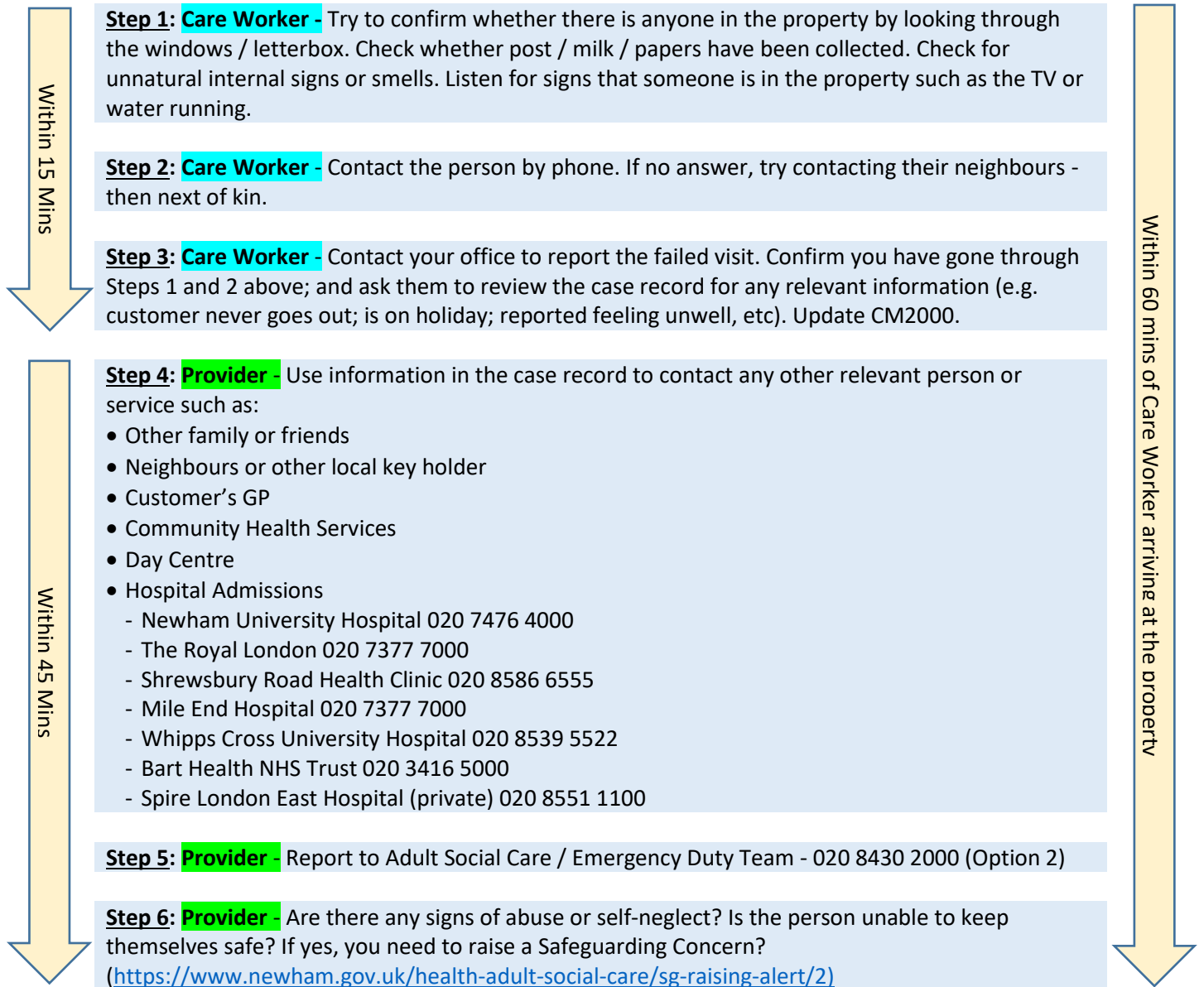


**London Borough of Newham**  
**Independent Living Support Service (ILSS) - Provider No Response Process**

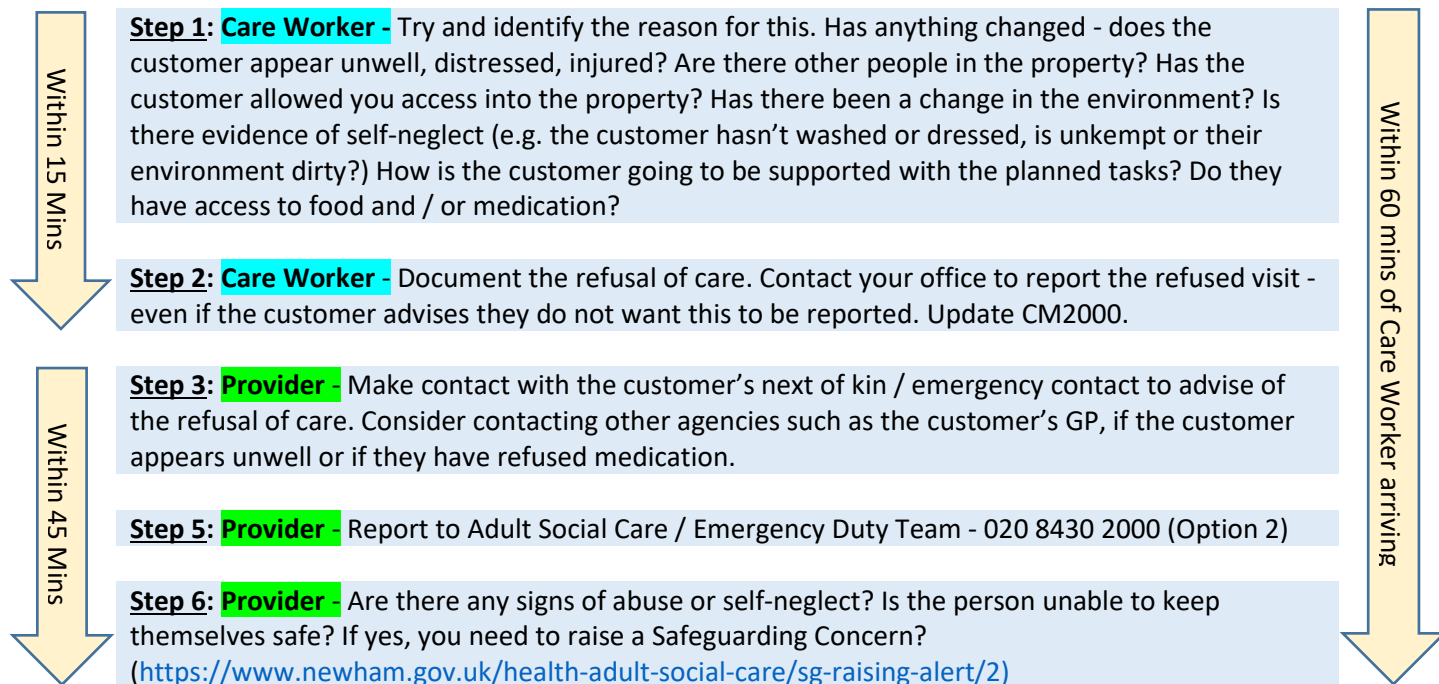
*This document sets out the process that should be followed by all ILSS Providers if a Care Worker arrives to deliver a planned visit and there is no response at the property and the Care Workers is unable to access the property. All ILSS Care Workers should carry a copy of this document with at all times whilst at work.*



**Care Worker** - If you suspect the person is at risk of serious harm or is critically unwell at any point of the process you should call 999 immediately. **DO NOT DELAY.**

**London Borough of Newham**  
**Independent Living Support Services (ILSS) - Provider Customer Refusal of Service Process**

This document sets out the process that should be followed by all ILSS Providers if a Care Worker arrives to deliver a planned visit and the customer refuses the Service. This process should be completed every time a planned visit is refused. All ILSS Care Workers should carry a copy of this document with at all times whilst at work.



**Care Worker** - If you suspect the person is at risk of serious harm or is critically unwell at any point of the process you should call 999 immediately. **DO NOT DELAY.**

**CONTEXT** - Self-Neglect is one of the 10 categories of abuse recognised by the Care and Support Statutory Guidance. "This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. A decision on whether a response is required under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this, without external support." (The London Multi-Agency Policy and Procedures - Page 29)

Refusing care may be a sign of self-neglect. The London Multi-Agency Policy and Procedures identifies three characteristic areas of self-neglect as:

- Lack of self-care - neglect of one's personal hygiene, nutrition and hydration, or health, to an extent that may endanger safety or wellbeing;
- Lack of care of one's environment - situations that may lead to domestic squalor or elevated levels of risk in the domestic environment (e.g. health or fire risks caused by hoarding);
- Refusal of assistance that might alleviate these issues - refusal of care services in either their home or a care environment or of health assessments or interventions, even if previously agreed, which could potentially improve self-care or care of one's environment.

Self-neglect can result from mental health issues, personality disorders, substance abuse, dementia, advancing age, social isolation, cognitive impairment and / or triggered by a traumatic life event. Care Workers, who visit customers regularly, are likely to notice a change in their personal hygiene or environment (has the electricity or gas been cut off, does the toilet no longer work, is poor personal hygiene affecting their health) and if that customer is no longer able to keep themselves safe. Customers who refuse support may tell the Care Worker they are "fine".

If the person has care and support needs and the Care Worker suspects that they are not able to keep themselves safe from the risk of self-neglect a safeguarding concern must be raised.