



**Pathways for Professionals
working with Service Users with
Complex Needs and no fixed
abode or at risk of homelessness.**

Background

During 2018 there were significant incidents, one resulting in a death, relating to individuals with complex needs and who are homeless. Referrals had also been made to Safeguarding Adult Reviews. During some of the incidents the cases had been escalated to senior managers in different organisations to ensure an appropriate swift response was given. Following multi agency discussion it became clear that multi agency professionals were often unclear regarding the service required to best meet the persons need, for example an assessment or raising a safeguarding alert. Referral routes and what urgent response would be offered was also unclear in some situations.

This pathway document aims to provide guidance for multi-agency professionals to gain a better understanding of referral routes, eligibility criteria and roles and responsibilities.

The pathway covers:

- General Social Care Assessment
- Mental Health assessment for urgent and crisis
- Mental Health for long term support
- Access to Learning Disability services
- Appropriate Safeguarding referrals and pathways

This document is designed to support staff working with this cohort of service users and should be used to guide practice. If at any time a situation requires immediate escalation this can be done through the LSAB escalation policy.

General Social Care Assessment

Lancashire County Council have a duty to undertake an assessment of any adult with an appearance of need for care and support, regardless of whether or not they think the individual has eligible needs or their financial situation.

Lancashire use the following criteria to consider whether an individual may be eligible for support:

1. Do your needs arise from a physical or mental impairment or illness?
2. Do these needs mean you are unable to achieve two or more of the outcomes below?
3. As a result of being unable to meet these outcomes, there is likely to be a significant impact on your wellbeing.

Outcomes we consider

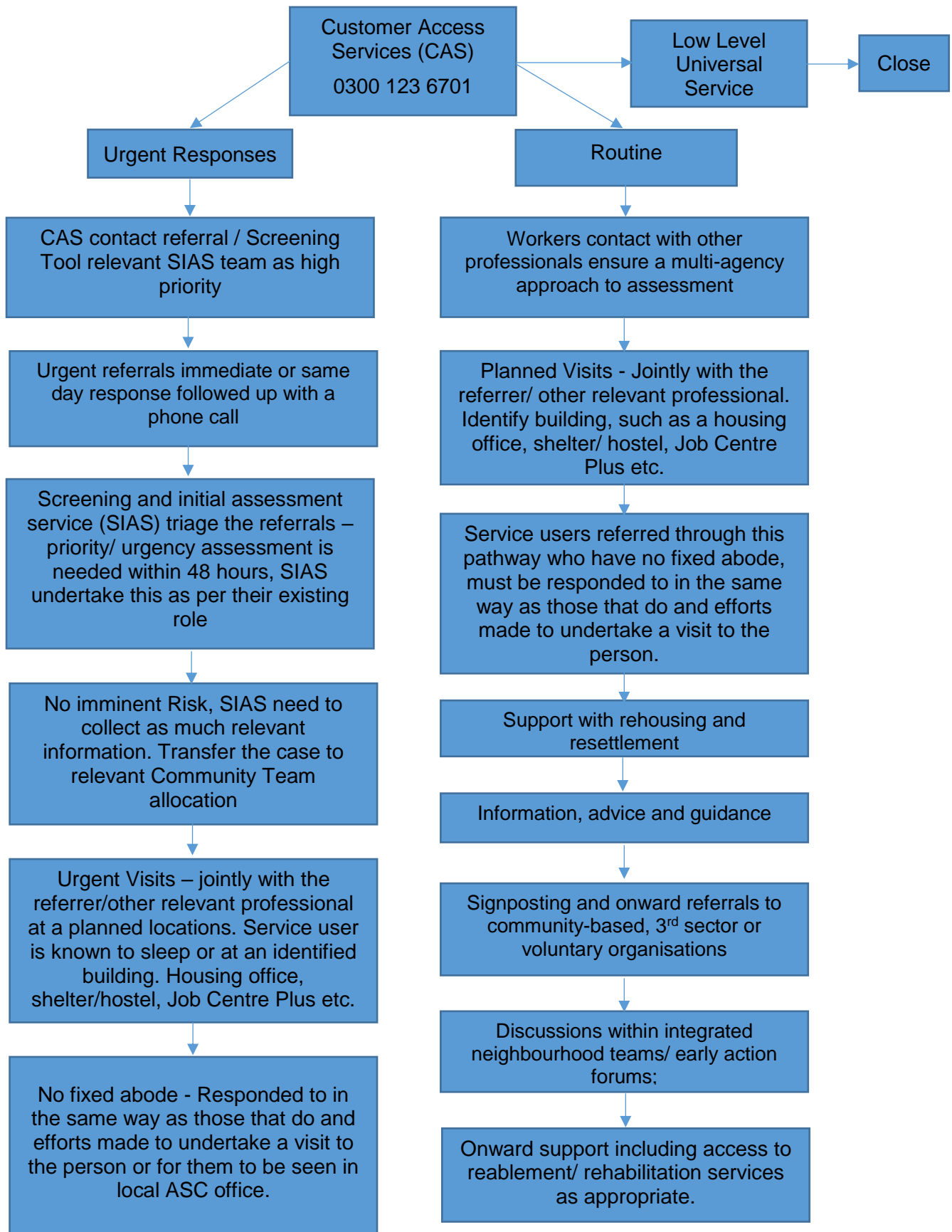
- Do you have access to food and drink to maintain nutrition and are you able to prepare and eat food and drink?
- Can you wash yourself and launder your clothes?
- Can you use the toilet and manage your own toilet needs?
- Can you dress yourself, and dress appropriately for example during cold weather?
- Can you move around the home safely, including accessing your home from outside
- Can you keep your home sufficiently clean and safe?
- Do your needs prevent you from maintaining or developing relationships with family and friends?
- Do you feel lonely or isolated?
- Are you able to get around in the community safely and able to use facilities or services such as public transport, shops and recreational facilities?
- Do you need support when attending health care appointments?
- Do you have any parenting or other caring responsibilities e.g. as a parent, step-parent or grandparent?

