



## **Multi-agency Policy for Managing Risk- High Risk/Self-Neglect/ Hoarding Cases**

This is the multi-agency policy for the management of cases involving individuals who are at risk to injury and/or death due to lifestyle/ self-neglect/ hoarding, refusal of services.

If a case involves an individual who is at **HIGH** risk of **SEVERE** injury or **DEATH** the case will be reviewed by the High Risk/Self-Neglect/Hoarding Forum led by Cheshire East Safeguarding Adults Board (CESAB).

Cases involving hoarding lifestyle and deemed to be **low/medium** risk will be reviewed by the Multi-agency Hoarding Forum led by Cheshire East Council (CEC) Strategic Housing.

All cases are referred via the same referral form/system (appendix 1)

**Please note:** This policy is intended for use where **there is no perpetrator** – The risk arises from the individual's refusal to engage with services and/or their level of self neglect and/or lifestyle choices puts them at risk to injury and possible death. It is essential that the referrer/ professional establish that the individual is not an adult at risk suffering from abuse from another party before this protocol is implemented.

In the majority of cases the Care Programme Approach or adult needs assessment, care planning and review will be the best route to provide appropriate intervention in self-neglect and high risk cases. This will respect the person's right to make unwise choices where there is capacity.

However it is recognised that some people who self-neglect regularly use emergency services inappropriately, and can make high demand on services on a day to day basis but do not necessarily present as requiring an adult needs assessment. This high usage or inappropriate use of services can be an indicator of vulnerability which should be collated by agencies, and the appropriate intervention considered.

Therefore, this policy will apply where-

- The adult at high risk has refused to engage with services, without which their health and safety needs **cannot** be met, which could result in **significant** harm/ **possible death to them**. These cases will be reviewed by the High Risk/ Self-Neglect Forum.



- The adult at high risk accepts care and support at home but the care and support at home is not enough to mitigate the high risks, yet the adult does not want to move into 24 hour support.
- The adult at risk has repeatedly used emergency services inappropriately or/and make regular contact with other services for assistance, but do not necessarily meet the criteria for service and their lifestyle could result in **significant** harm/ **possible death to them**. These cases will be reviewed by the High Risk/Self-Neglect Forum.
- The adult is at medium/ low risk having limited engagement with services but their Hoarding lifestyle means there are continued concerns regarding the individual's health and safety. These cases will be reviewed by The Multi-agency Hoarding Forum.

The purpose of this protocol is:

- To ensure senior managers are aware, and can support workers, with high risk cases that may result in attendance in coroner's court, challenges in the press etc.
- To provide a multi-agency framework to monitor and manage risk situations and record agreed actions

It is essential that your manager is notified before referral to the Cheshire East Safeguarding Adults Board (CESAB). After discussions with your manager, if it is felt that the individual meets the criteria for referral (risk management plan is not working), the attached form will need to be completed and forwarded to Cheshire East Safeguarding Adults Board. A final decision will then be made by the CEC Adults Safeguarding Lead and Housing Standards and Adaptations Manager regarding whether the referral meets the criteria for High Risk/ Self-Neglect Forum/ Multi-agency Hoarding Forum.

If the case does fulfil the criteria, it will be placed on the agenda of the next relevant multi-agency forum. Partner agencies are expected to attend the meeting and provide details of all services that have been offered, as well as detailed information on all assessments including capacity and risk. Forums will take place on a six weekly basis.

**It is essential when making a referral to include all work done so far with the adult at risk, to ensure that a risk assessment has been completed, that a Professionals meeting has taken place, and actions from that followed up.**



**Finally please ensure a recent visit to the individual has taken place so the forum has up to date information.**

If a case does not fulfil the criteria the CEC Adults safeguarding lead/ Housing Standards and Adaptations Manager will contact the referrer to discuss the basis for this decision.

Minutes from the professionals meeting will be circulated to attendees and each agency will take responsibility for the secure storage of these minutes on their relevant databases.

CESAB will keep a record of all actions from both forums. The responsibility to take appropriate actions rests with individual agencies; it is not transferred to the High Risk/ Self-Neglect meeting/ multi agency Hoarding Forum or CESAB.

There will be a review of cases six months after the original meeting, if required, to update, share information and monitor outcomes.



## APPENDIX 1

### **High Risk/ Self-Neglect/ Hoarding Referral Form**

Please email form to –  
[lsab@cheshireeast.gov.uk](mailto:lsab@cheshireeast.gov.uk)

**It is essential when making a referral to include all work done so far with the adult at risk, to ensure that a risk assessment has been completed, that a Professionals meeting has taken place, and actions from that followed up. Finally please ensure a recent visit to the individual has taken place so the forum has up to date information.**

<b>Name of adult at risk:</b>
Date of Birth
Address
Referrer's name and contact details
Details of concern and nature of vulnerability
Outline recent work undertaken with adult at risk, and include the date last seen by referrer. This should be recent to get an up to date report.
Please attach a copy of latest risk assessment when sending in referral.



Name of other services/workers that you feel should be invited to meeting; **please include their email addresses and contact number.**

Is the person aware that this referral is being made - Yes/ No  
Has the person been invited Yes/No. If no give reason:

Wherever possible consent should be sought, however, if consent is not given a referral can still be made, and a discussion will take place.

***The meeting process will be mindful of an individual's human rights whilst ensuring that partner agencies exercise their duty of care. Information discussed within the meeting is strictly confidential and must not be disclosed to third parties.***

***All agencies should ensure that the minutes are retained in a confidential and appropriately restricted manner. The responsibility to take appropriate actions rests with individual agencies; it is not transferred to the High Risk/ Self-Neglect meeting or the Adult Safeguarding Unit.***

***The role of the meeting is to facilitate, monitor and evaluate effective information sharing to enable appropriate actions to be taken to increase an individual's safety.***

**Please sign that you agree to abide by the above principle:**

Name:

Agency:

Date:



Cheshire East Safeguarding  
Adults Board



CE Strategic Housing Hoarding Forum

Date

Dear ....

**RE: High Risk/ Self-Neglect/ Hoarding referral**

**Name/DOB of Individual concerned:**

Thank you for your referral. The case has been considered and does fit within the criteria for the following -

The High Risk Self Neglect Forum .....

The High Risk Forum .....

The multi-agency Hoarding Forum .....

The case will be discussed at the following Professional's meeting -

To be held on (DATE) at (TIME) at (VENUE)

You are expected to attend this meeting and bring the following with you:

- Details of all services that have been offered to the individual.
- Detailed information on all assessments including capacity.
- Copies of risk assessment and management plan.

Please do not hesitate to contact the Cheshire East Safeguarding Adults Board on 01625 375753 with any queries regarding this meeting or [lsab@cheshireeast.gov.uk](mailto:lsab@cheshireeast.gov.uk)

Regards

Katie Jones  
Business Manager ,Cheshire East Safeguarding Adults Board

## High Risk/ Self-Neglect/ Hoarding Cases

