

Multi Agency Quality Assurance Audit: Self Neglect April 2023



The adults reviewed for this multi agency audit are aged between 47 and 94. 3 are female and 3 male. Some live in their own or rented home, one in a nursing home, one of the adults audited has died since the cohort was chosen

The adults in the audit have a range of issues in addition to self neglect including mental health, being an amputee, diabetes, poor mobility, recent bereavement, domestic abuse, carer stress, drug and alcohol misuse, Alzheimer's diagnosis.

What we are worried about?

The audit group saw concerns in terms of:

- Choices by adult could have been better communicated to other professionals involved
- Hoarding – impact on other family members
- Lack of clarity about level of hoarding in referral
- Domestic Abuse identified but not shared with Police or Next Link
- BRAG not completed for adult with vulnerabilities
- Adult known by different names by different agencies
- Repeat deep cleans happening for an individual

The audit of 26th April 2023 reviewed the records of six adults who were identified through Adult Safeguarding under the theme of Self Neglect. The aim of the audit was to ascertain whether there were good multi-agency standards for managing cases and whether organisations have implemented a robust and consistent response in line with statutory and good practice guidance, SGSAB policies and procedures and the six key principles underpinning all adult safeguarding work. This theme is being revisited to look for progress and impact of change.



Theme: Hoarding

- Lack of knowledge about clutter rating tool
- Descriptions of 'dirty' or 'cluttered' home need some evidence or indication of scale to avoid subjective decisions
- Use the links in this briefing to access helpful tools



Including family views is key, especially when they are providing some of the care. This should be attempted even when there are complex family dynamics



If you are making a referral about hoarding it is important to use the clutter rating tool to help identify levels of risk and include in your referral



This audit saw more use of multi agency meetings for self-neglect

What Good Practice did we see?

- Voice of adult heard and choices recorded
- Self Neglect identified by care home immediately and good multi agency communication
- Good person centred assessment including adults views and feelings
- Evidence of Multi Agency meeting that was effective
- Contact details provided when someone declines support
- Regular welfare checks by police for vulnerable person who has crisis moment engagements with police
- Good evidence of joint working
- Lots of consideration for capacity evident

Click these shapes for more information



Organisations that audited their involvement with the six adults were: Adult Social Care, Sirona, NBT, Next Link, AWP, Avon & Somerset Police, GPs, DHI, SWAN Advocacy

Self Neglect
Training click
here

Self Neglect
Guidance click
here

Working with Hoarders Guidance
from Avon Fire and Rescue
click here

Clutter rating tool to
help identify risk of
hoarding click here