



Multi Agency Support Levels

Guidance to help support wellbeing of
Worcestershire adults aged 18+

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1. Introduction

This document is intended to assist professionals when making decisions about how to respond to the needs of adults. It aims to help determine the most appropriate and proportionate level of support needed. It is not intended to be prescriptive or exhaustive, nor a definitive way to open or close access to a service. Every adult is unique and their needs should be considered on an individual basis, and decisions should be made using professional judgement supported by this guidance.

Feedback on this document is welcomed and can be [submitted here](#).

2. A Shared Responsibility

Safeguarding and promoting the welfare of adults, in particular protecting them from abuse or neglect, is dependent upon effective joint working between practitioners with different roles and expertise. Adults in situations which make them vulnerable may need co-ordinated help from a range of services such as health, education and skills, and the independent and voluntary sector.

The aim of all care and support services is to promote the well-being, independence, and dignity of individuals and their carers, and to enable them to live fulfilling lives and participate in their communities.

3. Information Sharing

It is good practice to seek consent of the adult, if the adult has capacity, before all staff and partner agencies are expected to adhere to confidentiality at all times unless the person is at risk.

If consent cannot be established, then it is important to explain why not. If there is no consent from the adult, or their carer to engage with the support, which may lead to inability to protect them or others from harm, **a referral should still be made.**

The WSAB information sharing guidance is available at:

WSAB Information Sharing Protocol V5 - Worcestershire Safeguarding Boards

4. Equality, Diversity and Inclusion

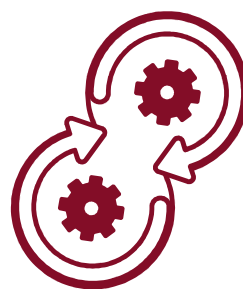
Effective communication is essential in supporting adults and it is important that people are fully informed so that they can make informed decisions about their care and support. Failing to do so could mean that a person;

- cannot give their informed consent to something they don't fully understand.
- is disadvantaged if they cannot access the information that they need.

All partner agencies should have their own arrangements in place for providing language interpreters including British Sign Language, translated text and information in alternative formats.

Further information and advice can be obtained from the Equality, Diversity and Inclusion Lead: **equality@worcestershire.gov.uk**

Some adults require professionals to support individual styles of communication and information sharing processes. This could happen where English is not their first language, or where they have a learning disability or sensory impairment such as sight or hearing loss. In these circumstances an interpreter may be required, or information may be needed in an alternative format. This can be provided upon request.



5. Support Levels

Adults may have unmet needs at any age or stage of life. In addition, their circumstances and support needs may change over time which means that the process of assessment needs to be a dynamic one. Appendix 1 contains a set of tables giving examples of support at each level.

An accumulation of a number of these examples could increase an adult's vulnerability and as such the level of support needed. It should be noted that the levels of support described in this guidance does not necessarily correlate with those applied within other agencies and services.

There are four support levels which have been identified. The diagram below highlights these support levels and the appropriate professional response. These levels are;

