



# Safeguarding Adults Forum December 2023

Facilitator –

Karen Littleford,  
Safeguarding Adults Lead,  
Partners in Care

 [partnersincare.org.uk](https://partnersincare.org.uk)





**The views expressed by the presenters are their own and not necessarily those of partner agencies.**





## ✓ **Digital Switchover –**

Vicky Andrews, Services Manager, Wrekin Housing Group

## ✓ **Scams - a local perspective –**

Ben Deacon, Public Protection Technical Officer for Scams, Trading Standards, Shropshire Council

## ✓ **SARS and DHR update –**

Lisa Gardner, Development Officer, Shropshire Safeguarding Community Partnership and Karen Littleford, Safeguarding Adults Lead, Partners in Care

## ✓ **Self-Neglect and the Multi-Agency Risk Management (MARM) Framework**

Fiona Williams, Team Manager, Mental Health Social Work Team- Adults

## ✓ **Resources and Webinars**

Karen Littleford, Safeguarding Adults Lead, Partners in Care

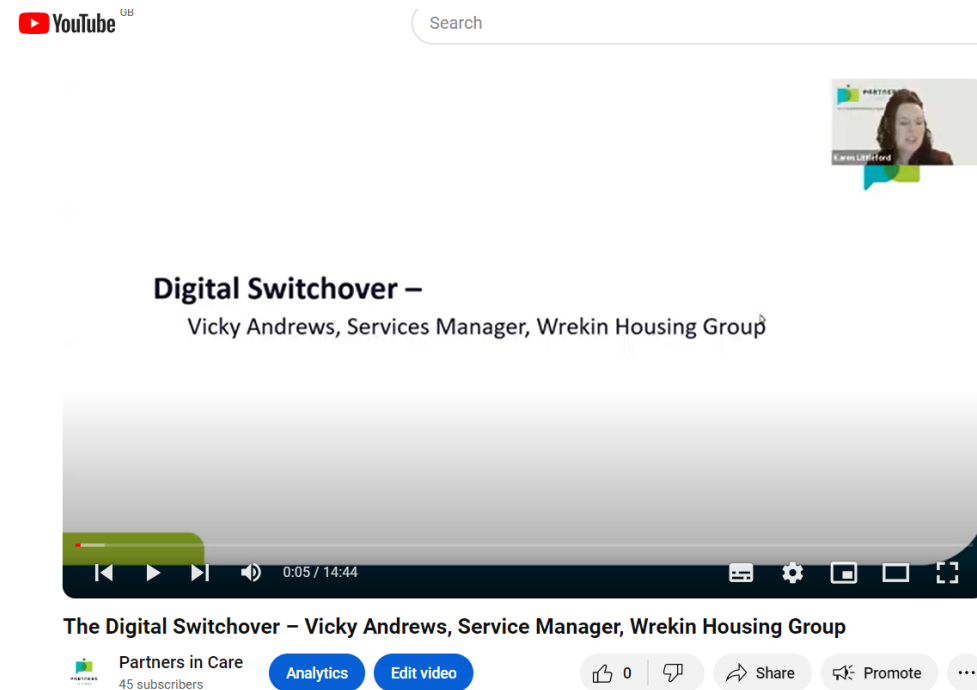


# Digital Switchover –

Vicky Andrews, Service Manager, Wrekin Housing Group



Watch the recording of this session on the Partners in Care YouTube [here](#)



# Digital Switch Over



# The digital shift explained

TSA - The Digital Switchover: Analogue to Digital for Telecare Services - subtitled

**Watch the video here**

<https://youtu.be/D4FhDJhGAIE>



# What does this mean

- The term 2025 can be misleading, exchanges are starting to convert over now!
- Telecom engineers are already going into customers' homes and converting them to fibre. Leaving vulnerable people without alarms.
- Convertors can compromise alarms
- Doing nothing is not an option, 12 % of analogue alarms fail each day.



# Challenges

- **Interoperability**

One of the biggest challenges we have seen is the interoperability, with providers putting profits ahead of customers. For the technology to work successfully it need to communicate with an Alarm Receiving Centre.

- **Connectivity**

A lot of technology, even the hardwire systems relies on a SIM for back up. Telford and Wrekin, and in particularly Shropshire has limited 4G connectivity in places. This means solutions can be move expensive relying on external aerials. This also means that there is less resilience in terms of network.

- **Resilience**

As technology progresses rapidly, we are experiencing outages and the. Recent core network outage was the first of its kind in 7years.



# Challenges

- **Price**

Digital technology is expensive, and manufacturing is becoming increasingly difficult. Parts can be hard to get hold of and companies have not scaled up accordingly.

- **Longevity**

Rapidly evolving technology. Means that, new developments come on the market quickly. One solution today may become outdated and less desirable very quickly

# Scams



- Fraudsters are using this as a opportunity to make money from vulnerable people.
- Be aware! Most homeowners across Telford and Shropshire will have alarms provided by WATCH, Shropshire Council, Telford and Wrekin Council, Medquip or Careium.

# Search for TSA members across the UK and overseas

<https://www.tsa-voice.org.uk/membership/member-directory/?letter=w>  
(Wrekin Housing Group is WATCH)

The screenshot shows the TSA Member Directory website. The top navigation bar includes links for 'Find TEC Services', 'TEEC Conference', 'TEC Quality', 'Member Directory', and 'Member Sign In'. The main navigation menu includes 'About Us', 'Our Work', 'Membership', 'Events', 'Consultancy', 'Workforce', 'News & Views', 'Resources', and 'TEC Guidance'. The search results are displayed in a grid of three columns, each representing a different member organization. Each entry includes a description, contact information (Email, Telephone, Website), and a 'More Info' button. The first entry is for Walsall Council, the second for Watch Lifeline, and the third for West Dunbartonshire Council. The WATCH Alarm Service entry is highlighted with a red banner indicating it is a 'CERTIFIED MEMBER - QSF Certified'.

