Adult Social Care

Levels of Need

V3 August 2020

SURREY
COUNTY COUNCIL

Levels of Need for Adults

	Level 1 - UNIVERSAL	Level 2 – EARLY HELP	Level 3 – TARGETED HELP	Level 4 – SAFEGUARDING CONCERN
	Universal Response The adult appears to have support needs met by universal services or they can access these independently. Or, the adult has no apparent need for any service or information and advice in addition to the actions and signposting already provided.	**Support needs and / or signposting** The adult seems to be in **need of support or help** due to a physical or mental impairment or illness (including drug or alcohol use) and may require universal and targeted services working together.	**Care and support needs requiring** • **Assessment of needs (Section 9 Care Act 2014); or** • **Carers Assessment (Section 10 Care Act 2014)** The adult • appears to have **needs for care and support** arising from, or related to, a physical or mental impairment or illness (including drug/alcohol use), and there is **no** abuse or neglect, or demonstrable risk of either; or • the adult is a carer for an adult needing care, and that carer appears to need support, either now or in the future. *Appearance of care and support needs should be linked to inability to achieve outcomes on listed on page 3.*	**Adult safeguarding concern requiring a decision whether s42(1) Care Act 2014 criteria are met** Reasonable cause to suspect that adult • Has **needs for care and support** arising from a physical or mental impairment or illness, **AND** • is being abused or neglected, or is at risk of being abused or neglected, **AND** • is unable to protect themselves due to their care and support needs. *If the three statutory criteria are met, then the local authority must ensure enquiries are made under s42(2) Care Act. If at least one of the criteria is not met, it has no power to make or cause enquiries under s42(2) Care Act.* *Surrey Safeguarding Adults Board policy says that risk here means some clear and present risk. It must be more than simply a theoretical risk.* *The relevant age of the person is their age at the time the abuse or neglect took place. If they were under 18 at the time, it is not an adult safeguarding concern.*
Referral pathway	**No referral needed**	**Seek to signpost the individual to appropriate local services.** **Only if this is not possible, refer to SCC Contact Centre**	**Refer to SCC Contact Centre** **Online referral:** https://customer.surreycc.gov.uk/adult-social-care-enquiry **Email:** contactcentre.adults@surreycc.gov.uk **Phone**: 0300 200 1005	**Refer to Surrey MASH for Adults** **Contact details and referral form available here:** ASC MASH Referral form **Email:** ascmash@surreycc.gov.uk **Phone:** 0300 470 9100 (Option 2 then Option 1)

Referrals regarding self-neglect

Surrey Safeguarding Adults Board's Policy says: "In Surrey, the starting point will be an assumption that an adult safeguarding enquiry is not the best response to a concern about self-neglect or hoarding". If the person does not appear to have care and support needs, consider a Level 1 or Level 2 response.

In most instances, please treat issues regarding adults with care and support needs who are at risk of self-neglect as at Level 3.

If you have made a Level 3 referral, you do not need to also make a Level 4 referral about the same matter.

Issues regarding self-neglect where a Level 4 referral may be indicated, rather than a Level 3 referral, would be where alongside the concern about self-neglect of an adult **with care and support needs**
• There is a concern that there have been failures by agencies or professionals to work together to assess and manage risks effectively
• The person is at risk because care that they need, or access to facilities to support them, is being prevented by another person

If you have made a Level 4 referral, you do not need to also make a Level 3 referral about the same matter.

To avoid confusion and duplication, please do not make both a Level 3 and Level 4 referral about the same matter.

