



HAMPSHIRE  
**FIRE AND  
RESCUE**  
SERVICE

# **Application of Risk Management Framework Hampshire Fire and Rescue Service**

Paul Francis &  
Laura Cane-Andrews

A safer Hampshire

## Case Study Background- Mrs W

- Mrs W was a 76 year old lady with poor mobility, smoker, poor mental health, living alone, in a supported housing property.
- History of self neglect and lack of engagement with support services.
- Limited family and social network.
- Fear of agency involvement – due to previous property clearance taking place without Mrs W's consent whilst Mrs W was in hospital.
- Due to living environment presenting high levels of fire and health risks for Mrs W, HFRS responded to various incidents, resulting in safeguarding referrals being made, and Safe and Well intervention being offered.
- Concerns from Environmental Health, due to impact of her living environment on neighbouring properties (complaints being made).
- Concerns from Housing, regarding breach of tenancy, and failing to engage with improvement notices, of which resulted in her tenancy being put at risk.
- Continuous cycle of HFRS involvement, reporting concerns & providing intervention, - but lack of engagement from Mrs W resulted in minimal progress and high level of risk not being addressed.
- Adult services were unable to confirm needs of care and support or assess capacity due to unwillingness from Mrs W in engaging with social worker.
- HFRS identified through discussions with Mrs W a family member – of whom she was happy for HFRS to contact to support her in addressing risks.

# Multi Agency Risk Management Meeting

- Initial Risk Management Meeting called by HFRS -attended by HFRS, Housing, Environmental Health, Adult Services and Mrs W's nephew.
- Aims of meeting:
  - What does Mrs W want to happen?
  - Needs of care and support? What are these?
  - Are they being met?
  - Mental Capacity considerations, assessment of understanding?
  - Support historically and currently being offered?
  - Who else is at risk? Friends, neighbours etc.?
  - What control measures are currently in place?
  - What further actions can be provided? And by whom?
  - Identification of lead agency
- Discussion of Risks being presented.
- Action plan formulated and agreed for all agencies to support Mrs W and reduce risks moving forward. Adult Services identified as lead agency.
- Risk Management meeting (Review) 5 weeks later - Action plan reviewed.

# Risks Identified

- Self neglect regarding living environment – cooking, mould, possible rodent infestation.
- Risk of fire – High fire loading, rapid development, inability to escape
- Risk of falls – due to fire loading.
- Ignition sources – smoking and cooking.
- Limited access to washing facilities – due to fire loading.
- Health risks due to poor living conditions.
- Appeared to be a deterioration in mental health.
- Social isolation.
- Cycle of refusing support services and interventions.
- Risk of eviction due to breach of tenancy.
- Risk of damage to property & neighbouring properties.
- Other risks associated with self-neglect.

# Actions Agreed (overview)

- Adult Services:
  - Consider support worker for Mrs W.
  - Consider capacity assessment for Mrs W in regards to fire risks being presented.
  - Involvement of Health professional(s)
- Environmental Health:
  - As a result of multi agency risk management meeting, no formal action to be taken at this time. Situation to be monitored.
- HFRS:
  - To offer further safe and well intervention to Mrs W, and develop an action plan with Mrs W to reduce fire loading /risks within property.
  - To provide Safe and Well intervention to all neighbouring properties.
  - To provide fire safety presentation at residents coffee morning.
- Nephew:
  - To work with Mrs W in improving and reducing the fire loading and associated risks within her living environment.
- Housing
  - To provide support in removal of unwanted/needed belongings and to delay taking formal eviction proceedings.

## Progress 2 - Outcomes

- Engagement of Mrs W with all agencies
- Improved / safer living conditions
- Mrs W agreed to access support from adult / health services
- Health risks reduced
- Escape routes cleared
- Fire loading reduced
- Ignition sources managed
- Improved relations with family members
- Acceptance of support worker from housing, enabling monitoring of risks.
- Tenancy no longer at risk

# Learning

- The Multi Agency Risk Management Framework ensures a multi agency approach is applied to addressing high levels of risk.
- The Multi Agency Risk Management Framework enables each agency to demonstrate all necessary actions are being taken to support the adult at risk.
- By using the Multi Agency Risk Management Framework, the cycle of concerns being reported, with little or no action being achieved can be broken.
- The Multi Agency Risk Management Framework is beneficial in engaging with the family of the adult at risk and ensuring the wishes and feelings of that adult are communicated and included within the action plan.
- The Multi Agency Risk Management Framework can assist in actions and progress being set at a pace of the adult at risk.
- Clear and accurate recording of decision making and the rationale behind this can be obtained.
- Monitoring of ongoing risks is achievable allowing the necessary intervention to be put in place at a time when needed.

# Questions?

