



Procedure Name	Non-engagement and missed appointments
Procedure number	Outreach 1
Approved by CEO	March 2018
Last Review Date	New
Next Review Date	July 2019
Staff notified of updated procedure and where this can be located	March 2018
Who Does this procedure apply to?	Outreach Staff, Students & Volunteers

PURPOSE

Arrangements shall be identified and agreed between all interested parties to act as a guide for what actions should be taken in response to people receiving Outreach Services not making or being present at the pre-arranged place and time for their support sessions.

This will act as a guide for all parties but accepting that under exceptional or unusual circumstances or circumstances not anticipated here it may be necessary for these arrangements to vary.

PRE-SUPPORT COMMENCING

The Outreach Manager and Social Worker are to establish the likelihood of engagement when the service is first commissioned to provide support to individual. This may include setting parameters for numbers of non-engagement before any action is taken. The Outreach Manager and Social Worker will agree the level of non-engagement which will result in support being withdrawn from the person or a different strategy being adopted for support to be provided.

The Outreach Manager or Deputy Manager and other support networks (Social Worker, Care Coordinator if applicable, and Family Members etc.) will discuss and agree with the person receiving community support the action to be taken in the event of non-engagement. This will include trigger points for actions to be taken. This may include specific actions and elements of that set out below. Data Protection issues regarding sharing information must be identified and necessary consents obtained.

The person receiving community support will be advised of the need for themselves to be available for all appointments made and advised that in the event of them not making themselves available for these the support may be withdrawn.

Included in the risk assessment and support plan will be the action that will be taken in the event of non-engagement including how long a person will have to respond to calls and door knocks before a welfare visit is requested. Periodic review of arrangements is required and contact details on the person's records need to be updated immediately as and when they change.

Prior to engagement with the person the allocated worker will read fully the risk assessment and support plan to be fully aware of the assessments in place.

Where the person is to be met at their home, the physical layout of the building is to be considered to establish issues involved in contacting the person on the visit (this may vary on nature of dwelling – i.e. upper flat will preclude windows being knocked on / windows being looked into for sign of activity, if a communal block, is there a trade access call button). Appointment prompting arrangements must also be considered at this time and a decision made by the Outreach Manager as to whether a text is to be sent or telephone call to be made by the support worker on the day prior to planned visit reminding of visit. All this information must be documented in the risk assessment and support plan.

DURING SUPPORT

SUPPORT WORKERS

Action to be taken on arriving at a pre-arranged visit: (all actions taken to be noted if no contact made)

If the person regularly delays in responding to door knock this is to be noted on the persons notes.

Door be knocked firmly on three occasions, leaving suitable period in between. (If entry phone system at main entrance – ring three times to try to make contact)

Telephone the person and where possible leave a voicemail explaining if they do not respond within a specified time frame (identified during the risk assessment process), a welfare check will be carried out.

In the event of no response and if it has been agreed beforehand and it is possible, look through letter box.

If it has been agreed beforehand and it is possible look through windows. If there are any obvious signs that cause alarm, (post piled up other deliveries not taken in etc. or property not appearing as it would normally) depending on the severity of the concerns either

contact emergency services immediately asking for assistance or advise Outreach Manager immediately of concerns to seek advice.

If it has been agreed beforehand, both by the person and any local contact, attempt to contact that person to check to see if they know of the whereabouts of the person or, if they do not, their current state of health. In the event of any concern being expressed (i.e. where the person normal social / contact patterns has not been followed for more than a 3 days) then this is to be reported to Outreach Manager immediately to decide on further action.

Depending on the planned length of the visit, the Support Worker is to remain close by for at least half an hour knocking again after 15 minutes and 30 minutes. If their next visit is in the area and time allows after that visit, the Support Worker is to revisit the property to check if the person is there, to check on his/her welfare and confirm arrangements for their next visit.

On the final knock leave a card saying that you have called and noting the time and date of the next arranged visit (and by whom). The card will also ask the person to ring the Support Worker to let them know how they are (or leave voicemail) and will also inform the person that if nothing is heard from them within 24 hours, a Welfare Check will be requested.

The Support Worker is to carry out any other action required in the person's service agreement – i.e. advise family member or carer or other health professional providing support by phone of non-engagement.

Upon making contact with a person who does not engage on a regular basis (more than 50% of the time), the Support Worker is to discuss with the person the reasons for this and identify any changes to the services being delivered that may help to improve the level of engagement.

All documentation regarding non-engagement by a person must be completed on the day it occurs. If this is not possible due to lack of connectivity to the client's notes, this must be completed by email to ensure a written account is made to refer back to.

Outreach Manager or On Call Manager - in event of absence/unavailability

When notification of an immediate concern is made by a Support Worker, they are to remain on site until advice received. The Outreach Manager is to review notes and prior-non engagement levels and make a further attempt to contact the person by phone. The Outreach Manager is to contact any named family members or Local Contact's noted on the persons file as being agreed for this purpose. The Outreach Manager will then decide whether to call a Welfare Check based on the information currently to hand and advise all contacted persons accordingly.

In the event of no immediate action being considered necessary, the Outreach Manager is to ring the person hourly for the rest of the working day. The Telephone Support Line will be asked to call during the evening until contact is made. If no contact is made, the Outreach Manger (or the On Call Manager if this falls into the weekend) are to carry out a short visit if possible during the next day to establish if the person is home or if not whether there is any sign of activity in the property. The Outreach Manager or On Call Manager is to advise Head of Recovery the outcome immediately and review the action to be taken.

The action to be taken by the Outreach Manager in terms of notifying other agencies / individuals will be as set out in the agreement in force for that person. (This may vary depending on non-engagement trigger points recorded at the time the person was first involved with Norwich Mind or at any point when the support arrangements are reviewed and refreshed).

Any communication made between all parties involved in providing support may be discussed verbally initially but thereafter outcomes must be confirmed by email and recorded on the notes of the person receiving community support immediately.

ALL ACTIONS TAKEN BY ALL NORWICH MIND STAFF ARE TO BE NOTED ON CLIENTS NOTES SYSTEM AS SOON AFTER THE ACTION AS POSSIBLE.