Member Name	Description	Contact Information	Certification
Walsall Council	Walsall Council – Metropolitan Local Authority Population 284100 Walsall Borough comprises 20 wards Central services – DAT...	Website: www.warrington.gov.uk	
Watch Lifeline	Watch Lifeline	Email: Robin.Ollett@richmond... Telephone: 020 8871 6000 Website: www.wandsworth.gov...	
West Dunbartonshire Council	West Dunbartonshire Council take on a wide range of roles, whether we are providing specialist care and support to the most...	Email: susan.filshill@west-du... Telephone: 0141 951 6187 Website: www.west-dunbarton.g...	
WATCH Alarm Service	WATCH Alarm Service	Email: vicky.andrews@wrekin... Telephone: 01952 217042 Website: www.wrekin.com/Page...	CERTIFIED MEMBER - QSF Certified

# Who we are



Cost of Living Support and Advice

**Wrekin**  
WATCH alarms

24 HOUR HELP AT THE  
TOUCH OF A BUTTON

Navigation > Home

## Wrekin WATCH alarms



<https://www.wrekin.com/watch-alarms>

**The Wrekin**  
Housing Group



# **Scams - a local perspective –**

Ben Deacon. Public Protection Technical  
Officer for Scams, Trading Standards,  
Shropshire Council

## Links shared:



National Trading Standards Friends' Against Scams

#NoBlameNoShame Campaign

<https://www.friendsagainstscams.org.uk/noblamenoshame>

“19 million lose money to scams but fewer than a third report”, 25th October 2023 #NoBlameNoShame campaign launched to encourage people to talk about scams

<https://www.nationaltradingstandards.uk/news/19-million-lose-money-to-scams-but-fewer-than-a-third-report/>

Action Fraud

<https://www.actionfraud.police.uk/>

## Cyber Protect Individuals Padlet (Resources)



<https://padlet.com/WMPCyber/cyber-protect-individuals-bc38ps7zvytlj2p7>

**Cyber Crime** - webinar recordings from National Safeguarding Adults Week (November 2023)

[https://www.youtube.com/playlist?list=PLR7h4BzDDmvRXvqu8Zj96ju0865G6\\_2T6](https://www.youtube.com/playlist?list=PLR7h4BzDDmvRXvqu8Zj96ju0865G6_2T6)

**Scams** - webinar recording from National Safeguarding Adults Week (November 2023)

[https://www.youtube.com/playlist?list=PLR7h4BzDDmvRXvqu8Zj96ju0865G6\\_2T6](https://www.youtube.com/playlist?list=PLR7h4BzDDmvRXvqu8Zj96ju0865G6_2T6)





Shropshire Safeguarding  
Community Partnership

# Learning from Case Reviews



**Lisa Gardner**





A photograph of two women standing on a sandy beach, viewed from behind. The woman on the left has short, white hair and is wearing a white and black striped long-sleeved shirt and blue jeans. She is holding a pair of dark flip-flops in her right hand. The woman on the right has long, dark hair and is wearing a grey t-shirt and blue jeans. She has her left arm around the shoulder of the older woman. They are both looking out at the ocean under a blue sky with light clouds. The text 'Mrs. H' and 'Safeguarding Adult Review' is overlaid in white on the image.

# Mrs. H

# Safeguarding Adult Review

Lisa Gardner



## Mrs H

'The most important thing in our mother's life was her family. She was also very proud of her children and her grandchildren. She was eager to tell people about everyone's achievements and walk them through the walls of photographs that had everyone on at home. She was a very intelligent lady who loved history and the Royal family. She was an avid reader and her ability to retain facts was most impressive. You could ask her almost anything about British history and the private lives of royalty and she would be able to answer at length and with enthusiasm. For many years, she enjoyed visiting stately homes and National Trust properties with our dad.'

'She loved family occasions, coming round for tea or going out for lunch and she was always so appreciative of everything anyone did for her. She particularly enjoyed two family holidays to the USA with her son and his family, and when our father was no longer allowed to drive due to his illness, we would take them out on excursions to the zoo and other places like that which she loved'.

'Nothing could have prepared us for losing two parents within months of each other. It is our belief that our mum would still be alive today had she received the much needed specialist care that she so desperately needed and was crying out for. There is not a single day that goes by where we don't think of our mum and dad.'



