

DHR12 Action Plan – multi agency recommendations

Recommendations	Scope: local/ regional/ national	Action to take	Key milestones in enacting the recommendation	Lead Agency	Date of completion and outcome
Rec 1 – There is an urgent need for commissioners of services for people with complex cooccurring needs across Cornwall to evaluate the impact of the complex needs strategy on front line services. The result should be that people experiencing mental distress or adversity due to social and environmental challenges should receive the help they need without having to navigate convoluted professional boundaries or thresholds.	Local	Coproduction and Collaboration Workshops held across Cornwall facilitated to embed the Complex Needs delivery plan, engaged whole system including frontline professionals, VCSE, commissioners working together through a human learning systems approach to ensure services are centred on individuals. Multi-Disciplinary Teams (MDT) brought together around complex cases. Joint pathways and protocols for complex needs to be formalised at commissioner/ senior manager level. Blue Light training for community and hospital practitioners around mental capacity, fluctuating capacity, when supporting people drinking at harmful levels. . System collaboration to review Dual Diagnosis.	Workshops held in 2022-2023 in locations across Cornwall Experts by Experience Kernow Recovery Community launch 03/23 MANTA system developed to information share effectively to multi-disciplinary team meetings. Roll out with practitioners throughout 2024 Dual Diagnosis steering group, guiding principles refresh meetings 2023-2024 CloS joint Health and Wellbeing Board development workshop 16/03/23 Refreshed Dual Diagnosis guiding principles on track to be published late 2024. Awareness raising sessions with practitioners/ across the system September 2024.	JCSOG CC Complex Needs Strategy Manager ICB	Completed. Progress made via multiple different work streams supporting complex needs and multiple vulnerabilities: Coproduction/ collaboration pledges committed by workshop attendees, followed up by Complex Needs Team to ensure actioned and embedded in organisations 2022-2023. Experts by Experience and the Kernow Recovery Community established to work with people to sign-post access to help (assessments, care planning). Kernow Recovery Community – Supporting recovery together through community Dual Diagnosis Awareness Session- For all working across the system whose work may affect people with co-occurring mental health difficulties and alcohol/substance use issues. Dual Diagnosis Awareness Session- Mid Cornwall Tickets, Mon, Sep 16, 2024 at 10:00 AM Eventbrite
Rec 2 – All commissioning strategies should be reviewed to ensure that the definition of protected characteristics and need for reasonable adjustments under the Equality Act is integral in all cases.	Local	Service providers have transparent policies and procedures which set out how reasonable adjustments should be made and practitioners are able to demonstrate that these are being used within their day to day practice.	Commissioned contracts reviewed regularly to ensure specific measures in relation to protected characteristics.	JCSOG	Completed - Joint Commissioning System Optimisation Group meet every month and have oversight of system wide commissioning/ best practice and provide a forum for such issues to be raised. Understanding of protected characteristics embedded in commissioned services/ organisations through quarterly contract review meetings.
Rec 3 – Commissioners should agree and implement a model which supports non specialist mental health practitioners/ providers to work with people experiencing mental distress and cooccurring conditions	Local	Mental Health Transformation programme Workforce (including VCSE) to be upskilled to deliver non-specialist mental health support.	Mental Health professionals appointed to work with people experiencing mental distress and cooccurring conditions within providers and programmes, including Safer Streets Truro, Sexual	JCSOG CC Complex Needs ICB	Completed - Mental Health transformation programme and strategy implementing the support for people experiencing mental distress and co-occurring conditions who do

