HSAB MULTI-DISCIPLINARY GUIDANCE FOR COMPLEX CASES

A guide to practitioners working with adults outlining the importance of adopting a multi-disciplinary approach to practice when needs require it.
Introduction

The HSAB’s priority is to ensure partners are working together to ensure the best and most appropriate care and support is provided to ensure wellbeing and independence. This is especially important when we work alongside individuals whose needs may be described as complex and or high risk and may require input from multiple agencies. HSAB are committed to these principles and will ensure that:

- there is effective multi-agency working and practice
- concerns receive appropriate prioritisation
- agencies and organisations fulfil their agreed responsibilities and statutory functions.
- there is a proportionate response to the level of risk to self and others.
- agencies and organisations comply with relevant health and social care law
- fully include the individual in planning and discussions in relation to their care unless there is a legal reason not to do so.

This is achieved through:

- promoting a proportionate approach to risk assessment and management
- clarifying different agency and practitioner responsibilities and in so doing, promoting transparency, accountability, evidence of decision-making processes, actions taken and
- promoting an appropriate level of intervention through a multi-agency approach.
- including the individual in decision making and discussion through out

This guidance gives an outline to professionals in how to manage complex cases within a multi-agency environment.
Single or multiple agency involvement with an individual with complex or high risk presentation. Perceived unmanaged

Use existing mechanisms where appropriate

Other agencies

Refer as appropriate to other agencies for specialist engagement

Non agreement or conflict re organisational involvement agreement

Escalation process to named senior accountable person within each organisation

• CPA, MARAC
MAPPA, Prevent,
Care Act Review
Safeguarding Professionals meeting
Local high risk meetings
**Case Work**

People with complex needs (and those close to them) emphasise the importance of individually tailored support and value a range of person-centred approaches to care. Best practice requires staff to use their time and services flexibility, to respond to each individual's unique needs and preferences.

<table>
<thead>
<tr>
<th>Features of good practice</th>
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<tr>
<td>Individual level support</td>
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<td>Person-centred ways of working</td>
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<td>Meeting practical, emotional and social needs</td>
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<td>Reliable, well-coordinated delivery</td>
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<td>Staff attitudes and approach</td>
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<td>Continuity in support</td>
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**Other Agencies**

When staff are working with complex needs cases they should where appropriate make referrals to other agencies so that any appropriate or specialist services can be provided.

**See Appendix 1 for list of local organisations**

Where there is a need to hold a multi-agency meeting with regard to a case, make sure that where appropriate existing mechanisms are used. This should avoid duplication. These can include:

- CPA
- MARAC
- MAPPA
- Prevent
- Care Act Review
- Safeguarding
- Professionals meeting
- Local high risk meetings
Anybody concerned about an individual case has the right to call a multi-agency meeting to discuss ways to progress a case.

**Any meeting must be recorded** – (see meeting template in Appendix A for use if there is no formal template eg CPA), the record must be kept by the individual calling the meeting and the minutes and actions distributed to those present.

**Non-Agreement**

There will be times when individuals cannot agree on the care or services being provided. If no agreement can be reached between practitioners, then they must escalate this to their line managers within their own organisations. A number of organisations already have a cross service protocol which sets out expectations in such an event of disagreement and should be considered in the first instance. If there is not such agreement or no resolution can be achieved at Senior Manager level then organisations should refer to the HSAB escalation guidance which outlines how on very rare occasions issues can be escalated to the HSAB chair.

The Escalation Policy can be found here:


**Links to other Guidance**

To add

- [Self-Neglect Guidance and Hoarding](#)
- Safeguarding Procedures [HSAB Procedures](#)
### Appendix 1 – Directory of Local Resources

## Directory of Local Resources

<table>
<thead>
<tr>
<th>PARTNER AGENCIES</th>
<th>PROVISION</th>
<th>CONTACT DETAILS</th>
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<tbody>
<tr>
<td>Hertfordshire County Council Adult Social Care</td>
<td>For adult social care To report concerns about abuse or neglect of an adults</td>
<td>0300 123 4042 <a href="mailto:adult.safeguarding@hertsc.gcsx.gov.uk">adult.safeguarding@hertsc.gcsx.gov.uk</a></td>
</tr>
<tr>
<td>Early Help Triage and MASH (Multi-Agency Safeguarding Hub) Children’s Services</td>
<td>Information for families. Discuss concerns for a child or family and receive Early Help advice on thresholds and pathways. Make a Child Protection referral.</td>
<td>Contact Details 0300 123 4043 <a href="mailto:protectedreferrals.cs@hertfordshire.gov.uk">protectedreferrals.cs@hertfordshire.gov.uk</a></td>
</tr>
<tr>
<td>Hertfordshire Constabulary</td>
<td>Emergency response to crime or harm</td>
<td>In an Emergency call 999 – life in danger or crime in progress. In a non – Emergency call 111 <a href="http://www.herts.police.uk">www.herts.police.uk</a></td>
</tr>
<tr>
<td>Hertfordshire Partnership Foundation NHS Trust</td>
<td>Provide a wide range of inpatient, community and specialist mental health services. These services include: rehabilitation, home treatment, community mental health services, assertive outreach, early intervention, inpatient services, day services and</td>
<td>0300 777 0707 <a href="http://www.hpft.nhs.uk">www.hpft.nhs.uk</a></td>
</tr>
<tr>
<td>Hertfordshire Community NHS Trust</td>
<td>The Trust is the principal provider of community-based healthcare to the 1.2m residents of Hertfordshire. The Trust provides community-based services for adults and older people, children and young people, and a range of specialist care services. The Trust also provides the</td>
<td><a href="https://www.hct.nhs.uk/referrals/">https://www.hct.nhs.uk/referrals/</a> This page shows contact numbers for the relevant teams across the County.</td>
</tr>
</tbody>
</table>
healthcare service to the Mount Prison.