You are regarded as being unable to achieve an outcome if you are:

- unable to achieve it without assistance
- able to achieve it without assistance but doing so causes the you significant pain, distress or anxiety
- able to achieve it without assistance but doing so endangers or is likely to endanger your health or safety, or of others
- able to achieve it without assistance but takes significantly longer than would normally be expected

If you are working with an individual who you believe potentially requires social care support, then you can make a referral to adult social care. All referrals are taken through a single point of contact, the Customer Access Service. They will receive the information from yourself and determine if the referral is urgent.

REFERRAL ROUTE ADULT SOCIAL CARE (ASC) SERVICE USER MET ELIGIBILITY CRITERIA



Mental Health assessment for urgent and crisis

When an individual is presenting in a way which means they pose a significant risk to themselves or others, it is possible that they may be detained under the Mental Health Act (1983).

The Mental Health Act gives Approved Mental Health Practitioner's ('AMHP's') the authority to make an application for a person to be detained to a hospital.

An AMHP is a qualified professional (most commonly a Social Worker) who has undertaken additional training in mental health conditions and the law concerning mental health treatment and care. AMHP's are approved to act in their roles by Local Authorities who ensure that they undergo regular training and professional supervision.

To make an application to detain someone in hospital the AMHP has to have two Medical Recommendations completed by suitably qualified medical practitioners, one of whom has to have specialist training in mental health treatment, care and the law. These Doctors are known as Section 12 Approved Doctors.

In most cases a Mental Health Act assessment consists of an AMHP and two doctors although it is possible for each party to assess the person separately as part of the assessment process but the AMHP must assess the person and agree that the criteria for detention is met.

The most commonly used Sections of the Mental Health Act (1983) are Section 2, Section 3 and Section 136.

