

Complex Case Pathway/Framework

IDENTIFY

A professional has concerns about the risk of harm to a person, and the following all apply:

- The person does not live in a registered care home*
- The risk of harm derives from the person themselves (through their unmet self-care needs), rather than a third party*
- The unmet self-care needs are problematic to manage and the risk of harm is increasing.

* Local safeguarding processes should always be used for people living in care homes, or where a third party (for example another person or a service) is the source of the risk

RESPOND

Agency that identifies the concern is the **first responding agency**, this agency having responsibility for **advancing the concern** at this stage. Two actions must occur;

1. Report an adult safeguarding concern

2. First responding agency identifies other 'relevant agencies' that
- are currently providing support to that person
 - May add expertise to the assessment of risk
 - Is the person's GP

ORGANISE

Arrange virtual multi-agency risk meeting involving 'relevant' agencies.

- Consider if other pre-arranged meeting could be utilised to cover the requirements of the complex case risk assessment.

ACTION

Possible Safeguarding enquiry process

Virtual multi-agency risk assessment meeting takes place

- First responding agency presents overview of case/concerns
- Relevant agencies share information
- Risks are reviewed in more detail
- **Lead agency** identified, replacing first responding agency
- Record minutes and actions (see Appendix for template)

Lead agency shares and oversees action plan

Action plan and risks are reviewed at subsequent meetings until risks are reduced or are stabilised