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– Mash Health Manager

# Suffolk MASH

## Aims of Objectives

1. Update of changes happening in the MASH
2. exploration of Adult referrals and using the SAB framework



# Suffolk MASH: who's in it?

- Children's and Adults Social Care Teams
- Police (including Domestic Abuse police)
- Specialist Nurses & Health Visitors
- Education & Early Years
- Women's Aid Lighthouse Domestic Abuse staff
- Youth Offending (work remotely)
- Probation (work remotely)
- Housing (work remotely)



# Suffolk MASH Health

What is new in the MASH ?

New social care IT system

Health Child referral outcomes

MASH 'on Tour'

Students

Adult Safeguarding Transformation



# Adult Transformation

- The review highlighted issues in the MASH
- Health staff rarely involved in consultation line
- Health information not requested on all relevant contacts
- Health view not present enough in strategy meetings
- 17 out of 126 specialist nursing hours



# Suffolk MASH Health

## Adult Safeguarding transformation in the MASH

- Advice to health professionals from specialist nurse
- Specialist Nurse involved at initial review
- More Health information more cases
- Health staff and advice involved in strategy decision
- Health Team give feedback to health referrals - timely
  
- To meet these needs we have increased staff for 4 months



# ADULT SAFEGUARDING Getting Advice

Professional Consultation Line - **0345 6061499**

First line of support – your safeguarding lead using the SAB framework on

Then Professional Consultation line - Specialist Nurse is available to support health staff or concerns. Referrals are input 'Depends' on individual case



# CASE STUDY

Consultation line - GP practice called asked for advice about a welfare concern – could not contact person concerns re: serious self harm.

Safeguarding lead called consultation line to discuss to get advice. The specialist Nurse was able to discuss the surgeries concerns and signposted to call police for welfare check if needed.





# CASE STUDY

GP Contact - Patient attends surgery Discloses Domestic Abuse

**Would you know what to ask or know?**

- What Protection Plan – if any
- Safe time to call or safe word
- Make another appointment /Where would they be prepared to meet
- If they don't want to do anything
- If they have care and support needs, If you are concerned about coercive control
- You could complete a DASH with

**Consultation line** : will work with you to see if referral needs to be put in if not what you may be able to do the help the person next time you see them.

**Referral** : after checks most likely outcome is that a social worker will be tasked with making contact with the victim to explore their needs further.



# Case STUDY - 2

**1 person attacked another person in a care home. GP called to review Patients behaviour.**

If home called GP – they are likely taking proportional response

Framework Physical Abuse - Isolated incident No significant injuries

If family call GP or you found out from another source, i.e.: you may be hearing or being called to reoccurring incidents between patients

We could be looking at systemic abuse? Neglect because the patients are not protected

Framework Physical Abuse would suggest consultation.

**However an Urgent reportable concern** - intentional assault, assault needing acute attention, No supervision when recognised to be needed ( this would come under Neglect)

Outcome could range from internal investigation to a joint police investigation.

# Case STUDY - 3

- GP attends severely dehydrated patient in care home. Who is transported to Hospital
- **Questions :**
- Food and fluid charts, consider capacity have they been refusing or unable to make decision. Observation – i.e., cup away from person.
- Consider risk to others – i.e. is this systemic
- Consultation call (framework – requires consultation - Neglect & Acts of Omission general and Falls) Referral needed if concerns raised above re neglect.

# WHAT MAKES A GOOD ADULT REFERRAL

- ✓ Is **submitted with the person at risks or representative knowledge** (*unless* this would increase the risk of harm or result in forensic evidence being destroyed)
- ✓ Includes **date, time and location** of incident
- ✓ Clearly but **briefly describes the concerns** - & the factual evidence for this
- ✓ Where possible, **gives the person view as to what they want to happen**
- ✓ Gives **Risk Levels to adult and others that may be at risk**
- ✓ Shows **who else is already involved** in supporting the Adult
- ✓ Gives the **source of risk details** where possible; Name, Address, DOB
- ✓ Gives **your contact details**
- ✓ Is **submitted without unnecessary delay** to Customer First



Multi- Agency Safeguarding Hub

# SystemOne – Access to records

If a patients record is locked we may be calling for information. Our call number will show as

01473 260000 MASH HEALTH 01473 263636

We will:

- Let you know the urgency of the request
- What specific information is required



# What we need from you

- Someone to be able to discuss case – or open the record to us
- Any concerns you have had historically or currently about patient
- If appointments are attended or not
- Case specific relevant information – as requested
- Who else us involved in their care



# Adult Safeguarding – self neglect

Risk assessment tool on SAB website.

If 4 or more is scored in any domain please refer to Customer First.

This triggers and multi-professional meeting to plan a way to support and individual.



# Adult Safeguarding – self neglect

- Adults meeting criteria will be Referral to MASH
- A Case conference will be held to discuss the needs of the individual
- GPs will receive a letter asking for them to
  1. Inform all care agencies involved
  2. Ensure representation at the conference
  3. Share with consent appropriate health information.





# How can we help you?

- Consultation Line - for all Professionals to discuss case queries if needed
- Mash Health will always be happy to help you if we can.
- Your Named contacts are  
Jo Hutchings for children and  
Sally Ryan and Paul Hill for Adults



## Customer First

- **SECURE EMAIL** (from a Government Secure Intranet) - [customer.first@suffolk.gcsx.gov.uk](mailto:customer.first@suffolk.gcsx.gov.uk)
- **PHONE** - 0808 800 4005

## MASH

- Professional Consultation Line - 0345 6061499
- MASH Health team - 01473 263636



Multi- Agency Safeguarding Hub

# Questions



Multi- Agency Safeguarding Hub