- Section 2 allows for a person to be assessed under the Mental Health Act (1983) for a period up to and including 28 Days. Within this period a person may be discharged from Section 2 and leave hospital or they may remain in hospital informally. If it is assessed as necessary in the interests of the person's health and/or safety or the safety of others there may be a further Mental Health Act (1983) assessment that could lead to detention under Section 3 of the Mental Health Act (1983).
- Section 3 allows for a person to be detained for an initial period of 6 months. This can be extended if deemed necessary for the person's treatment or if it is felt to be necessary in the interests of the person's health and/or safety or the safety of others.
- In addition to the powers of the AMHP the police have powers under Sec 136 of the Mental Health Act (1983). Under Section 136 the Police have powers to detain a person if they are in a public place and a Police Constable feels that the person is suffering from a mental disorder and is in immediate need of care or control and this in the interests of the safety of self and/or others. The person may be held for assessment or taken to a place of safety. Under Sec 136 a person may be detained for up to 24 hours from their arrival at a place of safety.

All referrals are taken through a single point of contact, the Customer Access Service.

EMERGENCY MENTAL HEALTH ASSESSMENT

Lancashire County Council Approved Mental Health Professional (AMHP) Service

Lancashire AMHP Services operates on a 24/7 basis 365 days a year

If you are concerned that a person may be suffering from a mental disorder and is in need of an assessment under the Mental Health Act (1983):

To request a Mental Health Act (1983) Assessment

Between the hours of 08:00-18:00 Mon-Fri dial:

0300 123 6701

Between the hours of 18:00-08:00 and at weekends and Bank Holidays dial:

0300 123 6722

A call handler will take details from you to ensure that your referral is directed to the correct service.

A Qualified Duty AMHP Will triage the referral and will allocate the referral to an AMHP. The allocated AMHP will liaise with the referrer and coordinate Mental Health Act (1983) assessment or where appropriate advise on/coordinate an alternative proportionate response e.g. referral to Home Treatment

The AMHP Service is not a 'Blue Light' service. If you believe a person may be mentally disordered and they present immediate risks to their own health or safety or the safety of others then please consider contacting the emergency services e.g. Ambulance Service, Police.

Mental Health for long term support

Individuals experiencing any form of mental health issues should be encouraged to access their GP in the first instance, who can offer support and refer to mental health services in the community.

Where a person has social care needs and is in need of support which appears to be linked to their mental health, there is also access to mental health social care teams.

Mental Health Social Care Teams, offer a social work service to individuals experiencing mental distress when there is a social care need. The teams are locality based and work closely with the individual and alongside other mental health services and primary care through the GP.

Where there is concern that a person may be suffering from a mental disorder and in need of a social care assessment or urgent support from the mental health services a manager from the social care community mental health team can be contacted.

All referrals are taken through a single point of contact, the Customer Access Service.

Any referrals which are made will be managed locally and they will then be responsible for liaising with the leads. If it is determined that support from health colleagues is required the leads/manager will do the liaison. This should prevent colleagues being passed between the teams.

Across Lancashire, there are currently two leads in relation to homelessness; Paul Chandelaney and Brian Christian. Both of these leads can be contacted to support referral process if any issues arise as a result of the individual being homeless.

Lancashire County Council Mental Health Social Care

To request a Social Care Referral:

Between the hours of 08:00-17:00 Mon-Fri
dial:

0300 123 6701

Between the hours of 17:00-08:00 and at
weekends and Bank Holidays dial:

0300 123 6722

Mental Health Teams in Each

NORTH

Lancaster & Morecambe:

01524 550133/550700

Fylde:

01253 951355

Wyre:

01253 951830

CENTRAL

Preston West:

01772 401650

Preston East:

01772 401650

Chorley & South Ribble:

01772 676068

West Lancashire:

01695 684130

EAST

Burnley:

01254 226935

Pendle:

01282 657387

Rossendale & Hyndburn:

01254 226400

Hyndburn & Ribble Valley:

01282 657387

OLDER ADULTS

North:

