

2018

Hertfordshire
Safeguarding Adults Board
Working together to prevent abuse

HSAB MULTI-DISCIPLINARY GUIDANCE FOR COMPLEX CASES

A guide to practitioners working with adults outlining the importance of adopting a multi-disciplinary approach to practice when needs require it.



Introduction

The HSAB's priority is to ensure partners are working together to ensure the best and most appropriate care and support is provided to ensure wellbeing and independence. This is especially important when we work alongside individuals whose needs may be described as complex and or high risk and may require input from multiple agencies. HSAB are committed to these principles and will ensure that:

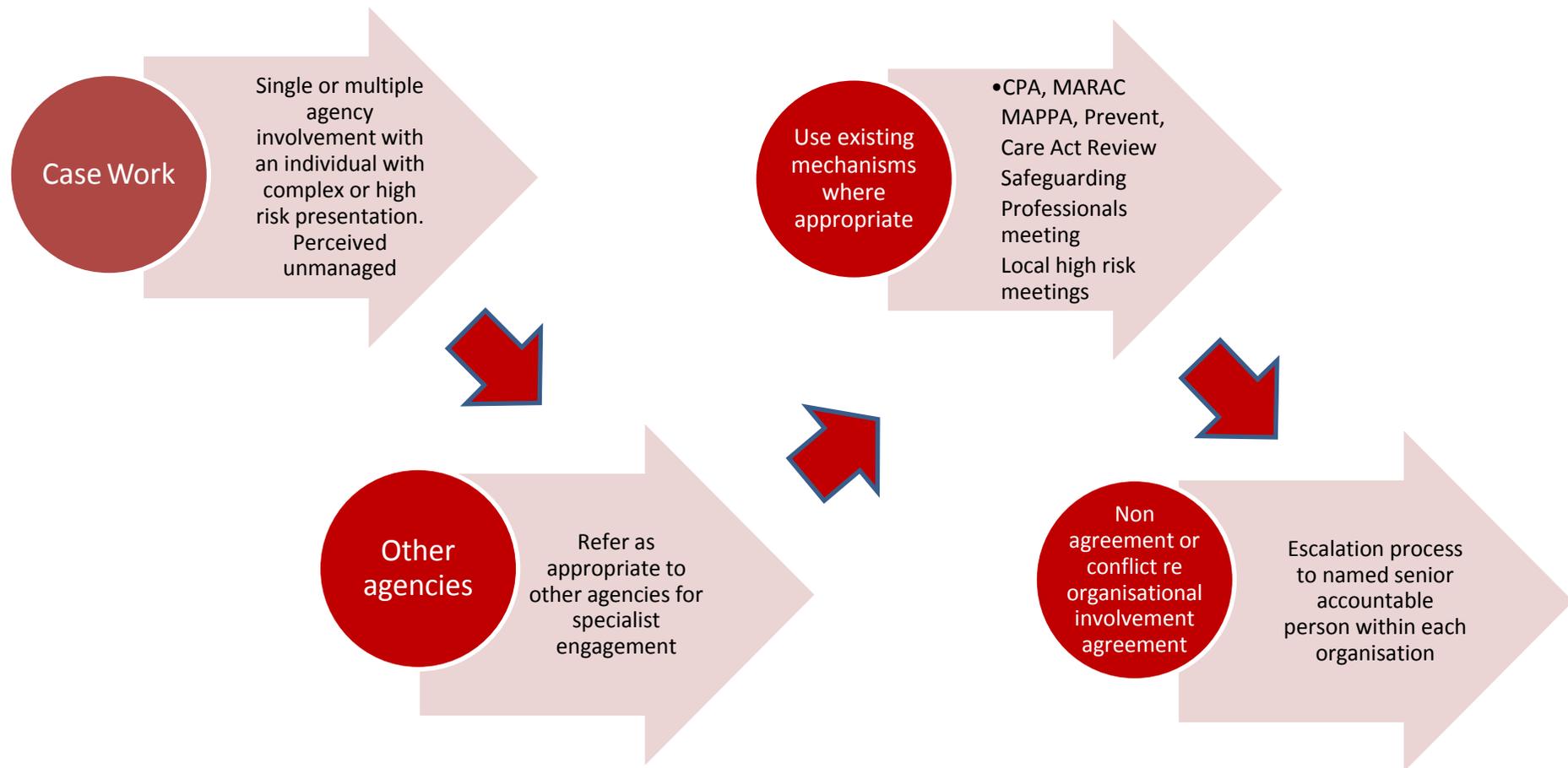
- there is effective multi-agency working and practice
- concerns receive appropriate prioritisation
- agencies and organisations fulfil their agreed responsibilities and statutory functions.
- there is a proportionate response to the level of risk to self and others.
- agencies and organisations comply with relevant health and social care law
- fully include the individual in planning and discussions in relation to their care unless there is a legal reason not to do so.

This is achieved through:

- promoting a proportionate approach to risk assessment and management
- clarifying different agency and practitioner responsibilities and in so doing, promoting transparency, accountability, evidence of decision-making processes, actions taken and
- promoting an appropriate level of intervention through a multi-agency approach.
- including the individual in decision making and discussion through out

This guidance gives an outline to professionals in how to manage complex cases within a multi-agency environment.

MULTI-DISCIPLINARY WORKING FLOW CHART



Case Work

People with complex needs (and those close to them) emphasise the importance of individually tailored support and value a range of person-centred approaches to care. Best practice requires staff to use their time and services flexibility, to respond to each individual's unique needs and preferences.

