

EVALUATION OF THE LEARNING AND CHANGES TO PRACTICE FROM SELF NEGLECT AND/OR HOARDING REVIEWS

7 MINUTE BRIEFING

What did we do and why?

Barnsley has completed 6 reviews into the deaths of adults linked to Self-Neglect/and/or hoarding since 2013, relevant partners provided assurance via action plans that they had made changes to help practitioners to identify, respond, and manage the risks linked to these cases.

We held a progress event in June 2023 to test the impact by talking to front line workers about their knowledge and practice.

Challenges

- ✓ Assessing mental capacity, especially testing if adults can complete actions, they are stating they can/will do is a challenge for many workers (executive functioning)
- ✓ Support for adults who are using alcohol and/or drugs to mask mental ill health remains a challenge, commissioners and others will explore this later in 2023.
- ✓ Caseloads are increasing, resulting in closure of cases, and generating a “revolving door” for some adults and encouraging them to disengage as they do not get allocated a worker, they “know” and have a relationship with
- ✓ Some gaps in knowledge were identified and a couple of organisations have agreed to address via training, briefings, and supervisions.
- ✓ Do we need a risk escalation panel for cases that remain high risk despite effective work with both the adult/their family/friends and a partnership approach?
- ✓ Supporting the adult to access support from SYFR to reduce the risks linked to hoarded properties remains a challenge.
- ✓ Hearing and learning from adults with lived experience to inform practice – we are getting some via the D ‘Clutter group but would benefit from additional data.

What went well?

Positives

- ✓ Adults are self-referring, and workers are identifying more cases.
- ✓ Stronger sense of joint responsibility across organisations, moving away from the “pass the parcel” culture in place in 2013.
- ✓ A couple of organisations have invested in their staff and service to offer both immediate intervention and longer-term support.
- ✓ Risks are actively monitored by multi-agency forums and senior managers now “approve closure” of cases where risks remain.
- ✓ A Customer led Hoarding group has been set up and they are providing training to workers about language, approaches etc.
- ✓ A wide range of resources are now available to workers and the public including hoarding Z cards, hoarding post cards to support self-referral. Specific webpage with links to useful resources.
- ✓ Training and reflective forums are well established.
- ✓ The learning from this will inform a re-write of the self-neglect and /or hoarding policy before January 2024
- ✓ Workers have been supported to run meetings with the adult, their family and/or friends to support them to take control of risk management. (Recently re-named – Group around (the) Person, GAP)

Next Steps

- ✓ The learning will inform the re-write of our local policy and related training.
- ✓ The Board will explore how we can improve practitioner confidence in assessing executive capacity.
- ✓ We will explore if members of the D ‘Clutter group will contribute to a video/training materials to help cascade the message to the public.
- ✓ We participate in a research project, led by David Orr and it is hoped that this will produce learning resources for both workers/volunteers and the public in 2025.