# Background information

Was born in 1943

Married to her husband  
for almost 60 years

Had two daughters, a  
son and grandchildren

Was partially blind and  
registered disabled

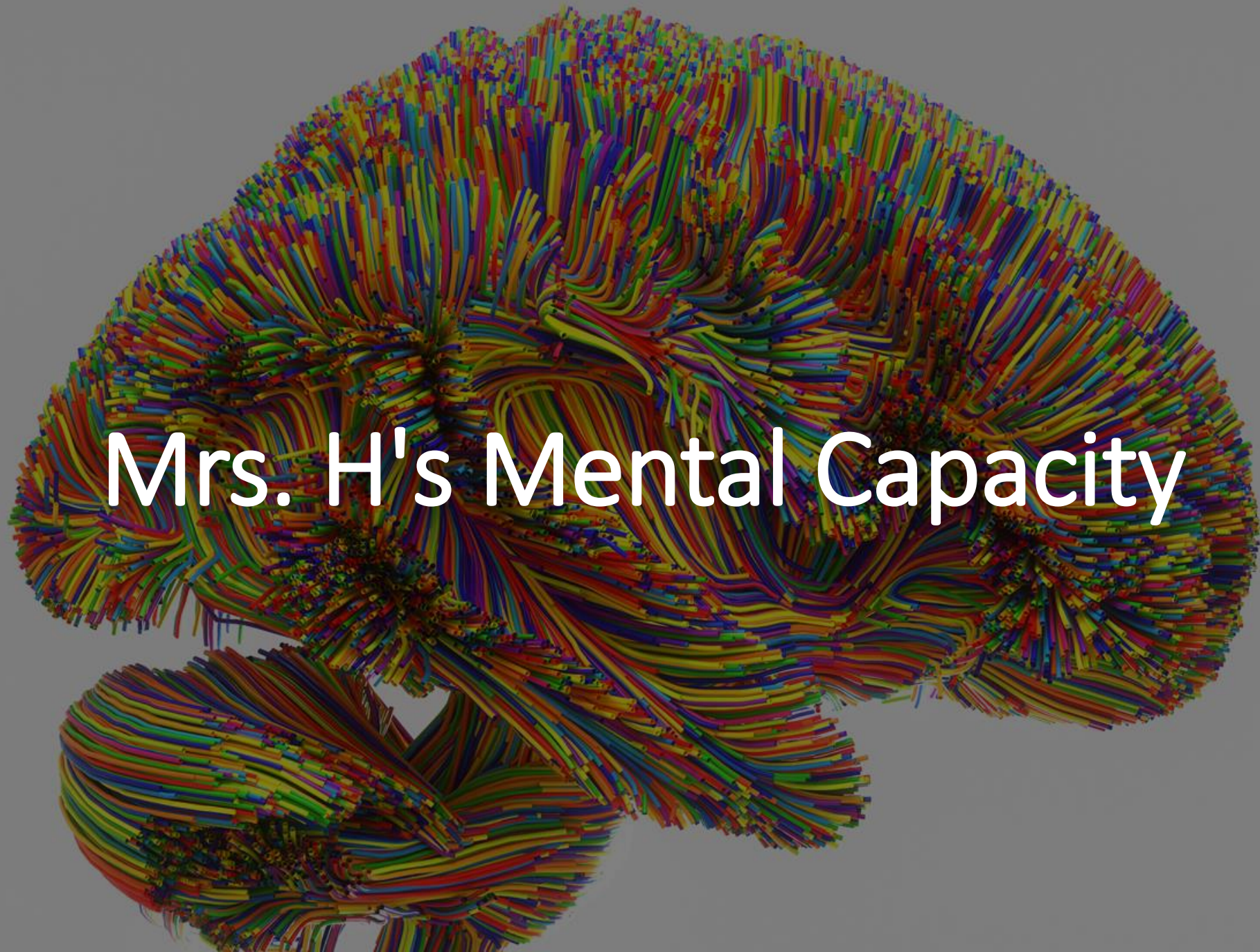
Had significant mental  
health difficulties

When unwell mentally  
had significant trust  
issues

Had made several  
attempts to take her  
own life

Was known to a  
number of services





# Mrs. H's Mental Capacity





Returning home







On the evening of the 21/3/21 Shropshire Fire and Rescue Service forced entry to Mrs H's home because Mrs H was not responding to her carers who had called at her house several times. The ambulance crew found Mrs H alive and conveyed her to hospital as they suspected that she had sepsis. On admission to hospital Mrs H's family were told that she "had pneumonia and aspiration, was extremely unwell and unlikely to recover. She had been lying on the floor for a long period of time and the aspiration was likely caused by ingesting her own vomit". Mrs H died in hospital on 26/3/21.



## 1. Who was Mrs H?

Lived with her husband for almost 60 years until he was admitted to a care home. Mrs H had multiple physical and mental health difficulties, including paranoia and had attempted suicide several times.

Mrs H had an extensive history of contact with mental health services including hospital admissions.

## 2. Background

Mrs H had been admitted to a mental health service, discharged to a care home, but returned home since she was considered to have the mental capacity to decide where she should live.

Mrs H was provided with care at home to support her and to ensure that she took medication.

## 3. What happened?

Mrs H said that she had experienced a seizure since she could not access her medication and a decision was made to allow her unregulated access to it.

Mrs H's care package was reduced, and Mrs H refused to allow carers in. Mrs. H was found collapsed on the floor and died in hospital.

## 8. Learning: record best interests' decisions

Not all best interests' decisions have to be recorded, but when you are making significant ones about where someone should live or what support they should receive then it is good practice to record how these decisions were arrived at.

[You can read the full Safeguarding Adult Review here](#)



## 4. Learning: organic brain/ frontal lobe syndrome can impact on mental capacity

Certain brain conditions can affect mental capacity, including the ability to turn decisions into actions.

Mrs H appears to have been able to talk persuasively but was unable keep herself safe. Mental Capacity Assessments need to consider executive functioning.

## 7. Learning: involve families

Mrs. H at times said that she did not want her family to be involved or notified about her. Even in these situations you can still listen to the concerns raised by family members, even if you do not have consent to share information with them.

Always verify different accounts of events.

## 6. Learning: Take timely action

Mrs. H refused to let her carers into her home. Always agree a plan for how to respond to refusals of care with the care provider and other professionals.

This should include what to do when care is refused; who should be notified and what situations would require a more assertive response?

## 5. Learning: Respond to self-harm

Mrs. H had a history of suicide attempts and took overdoses of medication. Always conduct mental health risk assessments and create Suicide Safety Plans with people where there is a risk of self-harm or suicide.

The Royal College of Psychiatrists provides guidance on what [Suicide Safety Plans](#) should contain.

Download the learning briefing about Mrs H [here](#)

Read the full Safeguarding Adults Review about Mrs H [here](#)

# SSCP Learning event – Learning from Mr I and Lily



Shropshire Safeguarding  
Community Partnership

## Safeguarding Adult Review Meet Ian



Images and names used do not identify any persons or places

1985 | October 2019



Shropshire Safeguarding  
Community Partnership

## Safeguarding Adult Review Meet Lily



Images and names used do not identify any persons or places

<https://padlet.com/SSCPTraining/learning-event-mr-i-and-lily-n7hp8ydd51jfyzut>





# Learning Event Mr I and Lily

October 4th 2023



## Event 1 Professional Curiosity Learning Event



eventbrite.co.uk

Exploring professional curiosity

## Handout 1 Links and Clips

SSCP Multiagency Learning Event Self-Neglect Handout 1

Useful links to use and share (listed in alphabetical order)