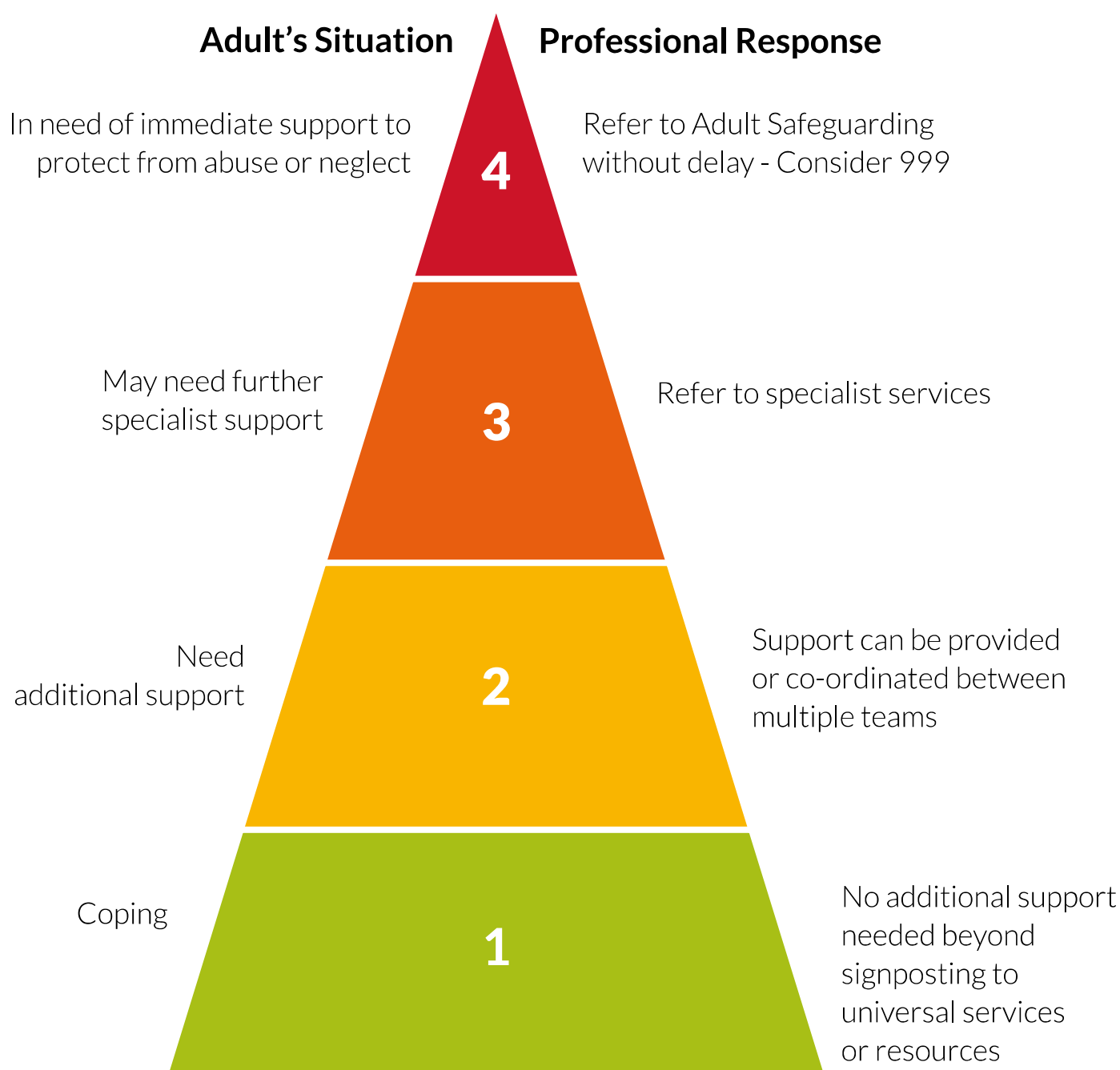
- **Level 1** represents support which can be provided by universal services such as care homes, health services, housing and voluntary sector organisations.
- **Level 2** represents increased or escalating support needs which cannot be met solely through universal services. Additional support may be required through a multi-agency approach to prevent, reduce and delay needs escalating further.
- **Level 3** represents complex and or escalating needs which are at the threshold for adult social care and requires specialist and statutory support.
- **Level 4** represents immediate risk to safety or wellbeing.



Levels of Support

Diagram for the Level of support, and the appropriate professional response in an easily understandable format.

Figure 1. Levels of Support



6. Making a Professional Judgement about Levels of Support

Professionals who work with adults and make judgements about the level of support required will help adults to access resources as a normal part of their everyday work.

Where possible, areas of support should be discussed with the adult and if appropriate agreement should be sought for accessing or referring to agencies.

The Levels of Support required by an adult can change over time and they can move up or down the levels. This reinforces the importance of effective, seamless processes to ensure continuity of care when an adult requires different levels of support or moves between services.

In some situations, signposting and available resources will not be sufficient, and consideration will be given to directly involving partner agencies with the agreement of the adult. In many cases this will involve engaging with another agency to provide a specific service. In other cases, multiple agencies might need to be involved and with this and an increased emerging risks a more structured and co-ordinated approach is needed to ensure that the adult is kept at the centre of the support.

The Care Act (2014) outlines that while everyone is entitled to a Care Act assessment this must be appropriate and proportionate.



Specialist services that may be directly referred to or if came to the Adult Front Door would be re-referred to directly, are:

- **Children's Services** — any young person who is under 18 should be referred to Children's Services directly.
- **Mental Health** — Acute mental health will be referred straight through to the AMHP team.
- **Worcestershire Association of Carers (WAC)** — Any support for carers can be referred to WAC with consent.

When making decisions around the levels of support needed, the following questions are generally found to help:

- Is the adult in need of immediate protection? Consider calling 999.
- How does the adult describe the support that they need?
- How do the family or carer describe the support that the adult needs?
- Can volunteers or partner agencies help?
- Is it likely that the adult will need several partner agencies to help them?
- Is there a clear pathway for the adult or does there need to be co-ordination?
- Is the adult in need of immediate protection?

Where possible, concerns should be discussed with the adult and if appropriate agreement should be sought for accessing or referring to agencies at Support Levels 1 and 2.

Any professional who considers that an adult needs threshold level support (Level 3/4) should consider discussing this with their safeguarding lead.

Where there is a named/allocated social worker or care worker, they should be referred directly for support.

If a professional believes that an adult is at risk of abuse or neglect, then the adult must always be referred to Adults Social Care without delay via the Safeguarding Adults escalation Pathway, Appendix 2.

