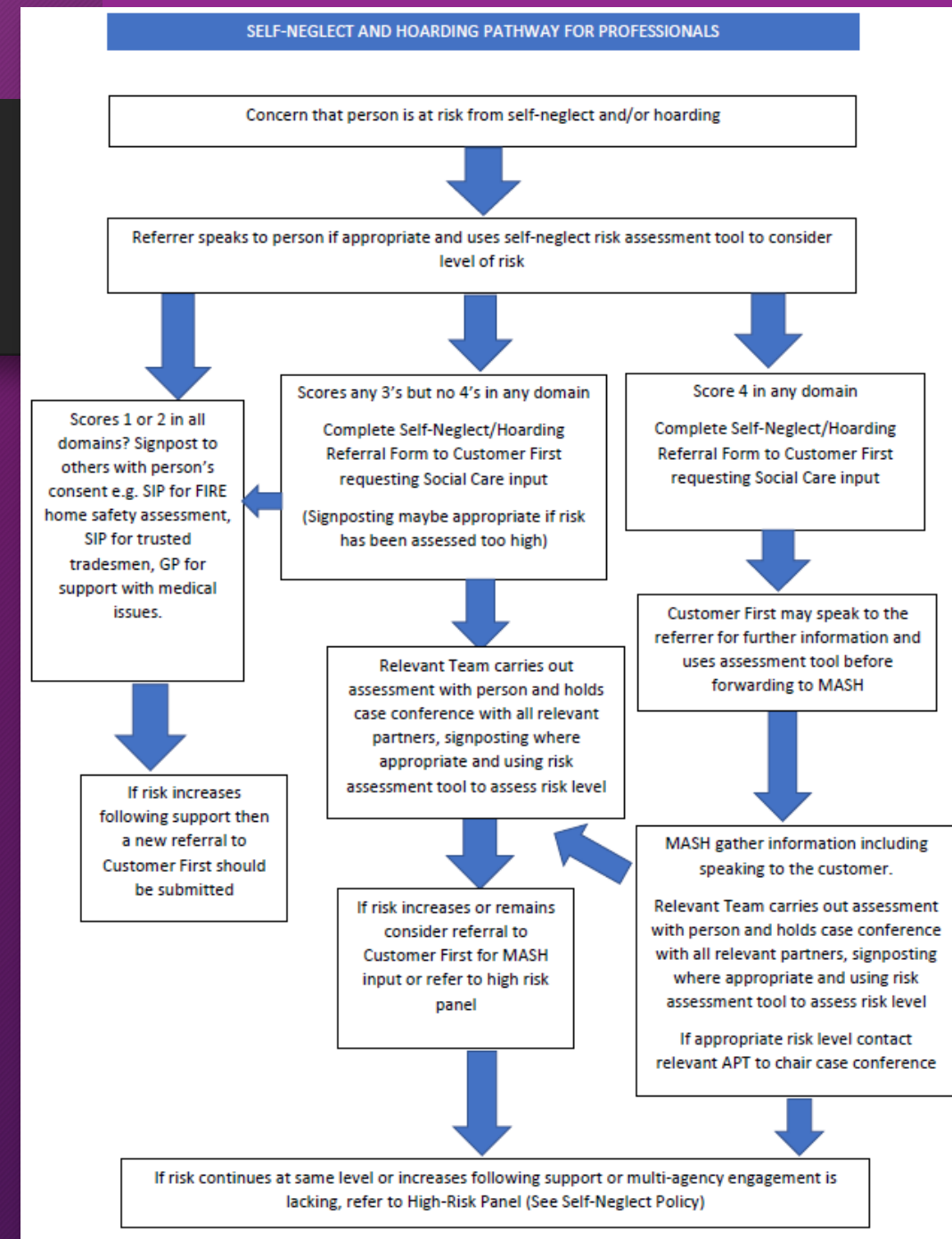
High Risk Panel

- Referral made by Case Conference Chair
- Reasons for referring:
 - Internal mechanisms exhausted for managing significant risk
 - Conference chair is concerned about a lack of progress
 - Public safety remains a concern
 - Lack of partnership engagement
 - Disagreement on deployment of resources
- Collaboratively owned by board partners
- Chaired by nominated senior member of SAB



Pathway

- Self-neglect and hoarding concern raised
- Referrer speaks to adult and uses risk assessment tool
- Scores 1 or 2 in all domains: signpost with consent, e.g. Fire home safety assessment, GP, etc.
- Scores 3s and below: Assessment carried out and Case Conference led by cluster team or other relevant organisation as appropriate.
- Scores 4 in any domain: Assessment carried out and Case Conference facilitated and chaired by Adult Protection Team.
- If risk continues or escalates and all options have been exhausted, or there are concerns about lack of partnership engagement, conference chair may consider High Risk Panel referral.



Links and contacts

- Policy can be found at:

<https://www.suffolkas.org/working-with-adults/policies-and-procedures/>

- Customer First - 0345 606 6167
- MASH Consultation Line - 0345 606 1499