



# Sunderland Safeguarding Adults Board

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## Complex Adult Risk Management (CARM)

### POLICY

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## **1. Introduction**

1.1 The Sunderland Safeguarding Adults Board (SSAB) agreed the need for a process to manage complex risks. This may arise within specific circumstances when working with adults deemed to have capacity to make decisions for themselves, but who are at risk of serious harm or death through:

- Self-neglect (Care Act 2014);
- Risk-taking behaviour/chaotic lifestyles; or
- Refusal of services.

The aim of the CARM policy is to provide professionals with a framework to facilitate effective multi-agency working with adults who are at significant risk.

## **2. Complex Adult Risk Management (CARM) process**

2.1 The CARM is a multi-agency adult assessment risk management process to:

- Identify the relevant risks for the individual;
- Discuss and agree agency responsibilities/actions;
- Record, monitor and review progress with the agreed action plan;
- Agree when the risks have been managed and evaluate the outcome.

2.2 The CARM will only be called where the adult at risk does not fall within the existing multi-agency processes, or if it is felt that a CARM meeting will help to reduce the risk of serious harm or death. The CARM is not a substitute for:

- Multi-Agency Public Protection Arrangements (MAPPA);
- Multi-Agency Risk Assessment Conference (MARAC);
- Channel (multi-agency meeting within the Prevent programme);
- Formal adult safeguarding procedures.

2.3 Each agency has a responsibility to ensure that their staff are aware of the CARM policy/process and of the need to contact their safeguarding lead/manager if/when the

process is required. The agency that identifies the person at risk who would benefit from a CARM meeting will be responsible for checking whether the criteria are met (see section 3.1) and supporting the process (see sections 4 - 6);

### **3. Criteria for a CARM**

3.1 **All** of the following conditions must apply for a CARM to be called:

1. The person has the **mental capacity** to make decisions and choices about their life;
2. There is a risk of **serious harm** (physical or psychological) which is life-threatening and/or traumatic and which is viewed to be imminent or very likely to occur, **or death** by self-neglect, fire, deteriorating health condition, non-engagement with services, or where an adult is targeted by the local community, is the victim of hate crime or anti-social behaviour or the victim of sexual violence and they do not meet the criteria for a safeguarding referral;
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 that 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 is **a high level of concern from partner agencies**.

3.2 The principles of the Mental Capacity Act (2005) must be followed to establish whether the person has the capacity to make the relevant decisions. Further information and guidance on Mental Capacity Act (2005) assessments and best interests decision-making can be found at:

<https://www.gov.uk/government/collections/mental-capacity-act-making-decisions>.

**It is essential that every effort is made to engage and involve the person deemed to be at risk throughout the process, where they will engage.**

3.3 The CARM is an opportunity to ensure all agencies have offered the appropriate support/options to the person. All relevant legislation must be considered throughout the process.

## **4. Preparation for a CARM meeting**

4.1 Consent for holding a CARM meeting should be obtained from the person wherever possible, and the person should be encouraged to participate in the process (see What to Expect information leaflet). However, a lack of consent must not prevent the meeting from taking place.

4.2 Where the criteria are met and a CARM meeting is agreed, the nominated Chair will:

- Identify the agencies to be invited to the meeting including non-statutory, voluntary sector and local community groups to facilitate the best opportunity to encourage positive engagement with the adult at risk;
- Consider whether there are agencies not currently involved with the person that should be invited to attend;
- Where children are part of the household or are linked to the person, Children's Services must be invited to the meeting and a safeguarding children referral completed;
- Arrange a suitable venue and coordinate attendance;
- Consider how the views of the person can be included - the person, or an appropriate advocate, may attend;
- Consider the resources necessary, should the person wish to attend and has specific communication/physical needs.

4.3 All partner agencies must ensure that an appropriate member of staff, with the required seniority to make decisions on behalf of their organisation, attends the CARM meeting.

## **5. Chairing a CARM meeting**

5.1 The purpose of the meeting is to formulate a multi-agency risk assessment and identify actions to reduce the risk. The nominated Chair will Chair the meeting and ensure completion of the CARM meeting document at every meeting. See CARM Practice Guidance and CARM Meeting Record.

5.2 The CARM Meeting Record must be circulated securely to all attendees within two weeks of the meeting: however, actions agreed must be initiated at the earliest opportunity by partner agencies. A copy of the completed CARM Meeting Record must

be submitted to the Local Authority Safeguarding Adults Team, who will collate records for the purpose of quality assurance and data collection.

5.3 The meeting date can be brought forward if the situation changes at any time and it is the responsibility of the professionals involved to contact the Chair.

5.4 When all actions are completed for the identified risks, the CARM process must be closed. Where there is any disagreement about the process and/or proposed closure of the case this must be escalated to the Head of Safeguarding within the respective organisation(s).

5.5 Where the person refuses support and, despite all efforts, the risks cannot be mitigated, the following must be recorded on the CARM Meeting Record:

- Action taken to date by each agency;
- Rationale for closing the case;
- Evaluation of the process;
- Potential for future review.

5.6 Once the CARM process is closed it may be reconvened at any time and by any agency in response to the person's changing circumstances/risks.

## **6. Death of a person within CARM process**

6.1 Where a person dies whilst within the CARM process:

- HM Coroner must be informed;
- Consider a Safeguarding Adult Review (SAR) referral SAR information and discuss with Adult Care/CCG Adult Safeguarding Leads.

## **7. Information Sharing**

7.1 Each agency needs to be aware of the principles of sharing information and be aware of the threshold of sharing information on a 'need to know basis'. Information can be shared to protect the vital interests of the adult at risk (Data Protection Act 1998; Sunderland Information Sharing Agreement can be viewed here: <http://sunderlandsab.org.uk/lms/course/view.php?id=20>)

## **8. Evaluation of the CARM and quality assurance**

8.1 Each agency must maintain records of the CARM meetings in which they are involved. Agencies are responsible for collating and reporting information to the Sunderland Safeguarding Adults Board as required.

8.2 At the conclusion of every CARM meeting the Chair and members must review the process and record the evaluation on the CARM Meeting Record.

8.3 Audit of the CARM process will be agreed via the Quality and Assurance Sub-Group of the Sunderland Safeguarding Adults Board.

## **9. Supporting Documents**

1. CARM Meeting Record.
2. CARM What to Expect information leaflet.
3. CARM Practice Guidance.
4. CARM Process Flowchart.
5. Information Sharing Agreement