

# Agreed support plan has not engaged Person / Family

Am I concerned just because they are not engaging or do I have evidence that non-engagement increases the likelihood and severity of the identified risk?

## Complicating Factors

- Mental Health
- Substance use
- Safeguarding Risks
- Family Pressure
- Family acting as a gatekeeper?
- Accommodation worries
- Lacks Mental Capacity in specific situations
- Capacity but still Vulnerable?
- Fluctuating Capacity
- Duress?

## Strategies to Consider

- Develop working relationship
- Discuss support plan with individual/family
- Calls
- Home Visits / Joint Visit
- Letters
- Appointments
- Other agencies
- GP Contact
- Trusted Family Member
- Carer's assessment
- Advocacy
- Reflective practice discussion/supervision
- Line Manager Discussion
- Safeguarding Advice

## Consider

- Am I colluding?  
See Below for explanation

## Next Steps

- Make sure the person understands what the concerns about their safety are and what they need to do for workers to feel that they are safe
- Do not close the case
- Discuss with line manager
- Risk Assessment
- Consider Mental Health Assessment
- Consider Mental Capacity Assessment
- Legal Advice
- Seriously consider a face to face multi-disciplinary meeting or using the [Complex Adult Risk Management \(CARM\) Framework](#)
- Do not assume that someone else is doing something - **communicate**
- Seek Advice from other agencies
- Submit a cause for concern to Safeguarding Team Worcestershire County Council if there is concern regarding risk of abuse or neglect

## Inaction could lead to -

**Risk to Person/Family**  
Abuse, Neglect, Injury, Death

## Risk to Organisation

- Safeguarding Adult Review
- Organisational reputation issues
- Negative Media Coverage
- Compensation / Damages

## Risk to Worker

Dismissal, Disiplinary action, Fitness to practice proceedings

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. Cases should only be closed when multi-agency risk assessment does not identify a medium/high risk.

## 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 not answer at the door?
- Am I focussing on the family needs not the needs of the adult at risk?
- Am I avoiding speaking to the person themselves?
- Am I relieved when there is no answer at the door.

## Data Protection reminder

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