Safer Cornwall Partnership Action Plan: DHR12

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that do not meet the diagnostic criteria for commissioned mental health treatment services.		Dual Diagnosis Strategy guiding principles refresh to include clarity around MH descriptors.	Violence Pathway (MH professional co-located in SARC), VCSE (Pentreath). People in Mind – ICB led with CC Public Health embeds the prevention concordat for mental health, which committed to making improvements for long term conditions, social isolation, self-harm, suicide. People in Mind takes a 16+ whole family, trauma informed approach. Employment Advisors in job centres trained in non-specialist mental health progressing. Dual Diagnosis Awareness Sessions roll out September 2024- For all working across the system whose work may affect people with co-occurring mental health difficulties and alcohol/substance use issues.		not meet diagnostic criteria for mental health treatment services Dual Diagnosis Awareness Session- Mid Cornwall Tickets, Mon, Sep 16, 2024 at 10:00 AM Eventbrite
Rec 4 – Adult Social Care should clarify the role of social workers to ensure that it is in line with the intentions of the Care Act 2014 to move beyond care management, and to ensure that it provides the opportunity for relationship-based work which seeks to understand the whole person within their networks, assess risk and ensure a coordinated response.	Local	Since the time of the DHR occurring - Cornwall Council Adult Social have undertaken a reorganisation in May 2022. Whereby we created the Independent and Wellbeing service (IWS), who offer Adult Social Care initial support, including advice, information and assessment. The restructure also introduced Primary Care Network teams (PCN) serving adults and families who require long term ongoing Multi-Agency support. A standard operating procedure, is under development which will clarify the PCN Social Care roles in respects to relational work, working within the network of support available to the adult, to assess and respond to needs and risk. Further to the reorganisation, Adult Social Care have appointed three Lead Locality Social Workers. Within these roles they are developing an exemplar of a “good” needs assessment. The development of this will be undertaken via reflection and co-facilitation with practitioners and will include relationship based Social Work. This exemplar has been formulated to provide a “benchmark” for the audit activity that already takes place (introduced in November 2022)	There is evidence of a holistic social work response to adults with care and support needs. This is underpinned by a relationship based and trauma informed approach which ensures that services are properly coordinated to meet interlocking needs. The Standard Operating procedure is being developed and is due to be completed by April 2023 Co-facilitated session in January 2023. Leading to the exemplar document available in March. This influenced the audits cycle from April 2023.	ASC - Adult Social Care PCN Locality managers and the IWS service Managers The Lead Locality Social Worker, working with the Practice Education Teams	Completed: Quantitative information is being gathered via the planned audit programme, whereby relational work will be bench marked and scrutinized. The newly formed Practice Assurance Group ensures any subsequent learning actions are addressed both at place, with individual practitioners, but also across the county.
Rec 5 - It is recommended Safer Cornwall commissioned Domestic Abuse and Sexual Violence training (both that for Primary Care and the multi-agency training) is amended to ensure the link between chronic pain and	Local	Safer Futures training updated to reflect the links identified in the DHR. Practitioners who have completed the training can demonstrate in practice that their assessments and plans have considered	GP DASA training delivered twice a month.	SCP Safer Futures/ ICB (Primary Care contract)	Completed: Domestic Abuse and Sexual Violence Primary Care service is enabling a better understanding of the relationship between chronic pain and domestic abuse, which is reflected in assessments and care

Safer Cornwall Partnership Action Plan: DHR12

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domestic abuse risk is included. This should include the link between chronic pain, unresolved childhood trauma and its effect on relationships in terms of increased agitation, reduced coping potential and heightened exposure to abuse.		the possible factors that might be affecting a presentation of chronic pain and the impact of chronic pain on current coping potential and relationships. Collaboration between Safer Futures and The Women's Centre Cornwall BodyWork programme which focusses on the effects of trauma from sexual violence and abuse on the body	3 practitioners at The Women's Centre Cornwall currently looking at funding options. Gathering feedback from practitioners about what works for victims, to provide a summary about impact. This will inform training for GPs/ around domestic abuse.		plans. This is monitored every quarter via contract review meetings.
Rec 6 – Organisations (ICB, Cornwall Council) responsible for the commissioning of the Domestic Abuse and Sexual Violence Primary Care service, should review the possibility of extending the 2-year pilot by a further 2 years with the view to including a formal evaluation to support future service provision and provide an update to Safer Cornwall in relation to this decision.	Local	Funding identified for one year extension through underspend in joint commissioning budget for Domestic Abuse Sexual Violence services. ICB business case for future funding was considered by the ICB Executive. A paper providing for the sustainability of the service is currently being considered by the ICB Executive.	December 2022 Domestic Abuse and Sexual Violence Primary Care service maintained following pilot. February 2023 September 2024	ICB Cornwall Council DASV Strategic Commissioning	Completed. Implementation of the primary care domestic abuse support service is continuing to be funded by CloS ICB and Cornwall Council DASV Commissioner. The service is provided by First Light (the commissioned specialist domestic abuse service in Cornwall) who deliver training and in reach to general practice, along with a direct referral pathway. This has resulted in a 500% increase in referrals from general practice over two years, demonstrating improvements.
Rec 7 – The substance misuse service (We Are With You) should be an integral partner and source of expertise in any situation where there are concerns about misuse of prescribed medication, alcohol or other substances.	Local	The commissioned service We Are With You to continue to provide consultancy across the system, including families and frontline practitioners who are non-specialist in alcohol/ drug misuse, and mental health.	February 2023 Relaunch of Cornwall's Drug Strategy and awareness raised of the commissioned service and the helpline for professionals.	With You Cornwall Council Complex Needs ICB	Completed. Reflected in other DHR recommendations and action plan (DHR57)
Rec 8 – The Safeguarding Adult Board should seek evidence that concerns about abuse are receiving a response in line with expected procedures.	Local	There is evidence that in all situations where there are concerns that an adult is experiencing abuse or neglect the appropriate referral is made to the local authority and full consideration is given to the range of organisations (including SARC) who may be able to provide the necessary support, in a timely manner following agreed due process.	In line with new SAR standard 6 months from referral to SAR completion. Clear process re progression of a concern known to all or where one could find information on that process. Clear documentation of actions taken and contact details of key workers in all agencies involved. Referrer and family are involved in information gathering and are kept informed of progress. Lessons learnt are shared throughout the system. A communication plan is drawn up.	CloS SAB	Completed. SAR process continually refined to ensure it is fit for purpose. SAR subgroup regularly. SAR/ DHR protocol developed in 2022 and available on Safer Cornwall website. Protocol updated 2023 and 2024.
Rec 9 - Cornwall Adult Social Care should provide assurance to the Safeguarding Adult Board that carers assessments are being offered in all appropriate circumstances.	Local	Carers in Cornwall are consistently offered a carers assessment in appropriate circumstances.	A directorate communication launched in March 2022 and repeated for the following three months. Since the time of the DHR occurring – the Carers Strategy has been produced and Cornwall Council have implemented contractual arrangement with the Cornwall Carers Service, who provide, not just only assessment for carers, but early and ongoing support and signposting advice. This service relies on referrals being made by the Council's Adult Social Care staff and by other, therefore as a result of the findings within this DHR; the council will be raising internal awareness	ASC - Commissioning working with the Learning and Development lead	Completed. Cornwall Carers Service provides outcome reports which includes information on how carers are being support, not just via an assessment process, but via other supportive actions.

