KMSAB Policy and Procedures to Support People who Self-Neglect or demonstrate hoarding behaviour

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Kent and Medway Safeguarding Adults Board (KMSAB)

- KMSAB is a statutory multi-agency partnership which assures that adult safeguarding arrangements in Kent and Medway are in place and are effective.

- It oversees how agencies co-ordinate services and work together to help keep adults who are, or may be, at risk, safe from harm. Strategic role not front line.

- The KMSAB consists of the following statutory agencies:
  Medway Council
  Kent County Council
  Kent Police
  Integrated Care Board

- Working Groups include representation from other agencies

Three stages to meet threshold for safeguarding

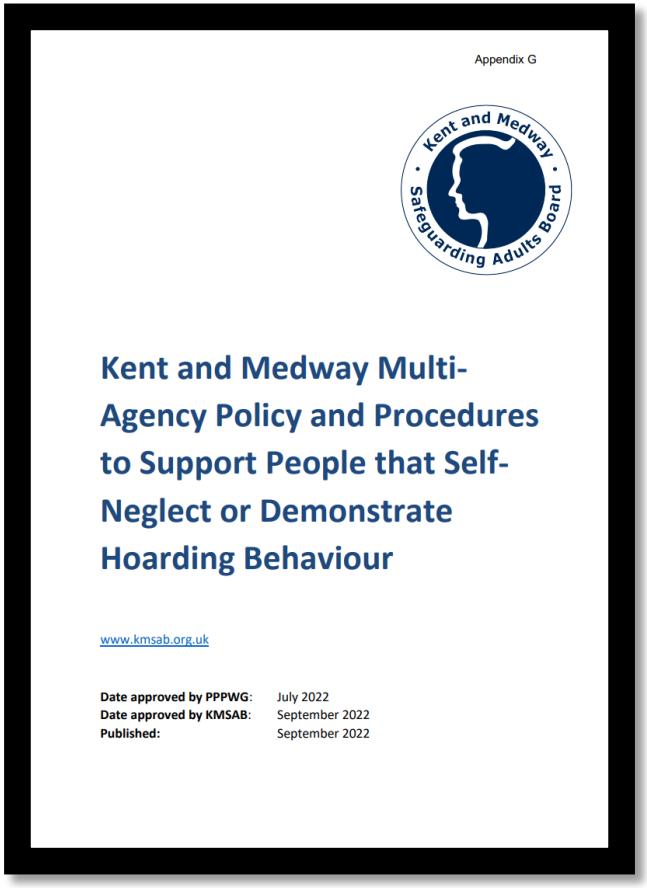
STEP 1	STEP 2	STEP 3
The person has care and support needs (whether the local authority are meeting those or not	**They may be experiencing, or at risk of, abuse or neglect**	**As a result of their care and support needs they are unable to protect themselves from harm or threat of harm**

Self Neglect and safeguarding

"Self-neglect This covers a wide range of behaviours neglecting to care for one's personal hygiene, health or surroundings and includes behaviours such as hoarding. **It should be noted that self-neglect may not prompt a section 42 enquiry. An assessment should be made on a case-by-case basis.** A decision on whether a response is required under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviours. There may come a point when they are no longer able to do this, without external support."
Care Act Stat Guidance 14.17

Common Issues in Practice

- Reluctance to engage with services
- Professional Curiosity not applied
- Limited interventions / resources available
- Expectations of others
- Lack of multi-agency working
- Risk of significant harm as a result of action or inaction



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- Multiagency policy & procedures to support practitioners work together effectively
- Promotes a shared understanding and awareness
- Ensures a proportionate response to level of risk to self and others
- Clutter ratings and Quick Guide

https://kmsab.org.uk/professionals/kmsab-policies

Risk Assessment

- Need to first identify potential risks and harms
- Split into two sections: Self Neglect & Hoarding
- Must be appropriate and proportionate to the role of the agency carrying it out and based on presenting information
- Use professional judgement to consider frequency, impact on individual or others and complexity
- Tables provided to give guidance on factors to consider whether LOW, MEDIUM or HIGH risk
- There is additional guidance on what questions to ask to assist in assessing risk of self neglect and hoarding

Clutter Image Rating: Living Room

Please select the photo below that most accurately reflects the amount of clutter in your room.

