

# CREATIVE SOLUTIONS FORUM



Terms of Reference

## OVERVIEW

Services and commissioners are seeing an increase in the numbers of people presenting with highly complex pictures of substance misuse and physical and psychiatric co-morbidities. In addition, changes in the Care Act requires a more integrated response to people with issues of self-neglect and who present risk to themselves or others.

Accordingly, it is a strategic outcome for the Safeguarding Adult Board (SAB) to be assured that there are appropriate structures to consider these cases and construct multi-agency multi-disciplinary care plans. The SAB as part of the strategic plan (2015/16) established a sub-group to develop risk management and self-neglect policy and procedures following Serious Case Review findings and multi-agency learning.

Whilst many people are well served by current single agency and multi-agency working practices there is a small but increasing number that require a different, more creative approach involving many agencies and often commissioning responses too. The aim of the forum is to provide an additional multi-agency, multi-disciplinary response, including commissioners, which will agree bespoke packages of care, enable better risk sharing and risk management between agencies and facilitate better outcomes for people than could be achieved with a 'usual care' approach. In some exceptional cases the panel will consider people where an end of life pathway is under discussion to ensure every opportunity is explored before agreeing end of life care.

## MEMBERSHIP – KEY AGENCIES & ORGANISATIONS

| <b>Core Membership – <i>to be confirmed and agreed</i></b>       |
|------------------------------------------------------------------|
| Statutory Safeguarding representatives (Local Authority and CCG) |
| Harbour Substance Misuse services                                |
| Livewell Southwest Mental Health services                        |
| Plymouth Mental Health Network                                   |
| Livewell Southwest Adult Social Care                             |
| PATH (BCHA) and Plymouth City Council Housing Services           |
| Integrated Commissioning Team (PCC & CCG)                        |
| Safer Plymouth                                                   |
| Public Health                                                    |
| Plymouth Hospitals NHS Trust                                     |

Members must commit to the Creative Solutions Forum through regularly attendance and willingness to support the Forum to achieve its stated purpose.

## ADDITIONAL REPRESENTATION

Where appropriate to the case under discussion, the Creative Solutions Forum will invite other key partners to attend meetings in relation to specific cases. For example SWAST, Police, Devon and Somerset Fire and Rescue Service, Community and Voluntary sector providers, Children's Services etc

## **PURPOSE**

The Creative Solutions Forum has developed from the need to establish a way to support individuals, staff and agencies to understand and manage risk fluidly. The Risk Management & self-neglect working group have reviewed the previous VARM (Vulnerable Adult Risk Management) to become the Risk Management process however recognise this process has some limitations.

The Forum will work together in partnership to consider creative options for people with highly complex needs and presentations that require a multi-agency response and where other single or multi-agency processes have been exhausted. Typically this will include people with a combination of substance misuse and serious physical or psychiatric co-morbidities, people who are self-neglecting and people presenting high levels of risk to themselves and the community. It may also include people that are on an end of life pathway.

Eligibility for the panel is based on presenting need not on diagnosis or primary label, so any adult over 18 years that meets the criteria of a complex presentation that cannot be managed with a single agency response or the standard multi-agency response. It is not intended to replace “business as usual” social work or healthcare delivery but is reserved for cases with high complexity and high risk where a single agency approach is not adequate to meet need.

The Forum will provide a co-ordinated multi-agency response to need, where a range of professionals plan an integrated response together, sharing ownership of outcomes and jointly managing risk.

It is the aim of Forum for tailored packages of care to be created for the person. This will be a bespoke offer to meet their needs, which could include alternative care options, out of hour’s activities, whole family therapeutic or behavioural support, support in the home and parent/carer support and planned inpatient services

The Creative Solutions Panel will also seek to identify gaps in provision to meet need which may be used to inform commissioning plans.

## **OUTCOME**

To ensure that people with multiple risks, complex presentations and high risks are provided with the most appropriate support to meet their individual needs and are enabled to achieve positive outcomes.

