Within 15 Mins

Within 45 Mins

London Borough of Newham Independent Living Support Service (ILSS) - Provider No Response Process

This document sets out the process that should be followed by all ILSS Providers if a Care Worker arrives to deliver a planned visit and there is no response at the property and the Care Workers is unable to access the property. All ILSS Care Workers should carry a copy of this document with at all times whilst at work.

<u>Step 1</u>: <u>Care Worker - Try to confirm whether there is anyone in the property by looking through the windows / letterbox. Check whether post / milk / papers have been collected. Check for unnatural internal signs or smells. Listen for signs that someone is in the property such as the TV or water running.</u>

<u>Step 2</u>: <u>Care Worker -</u> Contact the person by phone. If no answer, try contacting their neighbours - then next of kin.

<u>Step 3</u>: <u>Care Worker</u> - Contact your office to report the failed visit. Confirm you have gone through Steps 1 and 2 above; and ask them to review the case record for any relevant information (e.g. customer never goes out; is on holiday; reported feeling unwell, etc). Update CM2000.

<u>Step 4</u>: Provider - Use information in the case record to contact any other relevant person or service such as:

- Other family or friends
- Neighbours or other local key holder
- Customer's GP
- Community Health Services
- Day Centre
- Hospital Admissions
 - Newham University Hospital 020 7476 4000
 - The Royal London 020 7377 7000
 - Shrewsbury Road Health Clinic 020 8586 6555
 - Mile End Hospital 020 7377 7000
 - Whipps Cross University Hospital 020 8539 5522
 - Bart Health NHS Trust 020 3416 5000
 - Spire London East Hospital (private) 020 8551 1100

Step 5: Provider - Report to Adult Social Care / Emergency Duty Team - 020 8430 2000 (Option 2)

<u>Step 6</u>: <u>Provider</u> - Are there any signs of abuse or self-neglect? Is the person unable to keep themselves safe? If yes, you need to raise a Safeguarding Concern? (https://www.newham.gov.uk/health-adult-social-care/sg-raising-alert/2)

Care Worker - If you suspect the person is at risk of serious harm or is critically unwell at any point of the process you should call 999 immediately. <u>DO NOT DELAY.</u>

Within 60 mins of Care Worker arriving at the property

Within 60 mins of Care Worker arriving

Within 45 Mins

London Borough of Newham Independent Living Support Services (ILSS) - Provider Customer Refusal of Service Process

This document sets out the process that should be followed by all ILSS Providers if a Care Worker arrives to deliver a planned visit and the customer refuses the Service. This process should be completed every time a planned visit is refused. All ILSS Care Workers should carry a copy of this document with at all times whilst at work.

Step 1: Care Worker - Try and identify the reason for this. Has anything changed - does the customer appear unwell, distressed, injured? Are there other people in the property? Has the customer allowed you access into the property? Has there been a change in the environment? Is there evidence of self-neglect (e.g. the customer hasn't washed or dressed, is unkempt or their environment dirty?) How is the customer going to be supported with the planned tasks? Do they have access to food and / or medication?

Step 2: Care Worker - Document the refusal of care. Contact your office to report the refused visit even if the customer advises they do not want this to be reported. Update CM2000.

Step 3: Provider - Make contact with the customer's next of kin / emergency contact to advise of the refusal of care. Consider contacting other agencies such as the customer's GP, if the customer appears unwell or if they have refused medication.

Step 5: Provider - Report to Adult Social Care / Emergency Duty Team - 020 8430 2000 (Option 2)

Step 6: Provider - Are there any signs of abuse or self-neglect? Is the person unable to keep themselves safe? If yes, you need to raise a Safeguarding Concern? (https://www.newham.gov.uk/health-adult-social-care/sg-raising-alert/2)

Care Worker - If you suspect the person is at risk of serious harm or is critically unwell at any point of the process you should call 999 immediately. DO NOT DELAY.

<u>CONTEXT</u> - Self-Neglect is one of the 10 categories of abuse recognised by the Care and Support Statutory Guidance. "This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. A decision on whether a response is required under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this, without external support." (The London Multi-Agency Policy and Procedures - Page 29)

Refusing care may be a sign of self-neglect. The London Multi-Agency Policy and Procedures identifies three characteristic areas of self-neglect as:

- Lack of self-care neglect of one's personal hygiene, nutrition and hydration, or health, to an extent that may endanger safety or wellbeing;
- Lack of care of one's environment situations that may lead to domestic squalor or elevated levels of risk in the domestic environment (e.g. health or fire risks caused by hoarding);
- Refusal of assistance that might alleviate these issues refusal of care services in either their home or a care environment or of health assessments or interventions, even if previously agreed, which could potentially improve self-care or care of one's environment.

Self-neglect can result from mental health issues, personality disorders, substance abuse, dementia, advancing age, social isolation, cognitive impairment and / or triggered by a traumatic life event. Care Workers, who visit customers regularly, are likely to notice a change in their personal hygiene or environment (has the electricity or gas been cut off, does the toilet no longer work, is poor personal hygiene effecting their health) and if that customer is no longer able to keep themselves safe. Customers who refuse support may tell the Care Worker they are "fine".

If the person has care and support needs and the Care Worker suspects that they are not able to keep themselves safe from the risk of self-neglect a safeguarding concern must be raised.