- 1) Education policy on the right to read about us - Shropshire Safeguarding Community Partnership
- 2) Handout 1 - SSCP
- 3) Mental Capacity Act 2005 - SSCP
- 4) Working with the Adult Agency Safeguarding
- 5) Police: Agency Info Sheet Checklist
- 6) Professional curiosity guidance
- 7) Safeguarding Adult Review (SAR) Learning Briefing Mr I
- 8) Safeguarding Adult Review (SAR) Learning Briefing Mr I
- 9) Safeguarding Adult Review (SAR) Learning Briefing Mr I
- 10) Safeguarding Adult Review (SAR) Learning Briefing Mr I
- 11) Safeguarding Adult Review (SAR) Learning Briefing Mr I
- 12) Safeguarding Adult Review (SAR) Learning Briefing Mr I
- 13) Safeguarding Adult Review (SAR) Learning Briefing Mr I
- 14) Safeguarding Adult Review (SAR) Learning Briefing Mr I
- 15) The Charter for Safeguarding Children - Shropshire Safeguarding Community Partnership

PDF 1 Use and share (listed in alphabetical order) Agency and Code of Practice Code of Practice: Safeguarding Adults

Handout 1 Useful links

## Handout 2 Meet Mr I Script

Meet Mr I Transcript

Shropshire case reviews - Shropshire Safeguarding Community Partnership

Mr I Safeguarding Adult Review (SAR) Report

Mr I Safeguarding Adult Review (SAR) Learning Briefing

Script and Meet Mr I Presentation prepared for SSCP Self-Neglect Learning Event October 4th 2023

1. Meet Mr I
2. Ian's marriage ended in divorce in 1995 when Ian was 44. The police report stated that alcohol consumption was felt to be a factor in the separation.
3. When Ian's son left university they met up once a year. Ian owned his own home and lived alone.
4. Ian worked in banking and took early retirement when he was 60.
5. Although Ian was popular and personable, when he retired concerns started about self neglect in relation to his personal care.
6. When Ian was 50 he no longer had any electricity, water or gas supplied to his house.
7. When Ian was 54 he had a number of other jobs including working at a local car wash. In a number of pubs and then for the Royal Mail.
8. When Ian was 60 his employer raised a concern to the police. Police visited but if given access to his car they found the back of the house was insecure.
9. The police that he was off work due to arthritis, and disclosed that he had

PDF Names used do not identify any persons or places

Meet Mr I Script

## Handout 3 Meet Mr I Slides

Safeguarding Adult Review Meet Ian



PDF Names used do not identify any persons or places

Meet Mr I Learning Event

## Handout 4 Meet Lily Script

Meet Lily Transcript

Shropshire case reviews - Shropshire Safeguarding Community Partnership

Lily Safeguarding Adult Review (SAR) Report

Lily Safeguarding Adult Review (SAR) Learning Briefing

Script and Meet Lily Presentation prepared for SSCP Self-Neglect Learning Event October 4th 2023

1. Meet Lily. In 2019 and in 2023 the dates in Lily's story will always be shown at the top of your screen.
2. Lily had complex mental health needs and had been known to services since childhood.
3. Lily's neighbour became concerned for her wellbeing on the morning of 10th October after Lily had spent a long period of time 'thinking and thinking things on the wall' in her property.
4. The neighbour contacted the Police explaining that Lily had been to health services and that this behaviour was something that had become worse. All the time of the call there were no credible names, but later that day two Police Community Support Officers visited Lily's property and Lily did not answer the door on either occasion. Police shared this information 'thinking who were Lily's contacts'.

PDF Names used do not identify any persons or places

Meet Lily Script

## Handout 5 Meet Lily Slides

Safeguarding Adult Review Meet Lily



PDF Names used do not identify any persons or places

Meet Lily Learning Event

## Handout 6 Safeguarding Adults

Safeguarding Adults - Information, Definitions and Contacts

Please find below a range of information and resources to enable you to support safe & safeguarding situations, including preventing abuse and neglect from happening in the first place.

In addition, there are Adult Safeguarding playlets and webinar recordings including 'Self Neglect and Mental Capacity' on the Shropshire Partners in Care YouTube channel (in 11).

Document author: Karen Listerford, Safeguarding Adults Lead, Shropshire Partners in Care, June 2023, v. 12.

Policy and Procedures

West Midlands Safeguarding Adults (2019) Safeguarding Adults - Agency policy and procedures for the protection of adults with care and support needs in the West Midlands. Shropshire West Midlands WMAAG. [Click here to access](#)

A revised version of the West Midlands policy is expected in 2023.

PDF Safeguarding Principles and Types of Abuse

Safeguarding adults in adult.

Safeguarding Adults Identification Definitions and Contacts June 2023 V12

## Handout 7 Safeguarding Children

Safeguarding Children - Contacts, Definitions and Information

There is an equivalent document for safeguarding adults which can be accessed at: [Shropshire Safeguarding Community Partnership website](#)

Document author: Corrine Chubb, Learning and Development Co-ordinator, Shropshire Safeguarding Community Partnership. [corrine.chubb@shropshire.gov.uk](mailto:corrine.chubb@shropshire.gov.uk)

If you are aware that a child or adult could be at risk of or is being abused or neglected it is important that you let the right people know so that the right help can be given to the child and their family.

Doing nothing is not an option

Phone Shropshire Council First Point of Contact (FPoC)

Access to Complex (Children's) Social Care & E-HAD Early Help and Support Team: 0345 470 9021

Adult Social Care and Safeguarding Concerns: 0345 470 9044

Refuge and Family Support: 01952 385386

Family team door including Child Protection Referrals: 0345 470 9021

Emergency Social Work Teams: 02484 780400

Refuge & Arden: 01952 474 900

Safeguarding Children in Shropshire. Contacts links and definitions October 2023





# Practitioner Learning Event Professional Curiosity

Please turn off your video and mic



**Corinne Chidley**  
Learning and Development Coordinator SSCP

November 2023





# Learning Event Professional Curiosity

Exploring Professional Curiosity, otherwise known as Private Investigation in Safeguarding and Community Safety!

Handout 1A

.....  
.....



