



Self-Neglect 7 Minute Briefing

Self-Neglect And Engagement

This briefing is part of a series on self-neglect. Each briefing should be read alongside your Safeguarding Adults Board multi-agency policy, procedures, and practice guidance.

The Issue

The Care Act 2014 incorporated self-neglect as an abuse category, recognising that self-neglect is a safeguarding concern for those adults in receipt of, or in need of care and support, when their health and well-being is being seriously compromised.

There are many reasons why an individual may self-neglect, including previous trauma, enduring and deteriorating physical and/or mental health conditions e.g. dementia, and addictions.

Individuals who self-neglect often decline support and may not identify that they need support.

There may be a limit to what professionals and family, friends and neighbours can do, if the adult is deemed to have mental capacity regarding how they live.

Reasons Why Engagement May Take More Time

- The person may be embarrassed to have visitors and withdraw from family, friends, their community and professionals, becoming socially isolated.
- Anxiety, shame, and fear can be contributory factors to refusing to engage and sustaining engagement with others, including professionals.
- Refusal of support - this may be for many different reasons, but if there are concerns, it is important not to walk away.
- The person may have an excessive attachment to possessions, or be a rescuer of animals, due to issues with emotional attachment which can relate to previous trauma.
- The person may have lived in a particular way for many years, with deteriorating health exacerbating the risks to themselves and others.
- Anti-social behaviour.
- Mental health issues.



Engagement

Confirm with the person their preferred form of communication.

Understand it may take time to develop rapport and trust: talking about the person's interests and what is important to them at their pace, is the first step.

Promote consistency where possible - time limited work and short-term interventions are proven not to work.

Be person-led: the person's wishes should always be considered, in line with risk thresholds and assessment of any immediate risk to the person or others.

Be respectful.

Understanding a person's journey can help them and you, identify, how they can be best supported.

Use the Mental Capacity Act to empower and support with decision making.



Engagement & Risk



Communicate about risk openly and honestly with all involved, including the person.

The autonomy of an adult with capacity should be respected, including their right to make what others might consider to be an unwise decision. However, this does not mean the outcome should be no further action. Sustaining engagement is fundamental approach being taken.

Ensure there is a multi-agency approach and meeting(s) so that risk is a shared responsibility. This may be under safeguarding procedures, depending on the level of risk.

If the person is not seen or professionals lose contact - consider at the planning stage, what is the escalation plan/risks?

Is there a contingency plan in place: if needs change/ risks increase, co-ordinated with the person and the agencies working with them?

Be mindful of the 'perfect storm'; a person's reluctance to engage alongside an organisation being stretched for resources, can lead to unmanaged risk.





Team Around The Person



- Where possible, identify a professional(s) who will take the lead.
- Identify who is providing informal support and whether they can continue to provide this: sometimes assumptions are made about what support is being provided, when it is not, or circumstances have changed.
- It is important that professionals offer flexible and creative solutions. This will promote engagement.
- Be empathic and non-judgemental.
- Be tenacious in your engagement. It may take a long time to develop trust.

Links To Further Information

[Principles of Engagement](#), Newcastle Safeguarding Adults Board

[Principles of Engagement Animation](#), Newcastle Safeguarding Adults Board

[Self-Neglect At A Glance](#), SCIE

[Leigh Safeguarding Adults Review](#), North Tyneside Safeguarding Adults Board

[Self Neglect and Engagement briefing](#), Teeswide Safeguarding Adults Board

Local Self-Neglect Guidance

[Durham Safeguarding Adults Partnership \(DSAP\) Website](#)

[DSAP Self-neglect Briefing](#)

[DSAP Training page](#)

SAR Workshop dates available

[SAR Referrals – Course dates](#)

[SAR Emerging Themes – Course dates](#)

Coming soon...

A new DSAP Reluctant to Engage Toolkit and Pathway