## **OBJECTIVES**

- To encourage creative partnerships between providers and commissioners that place the person at the centre of planning and share responsibility for risks and outcomes
- To explore the current packages of support in place for people with highly complex presentations, to examine their effectiveness and identify any gaps in provision
- To propose solution focused suggestions for further support, both by making use of current services and in some circumstances by commissioning new packages of care.
- To influence and inform the Commissioning Strategy for people with highly complex presentations

- To share and encourage the development of learning, good practice, knowledge and skills across the city in both community and targeted services. This will be disseminated to the Safeguarding Adult Board Members via the LOG (Lead Officer Group) Sub-group of the Board

## **FREQUENCY OF MEETINGS**

Meetings will be held every month and chaired by the Independent Chair for Safeguarding. Case referrals forms will be circulated 1 week in advance of the panel to give members the opportunity to prepare and to allow time for additional members to be invited.

## **SECRETARIAT**

For the purposes of the pilot, the Forum will receive administrative support from the PCC Adult Safeguarding Administrator.

## **REFERRAL**

The aim is for a single high level document wherein the referrer provides a case summary, all relevant details, the main presenting issues and desired outcomes. Referrals will be accepted following evidence of discussion with the referrer's manager. The referring agency must attend to speak for their case.

### **The referral pathway:**

1. Complete referral form and risk assessment (see attached documents)
2. Queries regarding the referral or risk management process please email the Adult Safeguarding mailbox for a response
3. Submit the referral and risk assessment to PCC Adult Safeguarding mailbox
4. PCC Adult Safeguarding will check the referral form and risk assessment has been completed, log the request, organise and communicate a date for the next available meeting
5. PCC Adult Safeguarding will publish an agenda, send referral and associated information to Forum members one week in advance of the meeting

## **CREATIVE SOLUTIONS FORUM**

### **Meeting process:**

1. A delegated Independent Chair leads the forum with the support of an administrator
2. Accountability for the individual person remains with the referring agency, however where the level of risk or complexity demands multi-agency intervention or escalation the Forum will identify appropriate actions, agencies or resources to reduce level of risk in the most appropriate way
3. Two/three referrals per monthly forum, ordinarily one hour each referral, the pilot forum will be reviewed after 3 months
4. The agency making the referral will present a case summary for no more than 15 minutes, followed by focused consideration of risk, options and solutions for 30 minutes, finally 15 minutes to conclude and agree actions with a review date

5. Consideration may be given where a referral may require more than 60 minutes to consider the issues effectively
6. At the beginning of each Forum meeting a short review/update of the previous months referrals can be made to monitor agreed outcomes
7. The Forum representatives or agencies agree to take responsibility for delegated actions and principally support the referring agency with managing risk
8. An action log will be kept for accountability and the purposes of review, circulated within 5 working days or sooner of the Forum
9. Referring agencies agree to return to a future Forum as appropriate to update on progress towards outcomes.
10. Throughout the pilot amendments to the format of the Forum can be proposed to the Chair for consideration

## **JOINT WORKING PROTOCOLS**

### **Confidentiality**

The business discussed in the Creative Solutions Panel is confidential in nature. As such all details will remain confidential and are only to be shared to those with a legitimate interest in an individual case.

### **Conflict of Interest**

Some members of the group may have conflicts of interest that arise within their involvement on the Creative Solutions Panel. Conflicts of interest should be openly declared and revisited regularly. Where a clear conflict of interest arises, then it may be appropriate for members to withdraw from part of the meeting and come back after the relevant agenda item has been discussed.

### **Equality and Diversity Practice**

The group recognise that people have individual needs and will work in a way which allows for individuality to be recognised and promoted.

## **REVIEW**

The Terms of Reference is agreed for the purposes of the pilot (3 months) following this the ToR will be reviewed and amended as required.