01524 550630

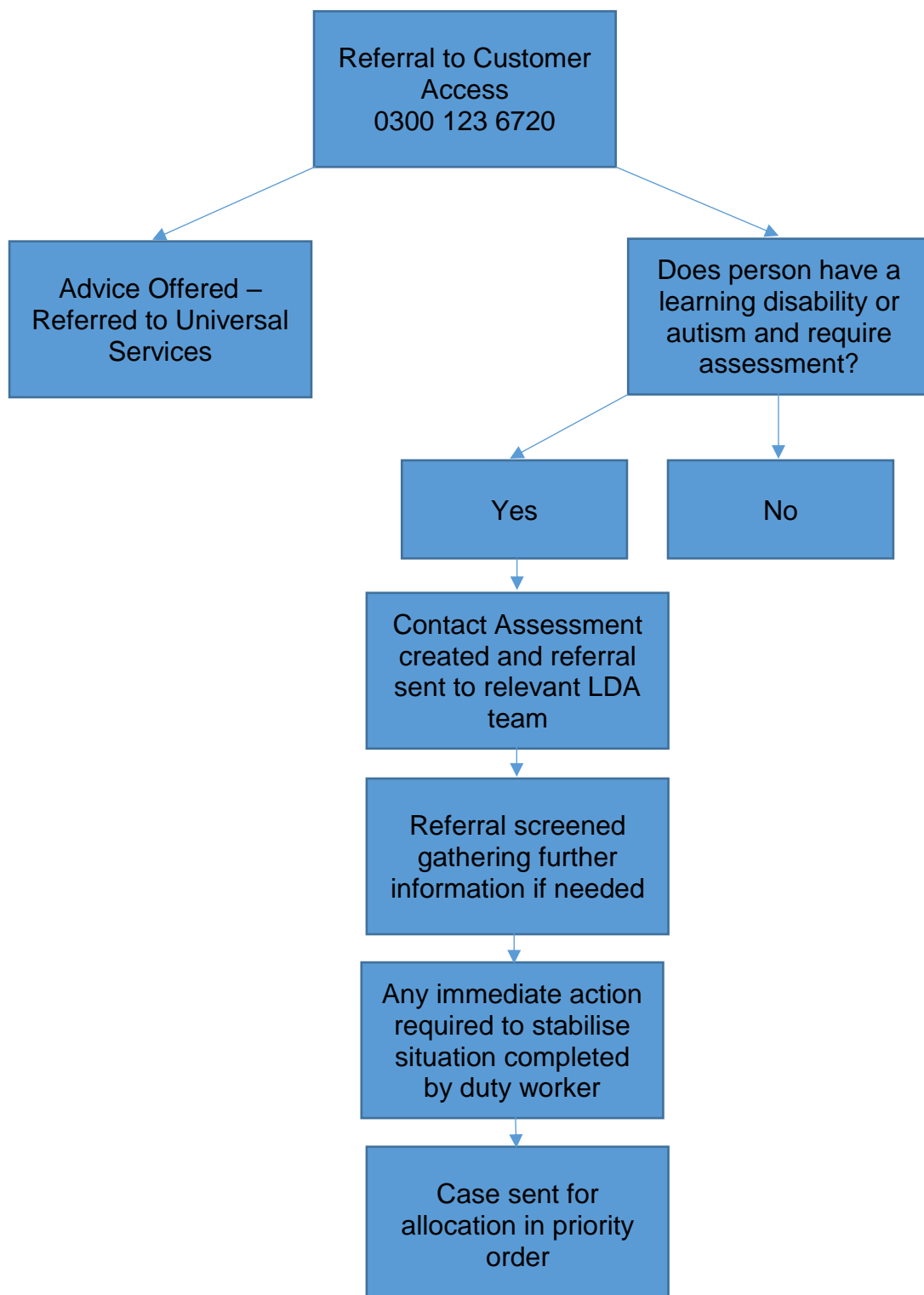
Central, East & West:

01772 401676

Access to Learning Disability services

When an individual has a learning disability or autism, it may be possible they are eligible for support from the Lancashire Learning Disability and Autism service. This service follow the same eligibility criteria as set out for the general social care assessment. Local Learning Disability teams will have access to specialised commissioned care within Learning Disability environments including supported living and enhanced care arrangements.