**Handout 1A**

SSCP Multiagency Learning Event  
Professional Curiosity  
Handout 1A

**Local links to use and share** listed in alphabetical order  
Customer portals are on right hand side. SSCP UK - Shropshire Safeguarding Community Partnership

- A. Housing Officers and Tenants - Shropshire Council
- B. Learning from Local Child Safeguarding Practice Reviews and Fraud Review - Shropshire Safeguarding Community Partnership
- C. Local Health Services - HSC Providers, Shropshire and West
- D. Safeguarding Children Partnership
- E. Health - Shropshire Council
- F. Professional Curiosity guidance
- G. Safeguarding Adult Review - Shropshire Safeguarding Community Partnership
- H. Safeguarding Adult Review - Learning from Practice - Shropshire Safeguarding Community Partnership
- I. Shropshire Partnership
- J. Working with Behavioural Intelligence Database

**Video clips and Podcasts** listed in alphabetical order

L. Learning from Practice Series 4/5  
M. An expert on child abuse in a 4-week-old baby following a Rapid Review in Shropshire - Shropshire Safeguarding Community Partnership

PDF  
Handout 1A Useful links

**Handout 1B**


SSCP Multiagency Learning Event  
Professional Curiosity  
Handout 1B

**Additional links to use and share** listed in alphabetical order

- 1. DASH - Child Abuse Reporting Unit
- 2. Do not mention to suspect family, friends who have been named. Contact Digital Safeguarding - An Act Staff
- 3. Emergency Services - Police, Fire and Ambulance
- 4. Housing Officers and Tenants with safeguarding advice wanted about LA case
- 5. Health - Shropshire and West
- 6. Local Council - Shropshire and West
- 7. Local Health Services - HSC Providers - Shropshire and West
- 8. Local Safeguarding Partnership
- 9. Local Safeguarding Partnership - Shropshire and West
- 10. Professional Curiosity - Shropshire Safeguarding Adult Board
- 11. Professional Curiosity - Shropshire Safeguarding Adult Board
- 12. Safeguarding Adult Review - Shropshire Safeguarding Community Partnership
- 13. Safeguarding Adult Review - Learning from Practice - Shropshire Safeguarding Community Partnership
- 14. Safeguarding Adult Review - Learning from Practice - Shropshire Safeguarding Community Partnership
- 15. Safeguarding Adult Review - Learning from Practice - Shropshire Safeguarding Community Partnership
- 16. Safeguarding Adult Review - Learning from Practice - Shropshire Safeguarding Community Partnership
- 17. Safeguarding Adult Review - Learning from Practice - Shropshire Safeguarding Community Partnership
- 18. Safeguarding Adult Review - Learning from Practice - Shropshire Safeguarding Community Partnership
- 19. Safeguarding Adult Review - Learning from Practice - Shropshire Safeguarding Community Partnership
- 20. Safeguarding Adult Review - Learning from Practice - Shropshire Safeguarding Community Partnership

PDF  
Handout 1B Useful links

**Ari's Story**



**Gemma Jones**  
Housing Support Co-ordinator  
Homes & Communities and Place Directorate

PDF  
Meet Ari Professional Curiosity

**Safeguarding Adults in Shropshire**

Shropshire Partners in Care

**Safeguarding Adults - Information, Definitions and Contacts**

Please find below a range of information and resources to enable you to support adult safeguarding situations, including preventing abuse and report from happening in the first place.

In addition, there are other safeguarding groups and partner organisations including: self neglect and mental health in the Shropshire Partners in Care (SPiC) shared tool.

Document author: Karen Latham, Safeguarding Adults Lead, Shropshire Partners in Care, June 2023, v 1.0

**Policy and Procedures**

**What Matters** - Best Practice Adult Safeguarding External Group (2020) Adult Safeguarding: Multi-agency policy and procedures for the protection of adults with care and support needs in the West Midlands, Version 2 - West Midlands, 2020/21. [Click here to access](#)

**Procedure** - Protection of the Adult (2020) policy is updated in 2023

PDF  
Safeguarding Principles and Types of Abuse

Safeguarding Adults Identification  
Definitions and Contacts June 2023  
V12

**Safeguarding Children in Shropshire**

Shropshire Partners in Care

**Safeguarding Children - Contacts, Definitions and Information**

There is an equivalent document for safeguarding info which can be accessed at: [Shropshire Safeguarding Community Partnership](#)

Document author: Learning, Training and Development Co-ordinator, Shropshire Safeguarding Community Partnership email: [learning@shropshire.gov.uk](#)

If you are aware that a child or adult could be at risk of or is being abused or neglected it is important that you tell the right people know that the right help can be given to the child and their family.

**Being helpful is not an option!**

**Shropshire Safeguarding Community Partnership**

Access to Children's Social Care & Child Safeguarding Support Team: 0345 478 9221  
Adult Social Care and Safeguarding Concerns: 0345 478 9244  
Child and Family Contact: 01928 363286  
Family Support Helpline Child Protection Referrals: 0345 478 9221  
Email at Safeguarding Concerns (LACOP): [safeguarding@shropshire.gov.uk](#)  
Safeguarding Concern about the behaviour of a member of staff or volunteer: 01928 363286  
Emergency Social Work Teams: 0345 478 9221  
West Midlands Police Non-emergency: 101

PDF  
Safeguarding Children in Shropshire  
Contacts links and definitions  
October 2023

<https://padlet.com/SSCPTraining/learning-event-professional-curiosity-cb8zdpcx07bemgmb>



# Learning Briefings, SAR's and DHR's can be found here (Shropshire)



**Shropshire Learning Briefings about SAR's**

[Here](#)

**Safeguarding Adults Reviews Shropshire Safeguarding Adult Reviews**

[Here](#)

**Domestic Homicide Reviews**

[Here](#)



# Safeguarding Adults Reviews and Domestic Homicide Reviews - Telford and Wrekin Safeguarding Partnership



Published Reviews in Telford and  
Wrekin can be found [here](#)



# **Self-Neglect and the Multi-Agency Risk Management (MARM) Framework**

Fiona Williams, Team Manager, Mental Health Social Work Team- Adults

# MARM

Multi Agency Risk Management  
(hosted through the **Self-neglect and Hoarding Forum**)

## **Multi-Agency Risk Management (MARM)**

Associated to Hoarding and Self-Neglect this is a developed multi-agency framework for people where there is a high level of risk but who may sit outside the statutory safeguarding frameworks and where it is felt a multi-agency approach would be beneficial (Hampshire Council). This is also informed by Shropshire's SSCP guide to Self-neglect.

