

Wiltshire Council

Health and Wellbeing Board

23 May 2019

Subject: Update on MASH self neglect guidance and Wiltshire Multi-Agency Hoarding Protocol

Executive Summary

- I. To inform the Health and Wellbeing Board of the introduction of guidance on self neglect and provide feedback on the use of the multi-agency hoarding protocol.

Proposal(s)

It is recommended that the Board:

- I. Notes the approach taken on self neglect and hoarding.

Reason for Proposal

- I. To improve how the relevant agencies deal with, and work together on self neglect and hoarding issues.

**Tracy Daszkiewicz
Director of Public Health
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Wiltshire Council

Health and Wellbeing Board

23 May 2019

Subject: Wiltshire Self Neglect Guidance and Wiltshire Multi Agency Hoarding Protocol

Purpose of Report

1. To inform the Board of the guidance published by the Wiltshire Safeguarding Adults Board in relation to self-neglect and to update on the use of the multi-agency hoarding protocol.

Background

2. The term 'self-neglect' includes a wide range of behaviour, neglecting to care for one's personal hygiene, health or surroundings, and includes behaviour such as hoarding (Care Act 2014).
3. Self-neglect featured in a Safeguarding Adult Review conducted by the Wiltshire Safeguarding Adult Board (WSAB) and the Multi-Agency Guidance on Self Neglect was drawn up and published in 2018 as a result.
4. The document includes information, best practice guidelines and a risk assessment tool. It provides clear guidance for everyone in Wiltshire whose role brings them into contact with people who self-neglect or could be at risk of self-neglecting. It supports people to
 - define different types of self-neglect
 - feel confident in identifying self-neglect
 - know what they can do to support people who self-neglect
 - know their responsibilities when working with someone who self-neglects
5. Although hoarding is a feature of self-neglect, the decision was taken to produce a separate protocol specific to hoarding. The Health and Wellbeing Board considered the hoarding protocol at its meeting in July last year. Since its introduction the protocol has been used by a number of external organisations and internal services.

Main Considerations

6. There has been a range of different activities to raise awareness of self-neglect and hoarding and the new guidance. WSAB held a county-wide learning event about self-neglect which include staff from a broad range of services and partners.

7. Within Wiltshire Council, awareness sessions have been organised to introduce the guidance and protocol and support their implementation.
8. Within Wiltshire Adult Care Service, each team has a Self-Neglect Lead and the Adult MASH are facilitating sessions for these Leads to support the embedding of best practice.
9. The new tools have been highlighted in induction and training and are available on GROW (the council's internal training resource). Managers and staff are reporting improved awareness. Some teams have experience of using the tools within case work and safeguarding referrals have been received where the Hoarding Protocol has been referred to and the clutter rating images within the protocol used. Last year self-neglect and hoarding concerns made up 5% of the total safeguarding enquiries that Adult MASH undertook.
10. Safe & Well Advisors in Dorset and Wiltshire Fire and Rescue Service complete a Practitioner's Hoarding Assessment Form whenever they visit a property and identify hoarding which is then scanned and emailed to Adult Care via the Advice & Contact Team at the Council.

Next Steps

11. The Hoarding Protocol has been reviewed following its introduction and has been found to be a useful resource providing a person-centred approach to those with hoarding issues. No additions or amendments have been suggested by any of the agencies which have used it to date. The protocol remains hosted on the Wiltshire Adult Safeguarding Board website with the appendices as separate documents so they can be downloaded and used without the need to download the entire document.
12. Both sets of guidance can be found here:

<http://www.wiltshiresab.org.uk/professionals/>

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