Features of good practice	
Individual level support	Service organisation
Person-centred ways of working	Flexibility
Meeting practical, emotional and social needs	Specialist expertise
Reliable, well-coordinated delivery	Support to access and use information
Staff attitudes and approach	Key workers and coordination
Continuity in support	Timely, proactive approach
	Provisioning of care and support

Other Agencies

When staff are working with complex needs cases they should where appropriate make referrals to other agencies so that any appropriate or specialist services can be provided.

See Appendix 1 for list of local organisations

Where there is a need to hold a multi-agency meeting with regard to a case, make sure that where appropriate existing mechanisms are used. This should avoid duplication. These can include:

- CPA
- MARAC
- MAPPA
- Prevent
- Care Act Review
- Safeguarding
- Professionals meeting
- Local high risk meetings

Anybody concerned about an individual case has the right to call a multi-agency meeting to discuss ways to progress a case.

Any meeting must be recorded – (see meeting template in Appendix A for use if there is no formal template eg CPA), the record must be kept by the individual calling the meeting and the minutes and actions distributed to those present.

Non-Agreement

There will be times when individuals cannot agree on the care or services being provided. If no agreement can be reached between practitioners, then they must escalate this to their line managers within their own organisations. A number of organisations already have a cross service protocol which sets out expectations in such an event of disagreement and should be considered in the first instance. If there is not such agreement or no resolution can be achieved at Senior Manager level then organisations should refer to the HSAB escalation guidance which outlines how on very rare occasions issues can be escalated to the HSAB chair.

The Escalation Policy can be found here:

<https://www.hertfordshire.gov.uk/media-library/documents/adult-social-services/herts-safeguarding-adults-board/hsab-information-for-professionals/hsab-escalation-policy-june-2018.pdf>

Links to other Guidance

To add

- [Self-Neglect Guidance and Hoarding](#)
- Safeguarding Procedures [HSAB Procedures](#)

Directory of Local Resources

PARTNER AGENCIES	PROVISION	CONTACT DETAILS
Hertfordshire County Council Adult Social Care	For adult social care To report concerns about abuse or neglect of an adults	0300 123 4042 adult.safeguarding@hertsccl.gcsx.gov.uk
Early Help Triage and MASH (Multi-Agency Safeguarding Hub) Children’s Services	Information for families. Discuss concerns for a child or family and receive Early Help advice on thresholds and pathways. Make a Child Protection referral.	Contact Details 0300 123 4043 protectedreferrals.cs@hertfordshire.gov.uk
Hertfordshire Constabulary	Emergency response to crime or harm	In an Emergency call 999 – life in danger or crime in progress. In a non – Emergency call 111 www.herts.police.uk
East of England Ambulance Services NHS Trust	Ambulance/Emergency services Community First Responders Patient transport service	999 for emergencies 0345 601 3733 www.eastamb.nhs.uk
Hertfordshire Partnership Foundation NHS Trust	Provide a wide range of inpatient, community and specialist mental health services. These services include: rehabilitation, home treatment, community mental health services, assertive outreach, early intervention, inpatient services, day services and	0300 777 0707 www.hpft.nhs.uk
Hertfordshire Community NHS Trust	The Trust is the principal provider of community-based healthcare to the 1.2m residents of Hertfordshire. The Trust provides community-based services for adults and older people, children and young people, and a range of specialist care services. The Trust also provides the	https://www.hct.nhs.uk/referrals/ This page shows contact numbers for the relevant teams across the County.

	healthcare service to the Mount Prison.	
5Hertfordshire MIND	Provision for person-centred mental health support to enable people to be in control of their lives.	02037 273600 www.hertsmindnetwork.org National Mind Information Line - 0300 123 393 www.mind.org.uk
Environmental Health (District and Borough Council's)	To investigate complaints relating to filthy or verminous premises within the area. Where appropriate to serve legal notice upon the owner / occupier to cleanse filthy or verminous premises. Provide a free pest control service to treat for rats	<p>Broxbourne District Council: http://www.broxbourne.gov.uk/</p> <p>Dacorum Borough Council: http://www.dacorum.gov.uk/</p> <p>East Hertfordshire District Council: http://www.eastherts.gov.uk/newhome</p> <p>Hertsmere Borough Council: https://www.hertsmere.gov.uk/Home.aspx</p> <p>North Hertfordshire District Council: http://www.north-herts.gov.uk/</p> <p>St Albans District Council: http://www.stalbans.gov.uk/</p> <p>Stevenage Borough Council: http://www.stevenage.gov.uk/</p> <p>Three Rivers District Council: http://www.threerivers.gov.uk/</p> <p>Watford Borough Council: https://www.watford.gov.uk/</p> <p>Welwyn & Hatfield District Council: http://www.welhat.gov.uk</p>
PDSA – Animal Charity	Care for the pets of people in need by providing free vet services to their sick and injured animals, and promoting responsible pet ownership	www.pdsa.org.uk/near-me

RSPCA	Report concerns about the welfare of an animal	www.rspca.org.uk/adviceandwelfare
Age UK	Information/Advice& Support to people aged 50+	0300 345 3446 www.ageuk.org.uk/hertfordshire
Health watch	Giving people a voice Improve wellbeing Safeguarding Advocacy support	01707 275978 www.healthwatchhertfordshire.co.uk
Trading Standards Department (Rogues and Scams Team) – Hertfordshire County Council	Work covers : Protecting consumers Working with Businesses Acting against Rogue Traders	01707 281401 www.hertfordshire.gov.uk/services/Business/What-does-Trading-Standards-do/
Hertfordshire County Council Fire and Rescue Service	A 24 hour, 365 days a year emergency response service. We provide a wide range of safety initiatives and enforce fire safety legislation.	0300 123 4046 www.hertfordshire.gov.uk/services/fire-and-rescue/