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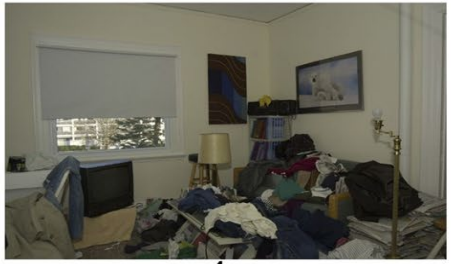
1

2

3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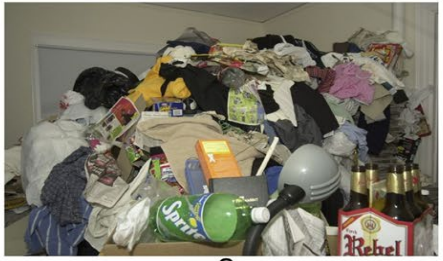

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Risk and actions

The agency first identifying risk should initiate actions depending on level of risk

Level of Risk	Actions	Lead agency
Low	Aim to empower person to improve health & wellbeing and preventative strategies. Encourage take up of services and engage with community activities	Identifying agency
Medium	**Must consider** arranging initial multi-agency discussion. If hoarding at clutter index rating 4 upwards then a referral to Kent Fire & Rescue and council must be considered.	As agreed at multiagency meeting
High	If risk of significant harm to an individual with care and support needs and who cannot protect themselves as a result then should raise a safeguarding concern. The Local Authority must make whatever enquiries it thinks necessary to enable it decide whether any action is to be taken and by whom	Local Authority or other agreed agency

Urgent Safeguarding Actions

If the individual is at immediate risk of serious harm, then contact should be made with other agencies whilst you are still with the individual.

This may include contacting:

- Kent Police
- Kent Fire and Rescue Service – online referral form
- SECAMB - Ambulance Service
- Local Authority Social Services

In medium and high risk cases

The following must be considered in a multi-agency meeting and/or included in the referral to the Local Authority:

- Details of concerns
- Clutter Image Rating, if relevant
- Views of the individual (including consent)
- Information about Capacity
- Who else lives at the address (Think Family)
- Information gathered about who regularly visits the address
- Contact details of family
- Other concerns/risks
- Actions already taken to help safeguard the individual

Arranging a multi-agency self-neglect and hoarding initial discussion

Suggested partners

- Kent Fire & Rescue
- Kent Police
- G.P./District Nurse
- Social Services
- Mental Health Agency/Relevant area MIND
- Community Wardens
- Housing Provider
- Private Sector Housing
- Environmental Health
- Care Agencies
- Community/Voluntary Sector

Arranging a multi-agency self-neglect and hoarding initial discussion

Where risk is categorised as medium the agency identifying the concern must consider arranging a multiagency meeting with appropriate agencies. During this discussion;

- The agency who identified the concern will outline their concerns and overview of case
- Relevant agencies share information and record the information in lieu of a referral
- Risks are reviewed against vulnerabilities
- Lead agency identified
- Initial action plan and review agreed and owned by lead agency
- Minutes & actions are recorded by the initiating agency and shared
- Any future meetings arranged by the lead agency

Template agenda for meeting included (appendix 4)

Legal Framework and Interventions

Where risks are very high legal advice should be sought and available legal remedies should be considered including application to the Court of Protection where there are concerns about mental capacity.

Some other legal frameworks that could apply:

- Animal Welfare Act 2006
- The Fire and Rescue Services Act 2004
- Public Health Acts 1936 and 1961
- Environmental Protection Act 1990
- Housing Act 2004
- Anti-Social Behaviour, Crime and Policing Act 2014

Top Tips

- Mobilise family members both to contribute to and support the plan
- Build on strengths and understand the persons wishes and feelings
- Use community resources to connect people to activities that support their wellbeing
- Be prepared to challenge others if necessary *
- Be clear about your legal mandates and options.
- Negotiate the time and space to do the work
- Use personal and professional support mechanisms.

*https://kmsab.org.uk/assets/1/escalation_policy_resolving_practitioner_differences.pdf