



Complex Adults Risk Management (CARM) Fact Sheet

What is CARM?

CARM is a multi-agency approach to manage risks that may arise for adults who can make decisions for themselves, but who are at risk of serious harm or death from:

- Self-Neglect
- Risk taking behaviour, chaotic lifestyles or
- Refusal of services.

Who can arrange a CARM risk assessment/meeting?

A CARM can be initiated by any agency including Sunderland County Council (SCC) Adult Care, Police, Fire and Rescue Service, Housing, the NHS, Environmental Health, Probation, voluntary sector, faith groups or any other organisation working with the individual.

When should I call a CARM?

You may be worried about an Individual's safety or the way they are choosing to live. Before calling a CARM meeting you must consider the four criteria of which must be met for a CARM meeting to take place.

1. A person **must have capacity** to make decisions and choices regarding their life;
2. There is **a risk of serious harm or death** by self-neglect, fire, deteriorating health condition, non-engagement with services or where an Adult is targeted by local community, is subjected to Hate Crime, Anti-Social Behaviour or sexual violence - and they do not meet the criteria for Safeguarding; Serious harm means death or injury, whether physical or psychological, which is life threatening and / or traumatic and which is viewed to be imminent or likely to occur in the future;
3. There is **a potential risk to the health and safety of others in the community**. This could be due to fire risk, cuckooing, drug dealing, hate crime and other crimes committed which could make others feel unsafe in the area; environmental health concerns such as vermin, excess rubbish and unsanitary conditions and any other issue which could impact on the health and safety of neighbours, visitors, the wider community or professionals who need to enter the property to provide a service;
4. There are **high levels of concerns from partner agencies**.

If I think all four criteria apply what should I do next?

Speak to the Adult Safeguarding Lead within your organisation to discuss and establish that all four criteria for a CARM meeting are met. You can then start the CARM process.

How do I get started?

Contact the Duty CARM administrator at (Safeguarding.Adults@sunderland.gov.uk). The CARM administrator can advise you where to find all the documents required for the process. Information will be recorded about the CARM so that the SSAB is able to track progress and quality assure the process.

The CARM Policy and CARM Staff Guidance can be found on the SSAB website which provides detailed information about the process and there is a flow chart that you may find useful. Remember, any agency can refer in a matter to be considered under CARM. If the referral is accepted you will be advised who will be the CARM Chair and coordinate the CARM going forward.

How do we involve the person in the CARM process?

It is useful to involve the person wherever possible and every effort should be made to engage them in the process. There is a leaflet called 'CARM-What to Expect' – which can be found on the SSAB website www.sunderlandsab.org.uk and which explains the CARM process and gives the person an opportunity to write down their wishes and feelings. This may be useful for people who do not want to attend but would like to contribute, or who have difficulty expressing their wishes and feelings. A carer or family member could help them fill in the leaflet. If they don't want to be involved you can still go ahead with the CARM.

Who should I invite to the meeting?

All agencies involved or who could be involved to support the person. It is important that professionals who attend the CARM meeting are able to make decisions on behalf of their organisation.

What happens during the CARM meeting?

Agencies share information about the person, evaluate concerns, outline each agencies responsibility and produce an action plan to manage the risks. The CARM meeting may identify the need to make other referrals about the person, other adults at risk or children. Whether or not the person is present, their views must be sought and considered. There is a meeting template to record the discussion and actions agreed, this should be completed with as much information as possible.

Do you have some examples of what has been discussed at CARM meetings?

Examples of issues that have been discussed (there are usually more than one of the issues listed below):

- Fire risk at home to self or neighbours
- Self-harm or suicide attempts

- Hoarding
- Self-Neglect
- Not taking medications or not accessing medical attention
- Risk to animals
- County Lines/Cuckooing
- Homelessness
- Drug/Alcohol misuse
- Risk taking due to poor Mental Health
- Exploitation
- Anti-social behaviour

How do we know what has been agreed at the CARM meeting?

It is important that accurate minutes are kept using the CARM meeting record template to identify the agreed actions. The minutes should be circulated within 10 working days of the meeting to all attendees and a copy must be sent to the Local Authority CARM administrator.

What happens after the meeting?

The actions agreed at the meeting should be completed within the agreed timescale. Where necessary, review meetings can be arranged.

When do we close the CARM?

The CARM process should be closed when actions have been completed. Remember, the purpose of the CARM process is to minimise the likelihood of death or serious harm. The CARM minutes should identify the process and action taken to manage the risks with an evaluation of the outcome.

Where can I find more information about CARM?

The SSAB has a dedicated website www.sunderlandsab.org.uk where all the CARM documentation can be found.