

## 1. Context setting – the audit

The multi-agency case file was attended by representatives from West Mercia Police, Integrated Care System, Midlands Partnership Foundation Trust, Shropshire Community Health Trust, Shrewsbury and Telford Hospital Trust, We are with you and Shropshire Council Adult's Services. The meeting was chaired by Adult Services and Shropshire Partners in Care.

## 2. Context setting - the audit

Three individuals had been chosen for this audit. All individuals had been referred through First Point of Contact, Shropshire Council for concerns of Self-Neglect.

The audit looked at how agencies followed pathways, listened to the voice of the individual, assessed risk and the impact upon outcomes.

## 3. Context setting - adult 1

Adult 1 was 67 years old. They had been known to a number of agencies due to concerns of self neglect, alcohol use and domestic violence. Adult 1 died due to a decline in health following a house fire. Adult 1 was known to Adult Social Care. Adult 1 was a home owner and likely a self funder for support services.



## 4. Context setting - adult 2

Adult 2 was 70 years old. They were known to Adult social care and a number of agencies for concerns of poor health and self neglect. Adult 2 had a significant history of alcohol misuse. Adult 2 was identified to be ineligible for funded social care support.

## 5. Context setting – adult 3

Adult 3 is 62 years old. They are currently open to adult social care and known to a number of agencies due to concerns regarding alcohol misuse and self neglect. Adult 3 has a history of falls resulting in injury. Adult 3 is a home owner and above the threshold for funded social care support.

## 6. Finding – Assessment.

Care Act Assessments play a crucial part in identifying an individuals support needs and plan to reduce risks and promote wellbeing. These need to be initiated in a timely way.

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## 7. Finding – Clutter Scale

The Clutter image rating scale should be used when there are concerns about home conditions or hoarding, which is a form of self-neglect. It provides an evidential basis of risk level and referring to this tool in discussion with other agencies will give a better picture of the level of concern and risk. More information can be found at [The Clutter Rating Index – Shropshire Safeguarding Community Partnership](#)

## 8. Finding – Think alcohol.

Discuss alcohol use with the person you are supporting, explore what this looks like for them – how much, how often, what and where they are drinking. Explore the impact on their day to day living and inform them of support services and assist them to access these through services such as We are with You.

## 9 Finding – Who knows what?

Where there are concerns of self neglect, a Multi agency meeting should be arranged in a timely way to ensure that information is shared, risks are identified and support plans are implemented as early as possible.



## 10. Finding – Be curious!

When working with an individual be professionally curious and ask questions! Ask more, use proactive questioning and explore with the person. Don't make assumptions! Don't take things at face value and ask 'why'?

[approved-professional-curiosity-guidance-inc-additional-covid\\_19-support.pdf \(procedures.org.uk\)](#)

## 11. Finding – Remember the Fire Service.

Shropshire Fire and Rescue Service offer a wide range of preventative support and referrals can be made for home safety checks where there are concerns of self neglect and hoarding. The referral can be found at [shrops-2.pdf \(shropshiresafeguardingcommunitypartnership.co.uk\)](#)

## 12. Achieving good outcomes!

Good outcomes can be difficult to achieve. Time, respectful persistence and good relationships are key to creating positive change.

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