	Level 1 - UNIVERSAL	Level 2 – EARLY HELP / SIGNPOSTING	Level 3 – TARGETED HELP	Level 4 – SAFEGUARDING CONCERN
Indicators of need	An adult who has a mild to moderate mental illness (see page 3) and has said they will see their GP or is under their GP and / or on prescribed medication. An older adult who has no other indication of care and/or support needs. Police have already consulted with SABP by way of their use of section 136 or 135 powers, and there is no Safeguarding concern. Alcohol or drug use is having a minor impact on their life and they have been given advice which they have the mental capacity to decide whether to act upon. An adult who has been the victim of a crime but there is no reason to think they cannot engage in the investigation without support, or act on the crime prevention advice given by police.	An adult who has a mild to moderate mental illness (see page 3) and they need support/signposting to access appropriate universal services. An adult who has a mild to moderate mental illness and an incident has occurred which may impact on this. Alcohol or drug use and they need support/ signposting to access appropriate services. Alcohol or drug use, or previous use, and an incident has occurred which may impact on this. An adult who would benefit from support / signposting to prevent increase in support needs and maintain independence and wellbeing - e.g. Homelessness or unsuitable housing, financial problems, sensory impairment, has experienced a one-off fall, lack of occupation, etc.	An adult with care and support needs may be: • an older person (with additional frailty or needs) • a person with a physical disability, a learning difficulty or a sensory impairment • someone with mental health needs, including dementia or a personality disorder • a person with a long-term health condition • someone who misuses substances or alcohol to the extent that it affects their ability to manage day-to-day living *SCIE (March 2015)* The Care and Support (Eligibility Criteria) Regulations 2014 say that an eligible need is one that arises from or is related to a physical or mental impairment or illness and results in the adult being unable to achieve **two** or more outcomes (see page 3) which is likely to have, a significant impact on their wellbeing (see page 3)	**Care and support needs:** Reasonable cause to suspect adult is unable to achieve **one** or more outcomes (see page 3), which consequently has an impact on their wellbeing. **Is experiencing abuse/neglect or risk of abuse/neglect:** "Risk" means some clear and present risk. It must be more than simply a theoretical risk. **Unable to protect themselves:** Requires there to be a causal link between the care and support needs and the inability to protect themselves. Even if actions have already been taken which reduce/manage the risk of abuse, if the person has care and support needs which leave them unable to protect themselves (without support), it is a safeguarding concern.

Care and support needs: Outcomes

- Managing and maintaining **nutrition**
- Maintaining **personal hygiene**
- Managing **toilet** needs
- Being appropriately **clothed**
- Being able to make use of their **home safely**
- Maintaining a **habitable home** environment
- Developing and maintaining family or other personal **relationships**
- Accessing and engaging in **work, training, education or volunteering**
- Making use of necessary facilities or **services in the local community**
- Carrying out any **caring responsibilities they have for a child**

Wellbeing:

'Wellbeing' is a broad concept, and it is described as relating to the following areas in particular:
- personal dignity (including treatment of the individual with respect)
- physical and mental health and emotional wellbeing
- protection from abuse and neglect
- control by the individual over day-to-day life (including over care and support provided and the way it is provided)
- participation in work, education, training or recreation
- social and economic wellbeing
- domestic, family and personal
- suitability of living accommodation
- the individual's contribution to society

Types of abuse:

- Physical
- Domestic abuse
- Sexual abuse / exploitation
- Psychological or emotional
- Financial or material
- Modern slavery
- Discriminatory
- Organisational
- Neglect or acts of omission
- Self-neglect (**not** self-harm)

The Care and Support statutory guidance says "This is not intended to be an exhaustive list but an illustrative guide as to the sort of behaviour which could give rise to a safeguarding concern."

Mild to moderate Mental Health issues:

Mild - a person has a small number of symptoms that have a limited effect on daily life.

Moderate - a person has more symptoms that can make daily life much more difficult than usual.

A person may experience different levels at different times.

Examples of Universal services:

- Police
- Victim Support
- Domestic Abuse Outreach
- General Practitioner
- Accident and Emergency
- Housing support
- Homelessness services
- Fire and Rescue
- Ambulance Service
- Trading Standards

Substantial and complex mental health needs:

Individual is likely to present predominantly with/as:
- Psychosis, such as schizophrenia or bi-polar disorder
- Severe depressive disorder where the level of risk/complexity/engagement require treatment by a specialist MH service
- Severe disorders of personality
- Longer term severe disorders characterised by poor treatment adherence and increased levels of risk/vulnerability
- Dual diagnosis of mental illness and substance misuse where the mental illness is the primary need, severe and complex in nature
- Complex presentations associated with severe mental illness, which impacts a significant risk of self-harm, harm to/from others, or serious self-neglect.
- An expectant mother with a history of mental ill health or perinatal/post-natal mental health issues, even where there may be lower or more moderate risks identified

Mental Capacity:

Principles:
- Assume a person has capacity unless proved otherwise
- Do not treat people as lacking capacity unless all practicable steps have been tried to help them make the decision
- A person should not be treated as incapable of making a decision merely because their decision seems unwise
- Always do things or take decisions for people without capacity in their best interests
- Ensure decisions and action taken for people without capacity are the least restrictive option

Two-stage functional test of capacity:

Stage 1:
- The person has an impairment of or disturbance in the functioning of mind or brain

and

Stage 2:
The person is unable to do at least one of:
- Understand the relevant information
- Retain it long enough to make decision
- Use and weigh up the relevant information to make decision
- Communicate their decision