Legal Framework: MARM works to the prevention agenda aligned to Section 2 (1) of The Care Act 2014 and The Childrens Act. It may reduce long term costs to services with short term intervention.

This Multi-Agency Risk Management 'MARM' Framework was developed in response to learning gained from serious cases and it enables a collaborative, proactive approach which helps to identify and respond to risks before crisis point is reached.

It supports a coordinated and multi-agency response to manage risks: ensuring timely information sharing of risk, a holistic assessment of risk and the development of multi-agency risk management plans.



**The MARM Framework is underpinned by a number of important principles including:**

- the duty to protect from foreseeable harm even when the person has decision making capacity not to engage in care and support
- effective partnership working,
- professional curiosity,
- person centred working,
- strengths based,
- and trauma-informed responses.

**MARM Methodology** recognises that complex situations often involve people with long-term and entrenched risky behaviours and this requires a relationship-based, trauma-informed approach. In these cases, the focus is on building trust and rapport in order to foster engagement to enable work to take place to reduce potential harm. MARM does not replace single agency risk management arrangements, it seeks to build on and complement these by providing a multi-agency dimension.

No one agency 'owns' the MARM process It sits under SSCP from a shared protocol perspective

**It is designed for situations where a person is hoarding, and agencies require advice, guidance and support.**

**They may be:**

- unable to obtain necessary care to meet their needs; or
- unable to make reasonable or informed decisions about how to look after themselves or their environment.
- unable to protect themselves against potential exploitation or abuse; or
- has refused essential services without which their wellbeing, health and safety needs cannot be met, and they are unable to do so.

## **Purpose**

The purpose of the meeting is to gain a holistic overview of current risks and to agree a multi-agency risk management plan (MARM).

As far as possible, the person should be included and involved in the process and in developing the risk management plan.

If the collaborative assessment highlights circumstances which can be more appropriately dealt with under an alternative risk management pathway, a referral would be made to the appropriate agency.

## **Length of Process of MARM**

The MARM process continues until the identified risks are either resolved or managed to an acceptable level

## Referring into Hoarding and Self Neglect Forum for a MARM

There will be monthly MARM meetings for Hoarding & Self-neglect. Representatives for all agencies are invited.

Any agency can initiate the process by either attending or by completing the **risk management plan** document found on the SSCP website [here](#)

The completed **risk management plan** should be sent to [mentalhealthsocialwork@shropshire.gov.uk](mailto:mentalhealthsocialwork@shropshire.gov.uk).

All referrers will be asked to complete the clutter scale found in the 'responding to self-neglect in Shropshire [guidance](#) and Clutter rating scale available to view [here](#)

## The Evidence

In Hampshire The MARM Framework was introduced in 2018 across the 4 Local Safeguarding Adult Board (LSAB) areas and it is now being used consistently by a wide range of agencies including adult services, MASH, clinical commissioning group's, community and acute health providers, district and borough councils, housing providers, fire and rescue, police and children's services.

Feedback and case examples from partner organisations indicate that the MARM is highly valued by partners as an effective tool for supporting adults to manage risks linked to:

- vulnerability factors placing them at a higher risk of exploitation or abuse
  - self-neglect of personal care and health needs, hoarding and fire safety
  - refusal or disengagement from care and support services
  - a combination of unwise decision-making, disengagement/refusal of support and decision-making capacity
  - complex/diverse needs either falling between or spanning, a number of agencies' statutory responsibilities or eligibility criteria
  - Transitional Safeguarding
  - on-going needs/behaviour leading to lifestyles that place them and/or others at risk
  - complex cases involving people with long term and entrenched behaviours
  - high intensity service use
  - complex hospital discharge
  - complex needs and behaviours leading the adult to cause harm to others
- Bridging the gap: Transitional Safeguarding and the role of social work with adults

## **Shropshire Developing the Approach.**

The person should be involved in the MARM process as fully as they wish or are able and their rights respected to make apparently unwise lifestyle choices and to refuse support. MARM enables a collaborative approach in which the person being supported and those providing support, work together to determine an outcome that draws on the adult's strengths and goals. In this sense, MARM provides the adult with the opportunity to be a co-producer of their support rather than a passive recipient of support but supported where required by an advocate who can offer independent support, ensure the adult is heard and their rights are promoted and respected. Responses from professionals need to be balanced with the personal rights and freedoms and need to be the least intrusive. Wherever possible, the person's consent to share information should be sought and if necessary, discussions held with them to explain why the meeting is needed, how they can be involved and potential benefits.

However, in certain circumstances, a MARM meeting can be held without the person's consent even if this means overriding their decision not to consent. However, there has to be a lawful basis for this to occur with the decision and rationale for this action recorded: Public interest, vital interest.

## Implementation

Implementation of MARM has supported effective partnership working and the ability to achieve better outcomes for the person. This has been enabled by:

- the timely sharing of vital information
- avoidance of a 'refer on' culture
- attention to developing or strengthening the person's support network
- better understanding of the respective roles and responsibilities of partner agencies
- a solution focused, relationship-based approach
- co-ordination and management of case work and interface with other processes

**Multi-agency resolution/escalation procedure for professional disagreements or concerns**

<http://www.shropshiresafeguardingcommunitypartnership.co.uk/media/4s3lgnhi/multi-agency-resolution-or-escalation-procedure-for-professional-disagreements-or-concerns-july-2019.pdf>

**!Don't delay a referral, don't wait until after the Hoarding and Self Neglect Forum!**

In the event of new needs being identified and referrals to the relevant agencies required - do not delay



# Webinars, Resources and Reports



# Research

An opportunity to get involved in PhD research about consent and the Mental Capacity Act

**Find out more from Jay Kirkham at [j.kirkham3@keele.ac.uk](mailto:j.kirkham3@keele.ac.uk)**



An Invitation to all Social Care Managers, Support Workers and Care Workers

Would you like to participate in research exploring Consent and the Mental Capacity Act?

