

## **Self-Neglect Guidance - F. A.Q**

Question- Why did we need to change from the VARM process?

***Answer - To offer clarity that Self-Neglect is a category of abuse in the Care Act; therefore, as LLR, we have decided to go down the section 42 route with at high risk of self-neglect.***

Question -What do we mean by an organisation's escalation process?

***Answer- In every organisation, there is an escalation guidance, a route to raise concerns with from one level of management to another.***

Question- Will the multi-agency meetings for high-risk people be organised by Adult Social Care?

***Answer - if a person is determined as "high risk" then a referral to safeguarding should be completed. But referrals should not be made re. Safeguarding without a person's consent (unless others are at risk), or the adult is assessed to lack capacity regarding the decisions related to their self-neglect and safeguarding.***

Question -What are universal services?

***Answer-Universal services are what everyone has access to like GP's, libraries, community centres, sports centres etc.***

Question -Can you clarify if other agencies can lead when risks are deemed Low or Moderate? or are Adult Social Care to lead all meetings?

***Answer -The guidance is clear that any agency can lead when the risks are deemed low or moderate. Consideration should be given to which professional/agency knows the person best, as well as those professionals who are best placed to lead the interventions required to reduce risks.***

Question. How does it work re. policy that if a person is determined as "high risk" then a referral to safeguarding should be completed. But referrals should not be made re. Safeguarding without a person's consent (unless others are at risk).

***Answer- You do not legally need consent under Care Act for safeguarding referrals, but of course it is good practice to try to obtain consent.***

***It is always best practice to gain consent from an adult when you make a Safeguarding Alert. However, you can share concerns when you believe that there is a public interest or that you need to protect vital interests. If you are unsure what action to take review the Information Sharing in the LLR Safeguarding Adults procedures as well as you own***

**agencies information sharing guidance. You can also speak to your manager of Safeguarding Team.**

Question -In terms of reasons for hoarding, what about the need/wish/overriding desire to have control as a reason? (Sometimes but not always linked to diagnosis/trauma? - Autism?).

**Answer -Each person's situation needs to be carefully considered based on their unique circumstances. If a professional doubts that a person has capacity to make a specific decision in the case of hoarding - whether to manage their possessions and belongings, then an MCA assessment should be carried out. If the person is unable to either understand, retain, use and weigh or communicate their decision then the Mental Capacity Act assessment requires the assessor to consider the link between any impairment of the mind or brain that is preventing the person making the decision- this could include the impact of trauma and diagnoses such as Autism.**

Question -Is the paperwork for all levels of meetings or just when Adult Social Care are involved i.e. do we use them for moderate?

**Answer- The Multi-Disciplinary Team meeting template and agenda which is in the guidance under appendixes is recommended for use when a person is at moderate risk. See the following link for word documents <https://www.lradultsafeguarding.co.uk/self-neglect-and-hoarding/>**

Question -Are new referrals going to the safeguarding team where there is no allocated worker?

**Answer -If the person is deemed to be at high risk of self neglect or hoarding and is an "adult at risk" (see guidance for details) Then a referral should be made to the responsible Adult Social Care Dept:**

**Leicester City this is 0116 454 1004.**

**Leicestershire: 0116 454 1004**

**Rutland: 01572 758 341**

Question -Is the VARM specifically stopped to Self-Neglect and Hoarding or for all categories?

**Answer -VARM was only to support people who were at high risk of self neglect including hoarding.**

Question – It seems a Mental Capacity Act assessment is expected to confirm an individual's decision-making ability; will there be training on how to determine the salient points for a range of common self-neglect categories?

***Answer -Each agency is responsible for providing their staff with the appropriate MCA training according to their role and responsibilities so we would suggest you raise this with your agency Learning and Development Lead/Training Dep, or Safeguarding Adults Lead.***

Question –Can I ask what will happen to existing VARMS?

***Answer - If the risk is high, in terms of the person is at serious risk of harm if there was no intervention, then these cases need to be looked under the safeguarding process.***

Question –In Homeless services VARM is used frequently. I am concerned about the consistent delivery of the new process with the information provided about the change. Is it possible to arrange a training morning or day for these services?

***Answer -We are unable to offer any additional training as each agency is expected to support their staff with understanding and using the new guidance going forward so, please raise with your agency Learning and Development Lead or NHS Safeguarding Team.***

Question –Will LCC have new mandatory training on the learning hub for this, to replace the previous VARM training?

***Answer - Yes, in due course.***

Question –Will social care attend multi agency meeting called for moderate cases?

***Answer - All agencies that should be or are already working with the person should attend the Multi-Disciplinary Team meeting.***