

Adults' Health and Care
Contact Assessment Resolution
Team (C.A.R.T) and the
Multi – Agency Safeguarding Hub
(MASH)

CART

The Contact Assessment Resolution Team



CART is an integrated service combining Hantsdirect and Adults' Health and Care.

Promoting independence by focusing on a strength based approach.

Reducing the demands of our community teams by resolving more at the first point of contact.

QUICK GUIDE TO CART SERVICES

Improving customer experience with more cases being resolved at first point of contact.

VERIFICATION PROCESS & INFORMATION



SERVICE ADJUSTMENTS



SIGNPOSTING, INFORMATION & ADVICE

TRIAGE ALL REFERRALS TO ADDRESS RISK

TRANSPORT ENQUIRIES



CARER'S & WELLBEING ASSESSMENT

REABLEMENT SERVICES

Adults' Health and Care - How it works

- ♥ Calls and referrals to AHC come in to the Contact Assessment and Resolution Team – CART
- ♥ Welfare and wellbeing concerns will be addressed by most appropriate actions.
- ♥ As soon as a safeguarding concern is raised about an 'adult at risk ' CART will triage safeguarding concerns and transfer to an allocated worker or if unallocated, or "FastTrack" to AHC MASH to follow with S 42 enquiries.



Why MASH?

- 🌈 The Care Act (2014) places a statutory duty on the Local Authority to make enquiries when a concern is raised and for other public services to work in partnership in safeguarding adults.
 - 🌈 Statutory guidance on the Care Act 14.67. states that: Partners should ensure that they have the mechanisms in place that enable early identification and assessment of risk through timely information sharing and targeted multiagency intervention.
 - 🌈 The Home Office - Multi Agency Working and Information Sharing Project Final report 2014 showed Multiple benefits of the MASH approach:
 - A more accurate assessment of risk – improved intelligence reduces repeat referrals and NFAs as multiple agencies often highlight greater risks that single agency.
 - Thorough management of cases that may have previously been “lost” in a system (leads are chased up with other agencies).
 - Better understanding between professionals leading to confident information sharing.
 - Greater efficiencies – avoids duplication and results in better allocation of resources.
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What is the MASH?

- ❖ The MASH acts as a front door for children and adult safeguarding concerns in to Hampshire County Council.
- ❖ The MASH is formed by the co-location of Local Authority (Child and Adult Services), Health, Police and HFRS agencies working in partnership as a sealed intelligence hub. This allows for the assessment of risk, timely decisions and actions where required.
- ❖ The MASH role is to make evidence based, informed and defensible decisions. To establish which agencies are best placed to take a lead and agree roles and responsibilities of other agencies. This could be agreed at the planning meetings or through discussions with key agencies.



What we do in the MASH?

- ❖ Where AHC MASH identifies that further information is required or that the concern meets the criteria for enquiries under Section 42 then these are allocated to MASH professional or forwarded to Community Teams to coordinate the enquiry.
- ❖ AHC MASH undertakes strategic developmental work with partner agencies around safeguarding, e.g. PPN1 forms, SCAS reports, health, housing, service providers and has leading role alongside Police within the SOC (Serious and Organised Crime) partnership and Domestic Abuse (DA).
- ❖ Delivers training both formally and informally for in-house and external agencies.



Mash partners

Who are our partners sitting in the MASH

AHC MASH is comprised of Social Workers, Senior Case Workers, a Senior Practitioner, a Team Manager, Admin, Project lead and a Service Manager, as well as health commissioned Adult Safeguarding Nurse Practitioners. In addition AHC MASH is supported by professionals from across the statutory sector, helping to support adults at risk through effective and efficient partnerships and information sharing.



MASH - How it works

- ❖ AHC MASH receives initially triaged referrals by CART which maybe from Police, CQC, Housing, Mental Health Units, GPs, Trading Standards, Hampshire Fire & Rescue Service, British Transport Police, families and from public about safeguarding concerns.
- ❖ The Police, Ambulance Services and Hampshire Fire & Rescue Service can refer an urgent case directly to MASH.
- ❖ We also manage the Safeguarding Advice Line.



Who is in your MASH team?

- ♥ **Daniel Opila (Team Manager)** LD, Acute MH, Safeguarding consultant, University lecturer of Social Work.
- ♥ **Becky Brown (Senior Practitioner)** Hospital Team, DA service, OP/PD, Substance Misuse, Police.
- ♥ **Zoey George (Social Worker)** LD, day services, Quality Assurance/SG in LD services
- ♥ **Rhian Dalmas (Social Worker)** OP/PD reviews, LD services, AS Hospital Discharge Team and BIA.
- ♥ **Claire Fulker (Social worker)** Learning and Physical Disabilities/Children's Services, Adults assessment team and BIA.
- ♥ **Kirsty Maguire (Social Worker)** Hospital Team, residential services, community team and BIA

- ♥ **Sue Corley (Nurse Practitioner)** Ward Mgr. and Sister , CHC team.
- ♥ **Clare McGuire (Nurse Practitioner)** Community Matron, community nursing
- ♥ **Toni Lewis and Hayley Tranter (Senior Case Workers)** community experience
- ♥ **Manpreet Athwal (Domestic Abuse Senior Case Worker)** various experience in the DA field and victim support
- ♥ **Claire Hiron and Holly Hover (Senior Admin Assistants)**
- ♥ **Trading Standards – Marty Smith**
♥ **HFRS – Paul Francis**



What value does AHC MASH add to the customer?

- ❖ Through agreed access to our partners electronic records (RIO, HHR, Police) and prompt multi agency safeguarding planning AHC MASH is able to identify risks. This enables multi agency preventative action to be taken without delay and gives a timely and proportionate response to safeguarding concerns and identifies if S42 duties are required.
- ❖ Closer partnership working leads to greater accountability and better decision-making, reduces the number of inappropriate referrals, duplication and time wastage and improving outcomes for service users.
- ❖ Clear focus on a customer-led journey with Making Safeguarding Personal (MSP) principles to allow for an effective early intervention from all agencies, (where appropriate or as soon as is practicable).

MASH and High Risk Domestic Abuse

Colleagues in the Hampshire Multi Agency Safeguarding Hub (MASH) worked closely with partner agencies to introduce High Risk Domestic Abuse (HRDA) meetings alongside of MARAC meetings.

These are multi agency family focused meetings lead by Police that will address high risk domestic abuse incidents on a daily basis.

The HRDA meeting will be chaired by Police and have a core attendance of:

- Children's Services, via MASH
- Adult Health & Care, via MASH
- A MASH Health professional and
- A specialist domestic abuse agencies and workers.

The HRDA meeting will relocate most work from the Multi Agency Risk Assessment Conference (MARAC) to MASH, which will ensure that those families affected by domestic abuse will receive a faster and better co-ordinated response, with support and the required intervention being provided closer to the timing of the incident. The specialist domestic abuse worker will ensure that the voice of the victim/survivor is represented at the planning stage and perpetrator will also be a part of the support plan.



How to report safeguarding concerns:

Adults Health & Care - 0300 555 1386

Between 8.30am-5.00pm, Mon-Thurs and 8.30am – 4.30pm on Friday or via email: **adult.services@hants.gov.uk**

Out of Hours - 0300 555 1373

After 5.00 pm until 8.30am Mon-Thurs. After 4.30pm on Friday-8.30am Monday and all day on Bank Holidays.

Safeguarding Advice Line - 01962 847214 office hours

Text phone - 0300 555 1390



Any Questions?

