

Working with Carers to Safeguard Adults

Ruth Shill, Practice Development Manager, Safeguarding Partnership Team

Sally Chandler, Chief Executive, Carers Trust Hillingdon & Ealing



**Hillingdon Safeguarding
Partnership**



**CARERS
TRUST**
Hillingdon & Ealing

Heads Up

Subject matter can
be upsetting

Might affect you
personally or
professionally

Seek support
afterwards if you
feel you need to

If you need
a break feel free
to take one

What We'll Cover

Definition

Learning from Safeguarding Adult Reviews

What we hear from informal carers

Legal Considerations

Identifying and Engaging Carers – are they willing and able?

Unintentional harm is still harm

Engaging intimidating or resistant carers

Carers Trust – local resources, what happens when you refer

What is a Carer?

Someone who helps another person meet needs for care or support - or intends to do so

Usually a relative, friend or neighbour

Not for money, nor as an official volunteer

A carer can be an adult or a child

No minimum hours or minimum tasks!

Learning from Reviews of Practice

Evelyn SAR

Carol SAR

Ms. Stitch
SAR

Domestic
Homicide
Review “O”

Rachel SAR

Mairead SAR

Thematic
Self Neglect
SAR

What Reviews Found

Carers views not
sought

Carers views
given insufficient
weight

Carers were not
spoken to
separately

Carers not
provided with
sufficient
information

Known risks and
behaviours of
concern by carers
was disregarded

Carers' identities
and motivations
not explored

What Carers Say

Asking me questions about my mum when mum wasn't listening would have been so much better

More follow up - hearing how difficult it is, and not leaving me to deal with it alone.

The problems got stuck in the 'safeguarding investigation machine' and just stayed there. Nothing seemed to happen. Hard to find someone who would actually talk to me

I was constantly being told I was calling the wrong person, the wrong service, and directed elsewhere.

Remember that you are talking to people at times of really high emotion. I felt like they didn't realise how hard it was for me... When people are really emotional it is even harder to process information

No one ever asks me directly what I think

Legal Considerations

The Care Act 2014 sections 9, 27, and 10

Mental Capacity Act 2005

Duty to Include Carers in Assessments

Care Act 2014, Section 9

When an adult has appearance of needs for care and support, the authority must assess their needs

...must involve the adult, and any carer the adult has

NB. If you are concerned about abuse, neglect or self neglect, you **MUST** assess even if the person refuses (Section 11)

Duty to Include Carers in Review

Care Act 2014, Section 27

A local authority must keep care and/or support plans under review

A local authority must undertake a review if a reasonable request to do so is made on behalf of the adult - **including by a carer!**

Reviews must involve the adult, any carers, anyone identified by the adult, and others interested in their welfare

Duty to Assess Carers Needs

Care Act 2014, Section 10

If a local authority thinks a carer may have a need for support, however minimal

they must assess their needs

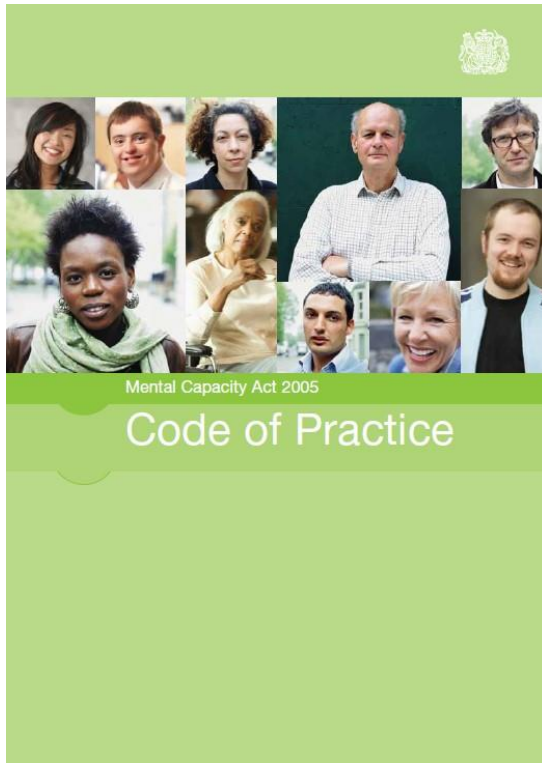
and whether they are willing and able to provide care

When should we doubt capacity?

If the person's behaviour or circumstances cause doubt

If somebody else says they are concerned about the person's capacity

If the person has been diagnosed with an impairment or disturbance affecting their mind or brain; and it has already been shown they lack capacity to make other decisions in their life.



The Mental Capacity Act Code of Practice is the guidance that we all must follow.

It tells us how to understand and apply the Mental Capacity Act 2005.

Best Interests Decision Making

Best interests decision must be made, in a timely fashion, following lawful process in Section 4 Mental Capacity Act, clearly documented and communicated

Must consider views, wishes and feelings (past and present) of the adult and anyone caring for or interested in their welfare - loved ones and professionals

Document views gathered clearly - who consulted, when, and how you are taking them into account. If not practicable to consult, explain why

Differences of opinion between interested parties? Document clearly. If unresolved, may require arbitration in the Court of Protection. Do not override opposing views without legal advice

Review best interests decisions when circumstances change - such as new concerns, deterioration in health

Identifying and Assessing Adult Carers: Are they Willing and Able to Care?

“It is important to identify carers at the earliest opportunity and to encourage them to recognise their role and rights. This will help ensure that they are recognised as partners in the care of the person they are supporting and can access any advice and support they may need.”