Safer Cornwall Partnership Action Plan: DHR12

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			of the ability of the service to work with people at an earlier stage, regardless of the scope of their caring role.		
Rec 10 – When an adult is assessed as having mental capacity but is exposing others to risk through such activities as hoarding, fire risk and threatening behaviour, the Safeguarding Adult Board should ask all agencies to provide assurance that practitioners are aware of steps that should be taken to reduce risk of harm to all involved.	Local	Practitioners working with adults at risk to describe the mechanism that brings together multi-agency representatives to look at wider safety plans and risk assessments for affected others within the home, family network and community	Since the time of the DHR occurring – Adult Social Care have a work plan to relaunch the self-neglect and hoarding policies. Whereby a work programme has been initiated and has produced changes to Adult Social cares ICT recording system. Whereby new Mosaic episodes have been created, to support staff in undertaking risk assessments and sharing information, where there are transferable risk to other and a public interest to do so. - The mosaic episodes are in place and Adult Social Care are working with the SAB and partner agencies, to support the relaunch of these policies. - Launch the new episodes, including a training programme and “power BI” reporting tool, in April 2023 - Adult Social Care audit framework and cycle launched Oct 2022 - which will be able to use the new information provided by the mosaic update, to assess, benchmark and track progress	ASC - Adult Safeguarding Service working with the Mosaic and learning and development teams	Completed: The new Mosaic episode will provide both qualitative and quantitative information on how adult social care have assess and responded to risk. The Audit Framework will ensure standards are benchmarked and scrutinized, ensuring any subsequent learning actions are addressed both at place, with individual practitioners, but also across the county, taking pace via the practice Assurance group.
Rec 11 – The Community Safety Partnership should work with the Adult Safeguarding Board to develop a strategy for working with family friends and communities which: ➤ Disseminates information about who to contact if you are concerned about the mental health of a family member or friend. ➤ Develops and delivers community education regarding how to support people who are experiencing mental distress. ➤ Clarifies for professionals how to best engage family and friends within care and safety plans within the bounds of information sharing laws.	Local	Awareness raising and information dissemination by all agencies in the system working to support people with wider mental health concerns to enable families, communities and professionals to sign post effectively to the right support.	- Winter Wellness Guide developed by Public Health - Community Safety Z-Cards developed by Safer Cornwall - Safer Futures Affected Others support/ signposting website, leaflets and support group launched. - NHS Mental health helpline for concerned family members.	SCP CIOs SAB Mental Health Programme of Care Board	Completed: Progress made via multiple different work streams guiding families and communities on mental health support Adult mental health strategy, was developed talking to and listening to people. ~ Adult mental health strategy - NHS Cornwall and Isles of Scilly (icb.nhs.uk) called Futures in Mind until 2025. The strategy includes preventative approaches, which includes people knowing what support is available and where to access it. https://www.cornwallft.nhs.uk/mental-health-crisis-cornwall/
Rec 12 – Safer Cornwall and the Safeguarding Adult Board should revisit all training policy and procedure to ensure that it incorporates knowledge of hoarding as a mental health disorder and the pathway to follow in such circumstances is clear and compatible with the pathway to follow in situations of self-neglect.	Local	Practitioners working with hoarding to receive sufficient training (incorporating risk of self-neglect) and are able to demonstrate that the training is leading to appropriate referrals through the correct pathways in a timely and consistent manner.	Hoarding workshop delivered by Fire and Housing completed in November’s safeguarding week 2023 – the recording is available as a training resource Cornwall and the Isles of Scilly Safeguarding Adults Board - (ciossafeguarding.org.uk) The multi-agency protocol for Cornwall available on the SAB website Cornwall hoarding protocol (ciossafeguarding.org.uk) SAB Self neglect and hoarding policy 2024.	SCP CIOs SAB	Completed 2023-2024 via various work streams and activity. Hoarding/ mental capacity included in training programme which is ongoing.

Safer Cornwall Partnership Action Plan: DHR12

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			https://ciossafeguarding.org.uk/sab/p/safeguarding-resources/adult-safeguarding-policies-standards-and-guidance-local SAB training strategy and plan for 2024 – 25 includes Mental Capacity Act train the trainer. Lunch and learns in self-neglect, substance misuse. Further sessions in development/ ongoing.		