Appendix 1 - Levels of Support examples

S1 SUPPORT LEVEL ONE: Universal Services	
Support which can be provided by universal services such as health services, housing and voluntary sector organisations.	
Managing and maintaining nutrition	Carer is willing and able to provide support. Person, carer understands the situation and the person is receiving appropriate support.
Maintaining personal hygiene	Can maintain own personal hygiene independently. Can maintain good personal hygiene with support from a family member or carer.
Managing toilet needs	Can independently manage toileting needs. Can manage toileting needs with support of a family member or carer.
Being appropriately clothed	Is appropriately clothed or has means to purchase suitable clothing.
Being able to safely make use of the home (is able to be mobile)	Can safely and independently make use of the home. Can make use of the home with support from a carer or family member.
Maintaining a habitable home environment	Can maintain a clean, safe and habitable home environment Has some support from family or carer to maintain a clean and habitable home environment
Developing and maintaining family or other personal relationships	Can develop and maintain good personal relationships Has multiple, stable personal relationships
Accessing and engaging in work, training, education or volunteering	Willing to engage in training, education, work or volunteering
Making use of facilities or services in the community including public transport, recreational facilities or services	Willing to participate in local clubs, activities, sports and recreation. Wellbeing needs are able to be met through facilities or services in the community.

S2 SUPPORT LEVEL TWO: Additional Support	
Increased or escalating support needs which cannot be met solely through universal services. Additional support may be required through multi-agency approach to reduce needs from escalating further.	
Managing and maintaining nutrition	Can maintain own personal nutrition with support but ability to manage nutrition may be deteriorating. Family or carer is struggling to support with nutrition.
Maintaining personal hygiene	Can maintain own personal hygiene with support. Family or carer is struggling to support with ongoing personal needs.
Managing toilet needs	Can manage toileting needs with support of a family member or carer. Family member or carer is struggling to provide ongoing support for managing toileting needs.
Being appropriately clothed	Does not appear to be appropriately clothed. Is able to dress independently but this causes discomfort or distress. Is not able to dress independently.
Being able to safely make use of the home	Can make use of the home with support from a carer or family member. Cannot safely get around the home without assistance.
Maintaining a habitable home environment	Support needed to maintain a habitable home environment.
Developing and maintain family or other personal relationships	Support needed to maintain healthy relationships or prevent isolation.
Accessing and engaging in work, training, education or volunteering	Is accessing training, education, work or volunteering with support. Wants to access work, education, training or volunteering but needs support.



S3 SUPPORT LEVEL THREE: Specialist Services

Complex and or escalating needs which are at the threshold for adult social care and requires specialist and statutory support.

Managing and maintaining nutrition	Is not eating healthily . Is not sustaining a healthy weight.
Maintaining personal hygiene	Family or carer are struggling to support with ongoing personal hygiene needs. Cannot manage own personal hygiene independently and has no support in place.
Managing toilet needs	Can manage toileting needs with support of a family member or carer. Family member or carer is struggling to provide ongoing support for managing toileting needs.
Being appropriately clothed	Does not appear to be appropriately clothed Is able to dress independently but this causes discomfort or distress. Is not able to dress independently.
Being able to safely make use of the home	Can make use of the home with support from a carer or family member. Cannot safely get around the home without assistance.
Maintaining a habitable home environment	Home environment is unsafe, dirty, unhygienic or rapidly deteriorating. Support to maintain a clean home environment cannot be sustained.
Developing and maintain family or other personal relationships	Has few or no personal relationships. Relationships are at risk of breakdown. Relationships are not being maintained.
Accessing and engaging in work, training, education or volunteering	Does not access any work, training, education or volunteering.
Making use of facilities or services in the community including public transport, recreational facilities or services	Wants to access community services and facilitates but cannot currently access these independently. Does not engage in community services, transport, recreation or local facilities.
Making use of facilities or services in the community including public transport, recreational facilities or services	Wants to access community services and facilitates but cannot currently access these independently.

S4 SUPPORT LEVEL FOUR: Safeguarding and Emergency Services

Represents immediate risk to safety or wellbeing.

Managing and maintaining nutrition	Recurring poor quality care incidents relating to food and drink, AND / OR Is experiencing severe or prolonged hunger, dehydration, or constipation.
Maintaining personal hygiene	Is unsupported to manage hygiene and or this is severely impacting health.
Managing toilet needs	Is unsupported or inappropriately supported to manage toilet needs. Recurring incontinence with consequences such as loss of dignity and self-confidence or pressure ulcer.
Being appropriately clothed	Is repeatedly inappropriately dressing and or is unsupported to be clothed resulting in neglect and or severe ill health.
Being able to safely make use of the home	Unsafe home causes severe injury and or inaction to support to make home safe results in injury. Adult is unduly prohibited from making use of the home.
Maintaining a habitable home environment	Home environment is unhygienic and unsafe, there is no support in place to make home habitable.
Developing and maintain family or other personal relationships	Recurring event of adult of harming self and /or others due to inaction. Inappropriately restrained in the care of others. No contact from family, carers or professionals is made to check wellbeing or safety putting the adult at risk. Concerns that family or other personal relationships are neglectful or abusive.
Accessing and engaging in work, training education or volunteering	Unduly prohibited from accessing or engaging with work, training, education or volunteering.
Making use of facilities or services in the community including public transport, recreational facilities or services	Severe or persistent restriction of access to facilities or services in the community

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