The NICE Guidance “Supporting Adult Carers”

If you become aware of a carer, consider their willingness and ability to care

Explore family dynamics and attitudes of the carer and the cared for adult

Explain to carers the caring activities you expect of them - develop a shared understanding of risks to the cared for person

Check your expectations are realistic and manageable. Think critically - use all the information available

If the cared for person has difficulties making decisions, make sure that the carer understands how to seek help around mental capacity

Identify and explore risks to the carer - for example, the emotional and sometimes physical challenges of caring for a person

Identify and explore risks that you expect the carer to be managing and establish a shared understanding with the carer

Agree clear contingency plans with carers - what will they do if things change or deteriorate?
Make sure carers know where to get support

Unintentional Harm is Still Harm

Unintentional harm still requires a safeguarding response!

Sometimes carers can cause harm without any intention

Carers need skills and abilities to meet needs

Sometimes people can harm their carers without intention

Carer stress can overwhelm someone's capacity to provide care

Engaging Intimidating or Resistant Carers

Why do we need to do it?

If an informal carer or family member refuses your involvement or that of other services, be curious about why

What are they worried about? Ask questions, explore their reasoning and concerns

Make sure you give them the opportunity to speak to you separately from the cared for person e.g., a separate appointment, a private phone call

Is there another specialist organisation, such as the Carers Trust, you could go to for support, or which the family might be more responsive to?

Consider whether they may have mental health problems or drug and alcohol issues or might be hiding something, eg domestic abuse/financial abuse

Think about what their behaviour might indicate about their internal world

Gather information from other agencies and share your concerns - this aids risk assessment

Consider methods of safe engagement, such as visiting jointly with colleagues

Managers should consider the most appropriate staff to allocate work to - not all practitioners have the same level of skill in managing conflict

It is normal for professionals to feel uncomfortable when working with intimidating or hostile families. Supervision, support and critical reflection are vital

Intimidating or hostile behaviour towards you, can indicate they behave similarly towards others, including the person that depends on them

Think: What it might feel like for a vulnerable person to live with or depend on that carer/family member

Beware disguised compliance - sometimes people have reasons for avoiding or misleading professionals and sometimes this indicates hidden abuse or neglect

If you have reason to believe the adult might have care and support needs, do not walk away until you are confident that they are receiving the support they need

The role of the voluntary sector in safeguarding



- Carers Trust Hillingdon & Ealing deliver support to carers of all ages under contract to both Hillingdon and Ealing Councils
- In Hillingdon, we are contracted to undertake statutory Carer Assessments on behalf of the Council
- We are a critical partner in safeguarding as we often have more regular contact with carers than statutory services. We sit within local Multi-agency Safeguarding Hub structures
- All staff receive annual mandatory training on Adult Safeguarding, with identified safeguarding leads completing more in-depth training
- The Young Carers Team also complete Safeguarding Children and Young People training

Assessment and registration

- Prior to a Carers Assessment taking place, carers are sent a leaflet explaining assessments and a check list for them to prepare
- We have a two-tier assessment process. On initial assessment, if it appears that the family would be better with a joint-needs assessment, we re-refer to Social Care Direct. Other triggers in the Tier 1 Assessment will indicate a Tier 2 - not all carers need this
- Following the assessment, carers will be offered a full Welfare Benefits assessment with our Advice team - and offered any other relevant information and advice
- For context, the team conducted 1,404 benefits checks and secured £1,671,540 in carer-related benefits in Hillingdon in the last financial year
- Carers will then be invited to a local Carer Café, which we run in Northwood, Ruislip, Uxbridge and Hayes and Harlington. These are the gateway to our other services

**CARERS
TRUST**

Hillingdon & Ealing

Our role in the preventative agenda

In recognition of the stress and anxiety that caring can cause, we offer a range of opportunities that will help the carer to care and prevent breakdown in relationships that can lead to Safeguarding issues:

- **New carer orientation:** a programme of workshops to help carers to navigate the often complex health and care system and identify other sources of support
- **Carer training:** skills to help carers better manage aspects of caring
- **Therapeutic care:** looking after a carer's wellbeing and teaching coping and relaxation strategies
- **Social contact and emotional support:** care calling for the housebound, regular social activities, peer support
- **Carer-led hobby and interest groups:** including crafts, flower arranging, art, clay modelling, IT help desk, day trips, chair-exercise and yoga

**CARERS
TRUST**

Hillingdon & Ealing

Introducing the Hillingdon Carers Partnership

We deliver the Hillingdon contract as the lead provider for a well-established partnership of six charities, from whom we sub-contract specialist support:

- **Alzheimer's Society:** specialist dementia support programme via a team of four dementia support staff, offering emotional support, advice and information, Dementia Cafes, links to the local Dementia Action Alliance
- **Hillingdon Mind:** specialist mental health support for carers of someone with an acute mental health problem, or for carers who are developing their own low-level mental health issues. There is a free 1:1 counselling service, crisis counselling, a self-help book group, forest therapy, poetry groups and a series of psychotherapeutic groups for intensive support
- **Harlington Care:** a regulated respite (replacement) care service to give carers up to four hours free respite per week
- **Harlington Hospice:** comprehensive Caring with Confidence training for families living with dementia, with group respite for loved ones with dementia

**CARERS
TRUST**

Hillingdon & Ealing



Harlington Care



Hillingdon **Carers** Partnership

Working together for unpaid carers

Contact details: office@carerstrusthillington.org

Website: www.carerstrusthillington.org

Office number: 01895 811206

Start Small, Start Today

Questions

