



MARM – In practice

Sarah Cooke IOW MARM Coordinator

Please keep your microphone and camera off

Use the chat function if you have any questions

After the session you will be sent a feedback form – which if you complete you will get a certificate of attendance

A link to the slides from today will be shared with you in the future

2.MULTI-AGENCY RISK MANAGEMENT (MARM) EXAMPLE OF GOOD PRACTICE

This case is an example of where the MARM framework:

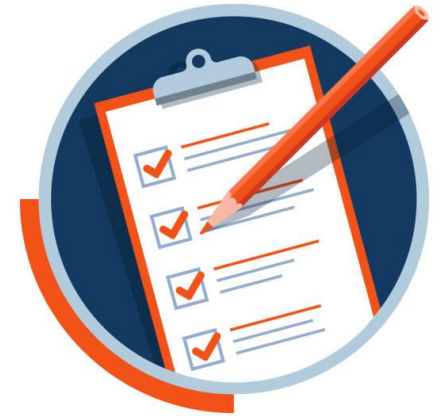
- has been used in support of a person at risk
- Shows effective partnership working
- Demonstrates Making safeguarding personal, a whole family approach and person-centred working

For the purpose of good practice and learning, the individual at the centre of the MARM has agreed that these details can be shared by professionals within care and support settings.

To protect the identity of the individual at risk, they will be referred to as 'X'.

3. CALLING A MARM MEETING

First, the organisation established that the case would meet the criteria for a MARM.



A MARM meeting was called in support of the individual at risk to consider:

- a recent breakdown of the package of care due to insufficient staffing levels
- if there was a need for an emergency short term placement admission whilst a care package was stabilised

The MARM Co-ordinator was asked to shadow the MARM meeting/s with a view to providing constructive feedback and ongoing support as required. *This offer is open to all agencies.*

4. MAKING SAFEGUARDING PERSONAL – INVOLVEMENT OF X

X's wish was to remain cared for at home with a safe package of care

X was able to make their own decisions; their wishes were always at the forefront, and were always considered during the MARM process

Home visits to X were made regularly, and communication/feedback almost daily to ensure that X was involved and kept up to date

The minutes of the meetings were shared and agreed by X and a family member

The outcome of multi-agency working resulted in a positive outcome and experience for the person at risk

X was included in all discussions around the areas of unmanaged risk and implementation of a Risk Assessment

X's views were documented on the actions taken at each stage

To alleviate X's anxiety and concerns, the multi-disciplinary team were able to give reassurance of multi-agency working

Home visits with X and a family member to discuss the meetings and actions raised were arranged

X and a family member were involved in the MARM process from the outset

5. KEY AREAS OF GOOD PRACTICE

- spending time **nurturing relationships** with people, including X and a family member
- **working across** the health and social care sector, the Police, and community groups
- getting together a Multi-Agency Risk Management working group with the **right people** who could **make things happen**
- **feeding back to X and engaging with them on their terms (Making Safeguarding Personal)**
- Good adherence to the **MARM Framework** and use of the **MARM toolkit** and guidance notes
- A **Statement of Confidentiality** was read out at the start of the MARM and Review MARM meetings, and notes were shared confidentially between all relevant agencies and X



6. METHODOLOGY : HOW DID THEY DO IT?



A good representation of the agencies and organisations were invited and attended the meetings

Consistent assessment of risks and a shared risk management plan

The Chair of the meetings was able to provide a summary of the current situation such as funding, X's support package, and personal circumstances

To mitigate non-attendance, recent summary reports with regard to X were provided by the agencies and organisations who could not attend

Notes of the meetings were shared in a timely manner with the relevant agencies and organisations, and with X

X was invited to attend the meetings and although chose not to attend, was kept updated and involved in the process via a member of the care team who regularly visited X

Additional weekly meetings between professionals were held to try and mitigate the risk

The agency contacted the MARM Co-ordinator for help, support and guidance on the MARM process and procedure

A 'planned' MARM meeting was arranged by the agency – this included a representative from all agencies and organisations involved in X's life

X had capacity and consent for the MARM meeting was agreed by X

X and a family member were involved in the MARM process from the outset

Forward planning was considered such as developing links with a community unit and a nursing home in the case of an emergency, or if a short-term placement was required

7. ASSESSMENT OF RISK

A summary of an assessment of risks was highlighted throughout the MARM process

Feedback on a chronological list of events was overseen by senior managers whereby comments were shared and taken on board

X was also made fully aware of how a chronological list of events had evidenced how close the package of care had been to breaking down, and that the CCG (now ICB) had a duty to consider what was reasonable in terms of equitable costs in relation the rest of the population

Actions to mitigate the risks were undertaken including supporting the training of care staff and competencies; a Team Leader was appointed to the care package to provide day to day managerial support, and a Personal Assistant (PA)

The stated risks around the continuation of a safe package of care was discussed with the MARM group, exploring different options in support of X

The risks and options about X's package of care were presented and discussed to ensure full feedback from the MARM meetings

8. ACTIONS BY THE MARM GROUP

- It was evident from the minutes that the actions from each meeting were clearly listed, and named members of the group were clear of their actions as agreed in the meetings
- Follow up MARM Review meetings were agreed and arranged to ensure that a step-by-step approach was taken to mitigate the risks, and to agree an appropriate package of care
- Additional notes were added to the minutes of the meetings to ensure that an up to date and accurate account of all actions were shared with the MARM group



9. SHARED RISK MANAGEMENT PLAN

- A shared Risk Management Plan was developed for the MARM group who met
- The Risk Management Plan included confirmation as to who would share the plan with X
- In addition, it was agreed how X would be involved and kept up to date with the plan, including monitoring and review arrangements
- In this instance, X would receive twice weekly telephone calls and home visits as necessary
- A MARM Review meeting to share actions to date, check the Risk Management Plan, and amend plans as appropriate would be held



10. OUTCOMES

All agencies and organisations agreed the risks had reduced and there was currently no need for a further MARM or Review

A live-in care staff worker continued to be explored

Non-profit charity organisation had agreed to provide support with all elements of employing PA's from contracts through to payroll in support of X

Contingency plan put in place to use medical settings in an emergency if no care was available to keep X safely cared for at home

The care package had become more settled, and X and his team appeared more relaxed

Plans were put in place to recruit to a new member of care staff to replace the staff member leaving later in the year. This would help to ensure the continuation of seamless care

A joint visit to X was made to give reassurance that he could be admitted to a community unit if needed

A new member of care staff would meet with X; there was now a full complement of night staff in support of X

Discussions were held with the appropriate organisations and teams about training and care plans required, and the supply of initial equipment needed by X

X was given the opportunity to have sight of the Job Description for recruiting new care staff

One care member stated that things 'felt more safe and secure'

'X's wishes were listened to and met'

'This has been an excellent example of collaborative working'

Feedback from X
.....'I felt included and involved in every part of the process'

'This has demonstrated an excellent MARM and how the process should work'

Feedback from X.....'I am very happy with the way the MARM process was completed'

Feedback from X.....'I am also very happy with the way I was kept involved and informed of discussions'

MARM CO-ORDINATOR CONTACT DETAILS

Contact the MARM Co-ordinator for help, support, guidance & advice

MARM Co-ordinator e mail: sarah.cooke@iow.gov.uk

Mobile: 07815 007705

Working days: Tuesday to Friday, 8.30 a.m. to 5.00 p.m., Friday until 4.30 p.m.

www.iowsab.org.uk - access to the MARM Framework and Toolkit (click on Resources and Multi-Agency Risk Management)