Interviews will take place between

October 2023 to April 2024 either at your place of work, Partners in Care offices in Shrewsbury or online

- The research aims to listen to the experiences of social care practitioners using mental capacity law in practice.
- The purpose is to help inform and improve training around the law to support practice.

Participants will be entered into a **PRIZE DRAW** to win £100 of Partners in Care training credit!

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**Keele**  
UNIVERSITY



## Research – Consent and the Mental Capacity Act

Find out more from Jay Kirkham at  
[j.kirkham3@keele.ac.uk](mailto:j.kirkham3@keele.ac.uk)

# National Safeguarding Adults Week 2023 (November)



The screenshot shows a Padlet board with a green background. At the top, it says 'National Safeguarding Adults Week November 2023' and 'Resources and webinar recordings from the week. Scroll down in each section to access the full range of resources.' The board is organized into five columns, each with a header and a '+' icon:

- Programme:** Contains a PDF titled 'Safeguarding Adults Week Timetable 2023 v5' and a link to 'Information from the Ann Craft Trust' with a 'Safeguarding Adults Week 2023' graphic.
- Webinar PowerPoints & Resources:** Contains a PDF titled 'A thematic analysis of Safeguarding Adults Reviews and Domestic Homicide Reviews' by Debbie Foss, MA, MSc, BA(Hons), PhD candidate, School of Law, Keele University. It also includes a link to 'SPIC Safeguarding Adults Week WEB 2023'.
- Webinar Recordings:** Contains a video titled 'A thematic analysis of Safeguarding Adults Reviews and Domestic Homicide Reviews' by Debbie Foss, MA, MSc, BA(Hons), PhD candidate, School of Law, Keele University.
- Resources:** Contains a video titled 'Cyber Protect Padlet of Information' by Cyber Protect Individuals, featuring a '3 STEPS TO PROTECT' graphic, and a video titled 'Tricky Friends Animation'.
- Events & Training:** Contains a link to 'Partners in Care Training' (partnersincare.org.uk) and an event titled ''Tech the Halls' A Digital Event for Social Care 18th December'.

<https://padlet.com/klittleford2/national-safeguarding-adults-week-november-2023-msuvqrsi0ax6w4jz>



**Partners in Care**

What's My Role in Safeguarding Adults?  
National Safeguarding Adults Week 2023

Karen Littleford, Safeguarding Adults Lead

## National Safeguarding Adults Week 2023

Partners in Care

Public

9 videos 116 views Last updated on 24 Nov 2023

Play all Shuffle

No description

- Sort
- What's My Role in Safeguarding Adults? National Safeguarding Adults Week 2023.  
Partners in Care • 67 views • 13 days ago
  - A Human Rights Approach to Adult Safeguarding, National Safeguarding Adults Week 2023.  
Partners in Care • 74 views • 12 days ago
  - Cyber & Fraud Protect "There's A Cyber Criminal Out There for Everyone"  
Partners in Care • 45 views • 11 days ago
  - Scams – Red Flags, National Safeguarding Adults Week 2023  
Partners in Care • 20 views • 11 days ago
  - Dental Neglect in older people and the Care to Smile Programme  
Partners in Care • 65 views • 10 days ago
  - A thematic analysis of Safeguarding Adults Reviews and Domestic Homicide Reviews.  
Partners in Care • 19 views • 9 days ago



All webinars were recorded and are available here

[https://www.youtube.com/playlist?list=PLR7h4BzDDmvRXvqu8Zj96ju0865G6\\_2T6](https://www.youtube.com/playlist?list=PLR7h4BzDDmvRXvqu8Zj96ju0865G6_2T6)

# New Animations – personalisation of these animations by Partners in Care



YouTube <sup>GB</sup> hourglass charity

**HIDDEN HARMS**  
older adults and domestic abuse

Hidden Harms - Shropshire and Telford and Wrekin

Partners in Care 44 subscribers

Analytics Edit video

0 | Share | Promote | Clip | Sa

<https://www.youtube.com/watch?v=PvwwBJisnpo&t=99s>

YouTube <sup>GB</sup> hourglass charity

Telford and Wrekin Safeguarding PARTNERSHIP

**What to do about self neglect**

0:01 / 2:27

What To Do About Self-Neglect Shropshire and Telford and Wrekin.

Partners in Care 44 subscribers

Analytics Edit video

3 | Share | Promote | Clip | Save | ...

<https://www.youtube.com/watch?v=6uROo7sdBUg&t=3s>

# MCA Webinar 6

- Mental capacity Policies and Procedures. More importantly how to write Policies and Procedures ensuring that Mental Capacity Act is central.
- March 11<sup>th</sup> 2024, 3:00pm – 4:30pm
- £17 per learner
- Book here - <https://www.partnersincare.org.uk/training-courses/mca-dols/mca-and-dols-webinar>

Watch previous webinars here –

<https://www.youtube.com/playlist?list=PLR7h4BzDDmvRKI8NFFtHQiRe4-HB3hRT1>



The screenshot shows a YouTube playlist interface. The main video player displays a video titled 'Mental Capacity Webinar 4: Lasting Powers of Attorney and Court Appointed Deputies' from 'Shropshire Partners in Care', dated September 2023, with a duration of 49:14. Below the player, the playlist title 'Partners in Care MCA, DoLS (and LPS) Webinars' is visible, along with '4 videos', '81 views', and 'Last updated on 28 Nov 2023'. The playlist contains four items:

- Mental Capacity - Lasting Powers of Attorney and Court Appointed Deputies**: Partners in Care • 7 views • 1 day ago (49:14)
- Decision Making - Tips and Reminders for Assessing Capacity**: Partners in Care • 35 views • 2 months ago (1:05:14)
- MCA Webinar - Choice and All That Jazz, Choice in the Context of the Mental Capacity Act March 2023**: Partners in Care • 72 views • 5 months ago (57:56)
- Preparing for the Implementation of the Liberty Protection Safeguards (November 2022)**: Partners in Care • 51 views • 9 months ago (1:12:06)

# Predatory Marriage

# 5

A documentary is due to be aired on channel 5 focussing on Predatory Marriage. Daphne has previously delivered a seminar during National Safeguarding Adults Week for Telford and Wrekin Safeguarding Partnership, Shropshire Safeguarding Partnership and Shropshire Partners in Care relating to predatory marriage. This was attended by the Chief Registrars across Telford and Wrekin and Shropshire which resulted in changes being made within our registry offices to reduce the risk of this happening locally. The link to the recorded seminar is below for those that were unable to attend in November last year

is <https://www.youtube.com/watch?v=wQIOg8Mr3HA&list=PLR7h4BzDDmvTp4VurrD5GdeJmkt0LuICV&index=1&t=2s> and full details of the documentary are below.

