

## Individual/Family is not engaging with services

Am I concerned just because they are not engaging or do I have evidence that non-engagement increases risk?

### Consider

- Am I colluding?
  - Do I feel at risk?
- See overleaf for explanation

### Strategies to consider

- Calls
- Home Visits / Joint Visit
- Letters
- Appointments
- Other agencies
- GP Contact
- Trusted Family Member
- Carer's assessment
- Line Manager Discussion
- Safeguarding Link
- Take action
- DO NOT CLOSE CASE

### Concerns/Issues Raised

- MCA
- Mental Health
- Safeguarding Alert
- Family Pressure
- Family acting as a gatekeeper?
- Capacity but still Vulnerable?
- Situational Capacity
- Duress?

## Next Steps

- Do not close the case
- Discuss with Line manager
- Risk Assessment
- Consider Mental Health Assessment
- Consider Mental Capacity assessment
- **Seriously consider a face to face Multi Agency Strategy or Risk Assessment Meeting\*** and communicate the outcomes to other relevant agencies
- Do not assume that someone else is doing something communicate
- Legal advice
- Seek Advice from partner agencies
- Safeguarding Alert?

## Inaction could lead to-

### Risk to Service User

Abuse, Neglect, Injury, Death

### Risk to Worker

Dismissal, Disciplinary action

### Risk to Organisation

- Serious Case Review
- Organisational reputation issues
- Negative Media Coverage
- Compensation / Damages

\*Workers from different agencies need the opportunity to share information and discuss the best way forward with families/individuals who do not engage

Risk assessments should be routinely completed when a case is to be closed because of a failure to co-operate/engage or keep clinical appointments. As part of this there is a requirement to actively check with other agencies known to be in contact with the person (A2 SCR 2012).

## Am I colluding?

- Am I colluding to avoid conflict i.e. taking the word of a family member rather than speaking to the vulnerable adult themselves?
- Am I minimising negative information in order to avoid provoking a reaction?
- Am I hesitant to share my concerns in order to avoid confrontation?
- Am I keeping my concerns to myself or am I sharing them with my line manager?
- Am I relieved when there is no answer at the door?
- Am I focussing on the family needs not the needs of the adult at risk?

## Data Protection reminder

You are allowed to share information about clients in a safeguarding situation. Please check the Information Sharing protocol and/or ask advice if you have any queries on.