| **Hertfordshire MIND** | Provision for person-centred mental health support to enable people to be in control of their lives. | 02037 273600  
**www.hertsmindnetwork.org**  
National Mind Information Line - 0300 123 393  
**www.mind.org.uk** |
|---|---|---|
| **Environmental Health (District and Borough Council’s)** | To investigate complaints relating to filthy or verminous premises within the area. Where appropriate to serve legal notice upon the owner / occupier to cleanse filthy or verminous premises. Provide a free pest control service to treat for rats | Broxbourne District Council:  
Dacorum Borough Council:  
East Hertfordshire District Council:  
[http://www.eastherts.gov.uk/newhome](http://www.eastherts.gov.uk/newhome)  
Hertsmere Borough Council:  
[https://www.hertsmere.gov.uk/Home.aspx](https://www.hertsmere.gov.uk/Home.aspx)  
North Hertfordshire District Council:  
St Albans District Council:  
[http://www.stalbans.gov.uk/](http://www.stalbans.gov.uk/)  
Stevenage Borough Council:  
Three Rivers District Council:  
Watford Borough Council:  
[https://www.watford.gov.uk/](https://www.watford.gov.uk/)  
Welwyn & Hatfield District Council:  
[http://www.welhat.gov.uk](http://www.welhat.gov.uk) |
<p>| <strong>PDSA – Animal Charity</strong> | Care for the pets of people in need by providing free vet services to their sick and injured animals, and promoting responsible pet ownership | <a href="http://www.pdsa.org.uk/near-me">www.pdsa.org.uk/near-me</a> |</p>
<table>
<thead>
<tr>
<th><strong>RSPCA</strong></th>
<th>Report concerns about the welfare of an animal</th>
<th><a href="http://www.rspca.org.uk/adviceandwelfare">www.rspca.org.uk/adviceandwelfare</a></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Age UK</strong></td>
<td>Information/Advice&amp; Support to people aged 50+</td>
<td>0300 345 3446 <a href="http://www.ageuk.org.uk/hertfordshire">www.ageuk.org.uk/hertfordshire</a></td>
</tr>
<tr>
<td><strong>Health watch</strong></td>
<td>Giving people a voice</td>
<td>01707 275978 <a href="http://www.healthwatchhertfordshire.co.uk">www.healthwatchhertfordshire.co.uk</a></td>
</tr>
<tr>
<td><strong>Health watch</strong></td>
<td>Improve wellbeing</td>
<td></td>
</tr>
<tr>
<td><strong>Health watch</strong></td>
<td>Safeguarding</td>
<td></td>
</tr>
<tr>
<td><strong>Health watch</strong></td>
<td>Advocacy support</td>
<td></td>
</tr>
<tr>
<td><strong>Trading Standards Department (Rogues and Scams Team) – Hertfordshire County Council</strong></td>
<td>Protecting consumers</td>
<td></td>
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<tr>
<td><strong>Trading Standards Department (Rogues and Scams Team) – Hertfordshire County Council</strong></td>
<td>Working with Businesses</td>
<td></td>
</tr>
<tr>
<td><strong>Trading Standards Department (Rogues and Scams Team) – Hertfordshire County Council</strong></td>
<td>Acting against Rogue Traders</td>
<td></td>
</tr>
<tr>
<td><strong>Hertfordshire County Council Fire and Rescue Service</strong></td>
<td>A 24 hour, 365 days a year emergency response service.</td>
<td>0300 123 4046 <a href="http://www.hertfordshire.gov.uk/services/fire-and-rescue/">www.hertfordshire.gov.uk/services/fire-and-rescue/</a></td>
</tr>
<tr>
<td><strong>Hertfordshire County Council Fire and Rescue Service</strong></td>
<td>We provide a wide range of safety initiatives and enforce fire safety legislation.</td>
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</table>
### MINUTES

**MEETING CALLED BY**

**ATTENDEES**

### PURPOSE OF THE MEETING

### CASE OUTLINE

### RISK ASSESSMENT

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<tr>
<th>ACTION ITEMS</th>
<th>PERSON RESPONSIBLE</th>
<th>DEADLINE</th>
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</thead>
<tbody>
<tr>
<td>Identity Lead Agency and Individual (Standing Item)</td>
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**Date of Next Meeting:**