Learning Disability and Autism Referral Flow Chart



Appropriate Safeguarding referrals and pathways

Where an individual adult has care and support needs, and is at risk of, or has suffered abuse or neglect, a safeguarding referral can be made. The purpose of a safeguarding referral is to ensure that the person is protected from abuse and neglect through the undertaking of a section 42 enquiry under the Care Act and developing a person centred protection plan.

The Lancashire Safeguarding Adult Board and LCC have produced a very detailed piece of guidance on when to make a safeguarding alert and what actions to undertake. The guidance can be found at:

<http://www.lancshiresafeguarding.org.uk/lancashire-safeguarding-adults/resources/guidance-for-safeguarding-concerns.aspx>

When a safeguarding alert is raised, the response will be dependent on the level of risk agreed at the Multi-Agency Safeguarding Hub (MASH). All alerts will be screened and immediate actions taken as required, then will be allocated with a priority level of 1 – 4. Due to significant numbers of alerts, those deemed as lower priority may be a number of weeks until a more detailed enquiry is undertaken.

MASH Prioritisation of Safeguarding Alerts

1. To be allocated to a MASH social worker immediately as an urgent response is required

- Risk to life or where immediate action is required to ensure the safety and well-being of the service user.

2. To be allocated to a Mash social worker within 24 hours

- Considerable concerns in regards to either the practice of the provider or an escalating situation for the service user that brings their safety into question. There is no clear Safeguarding plan in place to address the situation of both managing the risks around the person alleged to have caused harm or to protect the service user from harm. It is a clear significant safeguarding issue that has not been reported by the provider themselves. As a result there may be a wider concern into the processes and protocols of the agency to ensure service user safety.
- Any significant injury that has occurred where it cannot be ruled out that this issue has arisen from abuse or neglect.
- To include all alerts where an individual is in hospital to ensure safe hospital discharge and prevent delay.

3. To be allocated to a Mash Social Worker within a period not exceeding 2 week period

- Action is required by MASH to progress an enquiry. A consideration of risk would have to be taken into account and deemed that there is no immediate risk. However, for example, an internal enquiry may be taking place, and MASH would need to contribute to progress the enquiry.
- Any service provider on QPIP should be at least a 3.
- Any significant distress to a service user or their carer should also be a minimum of this grading.