You can watch the documentary about our story – the third in the series “Inheritance Wars: Who Gets the Money” – Channel Five, 9pm, October 1, 2023 and on Channel Five catch-up after that.



“Your mother and her man friend – did you know they were married?”

So, with a phone call from Joan Blass’s doctor, began a horrific series of events which have highlighted the gaps in safeguarding for older and vulnerable people, both at the time of marriage and in the Law.



# MCA Cards

Have you seen the updated 5 + 3 cards?

<https://www.shropshire.gov.uk/media/23231/mca-5and3-card.pdf>

## Mental Capacity Act 2005

Remember to use the 5 and 3 to assess capacity

### 5 Principles to guide you

- 1) Presume capacity
- 2) Do all you can to support decision making
- 3) Do not decide someone lacks capacity just because they make an unwise decision
- 4) If a person lacks capacity for a decision you must act in their best interests and
- 5) You must aim to choose the less restrictive option



### 3 Questions to help you

- 1) Can the person do all the following?
  - Understand the information relevant to a decision
  - Retain the information long enough to make a decision
  - Use and weigh the information to make a decision
  - Communicate their decision - by any means possible

If at least one of these requirements can't be met - you must ask:

- 2) Does the person have an impairment or disturbance in the functioning of mind or brain?  
If so
- 3) Is this the reason that they cannot make the decision?

**Best Interests Decision Making** - applies when the person lacks mental capacity.

#### Decision Making – Statutory Checklist

- Do not discriminate - avoid assumptions based on age, disability, behaviour etc
- Consider all relevant circumstances
- Consider the person's past and present wishes, feelings, beliefs and values
- Involve the person in the decision making
- Might the person regain capacity, does the decision need to be made now?
- Consult others e.g. family and friends, care providers, other professionals
- For life sustaining treatment, do not be motivated by the desire to bring about the person's death

#### Questions for Decision Makers

- Are you certain you have provided all possible support for the person to make their own decision?
- Is there a Lasting Power of Attorney (LPA) or Deputy appointed?
- Is the decision within the LPA/Deputy's power to make?
- Is there an Advance Decision to Refuse Treatment?
- Have you involved an Independent Mental Capacity Advocate (IMCA) i.e. in all un-befriended decisions about serious medical treatment or change of accommodation; in certain safeguarding situations; and in some care reviews?
- Are you certain about the available options and which are less restrictive?

**Best Interests Decision Making does not replace Care Act duties**

For training requirements contact:

Joint Training Team

Tel: 01743 254 734

E-mail: [joint.training@shropshire.gov.uk](mailto:joint.training@shropshire.gov.uk)

<https://shropshire.gov.uk/joint-training>



# Safeguarding Adults Forum Dates 2024/2025



## Online – on Zoom

- 13<sup>th</sup> March 2024 (9:30am - 12:30pm)
- 18<sup>th</sup> June 2024 (9:30am - 12:30pm)
- 26<sup>th</sup> September 2024 (9:30am - 12:30pm)
- 12<sup>th</sup> December 2024, (9:30am - 12:30pm)
- 20<sup>th</sup> March 2025 (9:30am - 12:30pm)

## Book Your Place here

<https://www.partnersincare.org.uk/networking-events/meetings-forums-events/safeguarding-adults-forum>

# MCA and DoLS Resources

Karen Littleford • 6h

## Partners in Care MCA and DoLS Webinar and Newsletter Resources

Scroll down in each section to access the resources. Access to these resources is a benefit of attending the live webinar.

- Newsletters**
  - Karen Littleford 2mo: September 2023 MCA/DoLS Newsletter (mailchimp)
  - Karen Littleford 5mo: June 2023 MCA/DoLS Newsletter (Shropshire Partners in Care)
- PowerPoint Slides**
  - Karen Littleford 2mo: September 2023 - Lasting Powers of Attorney and Court Appointed Deputies (Shropshire Partners in Care)
  - Karen Littleford 6mo: June 2023 - Assessing Capacity Webinar Slides
- Webinar Recordings**
  - Karen Littleford 3mo: MCA Webinar Recording - Decision Making - Tips and Reminders for Assessing Capacity, June 2023. (YouTube)
  - Karen Littleford 8mo: Partners in Care webinar recording with Lorraine Currie, Choice and All That Jazz (March 2023).
- MCA Templates and Resources**
  - Karen Littleford 6mo: MCA Tool - Mental Capacity Assessment Tool (DOCX)
- Other Resources**
  - Karen Littleford 5mo: Office of the Public Guardian presentation - Planning for the future with LPAs (Module One)
  - Karen Littleford 1yr: Promote the vote, Department of Health and Social Care



Sign up to the quarterly newsletter – email [info@partnersincare.org.uk](mailto:info@partnersincare.org.uk)

Access resources and past newsletters here

<https://padlet.com/klittleford2/partners-in-care-mca-and-dols-webinar-and-newsletter-resourc-e7qspc6fy3mmze8w>



 01743 860011

 [info@partnersincare.org.uk](mailto:info@partnersincare.org.uk)

 [partnersincare.org.uk](http://partnersincare.org.uk)

Partners in Care is a trading name of Partners in Care (Shropshire, Telford and Wrekin)

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