

Multi Agency Quality Assurance Audit: Mental Health February 2023



The adults reviewed for this multi agency audit are aged between 21 and 62. 3 are female and 3 male. Some live in their own or rented home, two in supported living, one had period of homelessness

The adults in the audit have a range of issues in addition to Mental Health they were experiencing including Autism, Downs Syndrome, LD, OCD, Anxiety, Childhood trauma, self neglect, drug and alcohol misuse, suicidal tendencies, modern slavery, exploitation, ADHD, domestic abuse, homelessness

What we are worried about?

The audit group saw concerns in terms of:

- Carer stress evident but information not shared with GP
- Delayed decision making in Social Care, although this has improved now
- Appropriate placement difficult to find for adults with complex mental health needs, especially when there is cross border working
- Complex and high risk adult at risk of exploitation with multiple agencies involved – recent Strategy Meeting held virtually which meant the adult didn't know who was on the call and was anxious about this

Click to report Modern Slavery to A&S Police

Unseen can support when there may be trafficking or modern slavery
Click for details



Theme: Working well together

- Work closely with colleagues from other organisations when there are complex needs
- Hold a multi agency meeting
- Include the adult and support them to be part of meetings, especially if they are virtual



Impact of the cost of living crisis for one alcohol dependent adult – it would be very unsafe and dangerous if he suddenly stops drinking and he no longer has enough money to buy alcohol



Frequent Callers to services:

Creative thinking and multi agency work to ensure support is in place, with a joined up response



Any professional can call a Multi Agency Meeting

What Good Practice did we see?

- Agencies respond every time to each incident and deal with calls appropriately even when there are multiple calls a week.
- Evidence of the voice of the adult being heard
- Reduced risk of self neglect following intensive piece of work and a support package
- Use of social prescribing
- Multi Agency meeting held for two adults
- Good links between Next Link and Drug & Alcohol services
- Good liaison between police, mentoring, street mental health team, ambulance crew
- Good relationship based work
- Person centred practice seen in all agencies when an adult prefers a female worker
- Use of IPCT weekly meetings (Virtual Mental Health Ward)

The audit of 2nd February 2023 reviewed the records of six adults who were identified through Adult Safeguarding under the theme of Mental Health. 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. There was also consideration given about the impact of the cost of living crisis.

Click these shapes for more information



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

Mental Health Awareness Training click here

Professional Curiosity Training click here

Refer to the Creative Solutions Board here

Mental Health and Wellbeing advice to share with adults
Click here