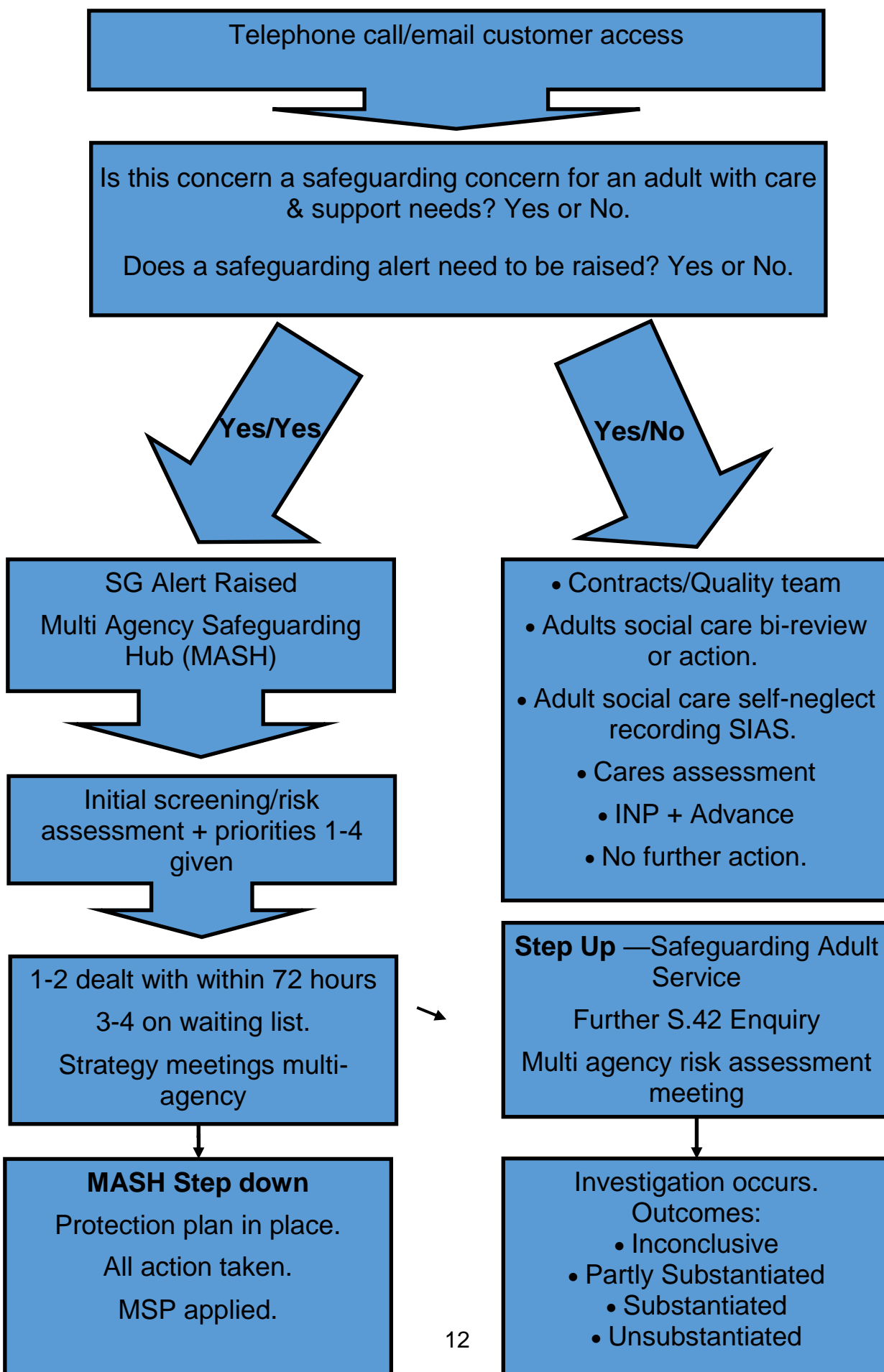
4. To be allocated within a 4 to 6 week period

- There is just reason for the concern being sent to MASH.
- An interim protection plan is in place.

If circumstances changed or develop whilst awaiting an enquiry, it is essential services contact the MASH and update them of this so the priority level can be reviewed and changed if appropriate.

All referrals are taken through a single point of contact, the Customer Access Service.

Safeguarding Adult Alert



Duty to Refer

Under s.231B of the Homeless Reduction Act 2017 specified public authorities are required to notify the District Housing Authority of service users they consider maybe homeless or threatened with homelessness (ie and it is likely they will become homeless in 56 days). The duty aims to achieve early intervention. There are varied and complex reasons behind a person's homelessness and we know that many people come into contact with a range of public and other services before reaching homelessness crisis or approaching a District Housing Authority for advice. The duty to refer is intended to help people get access to homelessness services as soon as possible so their homelessness can be prevented or relieved in a timely manner.

Before making a referral consideration must be given to:

- a – have consent to the referral being made by the individual;
- b – the individual to identify the District Housing Authority in England which they would like the notification to be made; **PLEASE BE AWARE THAT THOUGH THIS INDICATES A REFERRAL CAN BE MADE TO ANY DISTRICT HOUSING AUTHORITY IT DOES NOT MEAN THAT IT WILL RESULT IN ANY ACCOMMODATION BEING PROVIDED AND THE PERSON CAN BE REFERRED BACK TO THE AREA THEY HAVE A LOCAL CONNECTION.**

Consider contacting the District Housing Authority for advice if the service users is requesting a referral to another District.

- c – ensure you obtain consent from the individual that their contact details can be shared with the District Housing Authority so they can contact them and
- d – the reason for the referral.

The Duty to Refer – Who does it apply to?

The public authorities which are subject to the Duty to Refer as specified in the Homeless Reduction are as follows;

- a – prisons;
- b – youth offending institution;
- c – secure training centres;
- d – secure colleges;
- e – youth offending teams;
- f – probation including community rehabilitation companies;
- g – job centre plus;
- h – social services authorities;
- i – emergency departments;
- j – urgent treatment centre and;
- k – hospitals in their function of providing inpatient care.

In Lancashire the District Housing Authorities would like this Duty to Refer to be undertaken wider, to incorporate all organisations whether statutory, public, voluntary and faith sectors. Some examples would include all social housing providers, private rented landlords, schools and colleges, community based health services, courts etc.

Each District Housing Authority will have a generic referral route either through a dedicated email or the Alert System.

The following is a list of each District Housing Authorities in Lancashire and the referral method:

Central Lancashire

- *Chorley Borough Council:*
 - Website: www.chorley.gov.uk/Pages/AtoZ/Housing
 - Referral email: dutytorefer@chorley.gov.uk

- *Preston City Council:*
 - Website: www.preston.gov.uk/yourservices/housing/homeless-help/duty-refer/
 - Referral form: https://forms.preston.gov.uk/ShowForm.asp?fm_fid=485
 - Referral email: dutytorefer@preston.gov.uk

- *South Ribble Borough Council:*
 - Website: www.southribble.gov.uk/content/duty-refer-homeless-cases
 - Referral form: <https://live.housingjigsaw.co.uk/alert/duty-to-refer>
 - Referral email: dutytorefer@southribble.gov.uk

East Lancashire

- *Burnley Borough Council*
 - Website: <https://www.burnley.gov.uk/residents/housing/housing-advice-and-homelessness>
 - Referral form: <https://hpa2.org/refer/BURNLEY>

- *Hyndburn Borough Council*
 - Website: www.hyndburnbc.gov.uk/homelessness-and-housing-advice/2/
 - Referral email: Strat@hyndburnbc.gov.uk

- *Pendle Borough Council:*
 - Website: [www.pendle.gov.uk/info/20052/homelessness_and_emergency_housing/489/homelessness - duty to refer](http://www.pendle.gov.uk/info/20052/homelessness_and_emergency_housing/489/homelessness_-_duty_to_refer)
 - Referral form: [https://www.pendle.gov.uk/downloads/download/3085/homeless enquiry - duty to refer form](https://www.pendle.gov.uk/downloads/download/3085/homeless_enquiry_-_duty_to_refer_form)
 - Referral email: housing.needs@pendle.gov.uk

- *Ribble Valley Borough Council:*
 - Website: www.ribblevalley.gov.uk/info/200291/housing/1454/homelessness_and_emergency_housing
 - Referral email: dutytorefer@ribblevalley.gov.uk (please include the individual's name, DOR, contact details and reason for homelessness as a minimum.)

- *Rossendale Borough Council:*
 - Website: https://www.rossendale.gov.uk/info/210172/housing_and_homelessness/10643/homeless_and_housing_options

North Lancashire

- *Fylde Borough Council:*
 - Website: <https://new.fylde.gov.uk/resident/housing/homelessness/#>
 - Contact: 01253 658658

- *Lancaster City Council:*
 - Website: www.lancaster.gov.uk/housing/homeless-or-at-risk
 - Referral form: www.lancaster.gov.uk/assets/attach/4094/Duty%20To%20Refer%20Referral%20Form.doc
 - Referral email: dutytorefer@lancaster.gov.uk

- *Wyre Borough Council*
 - http://www.wyre.gov.uk/info/200382/housing_options_and_homelessness

2 Unitary Authorities

- *Blackburn Borough Council*
 - Website: <https://www.blackburn.gov.uk/housing/homelessness-advice-and-support>
 - Referral form: <https://hpa2.org/refer/BLKDARW>
 - Referral email: dutytorefer@blackburn.gov.uk

- *Blackpool Borough Council*
 - Website: www.blackpool.gov.uk/Residents/Housing/Housing-options/Referrals-including-duty-to-refer.aspx