



Practitioner Guidance: working with people who are not engaging with services

Individual/Family is not engaging with service/services

Explore if the adult is at risk if non-engagement is present

Actions to consider if risk to individual is present:

- Establish if address/contact details are up to date
- Ensure calls/letters are in an accessible format for the adult
- Home visits/joint visits with other services who the adult is engaged with
- Relationship factors – would the individual work better with another colleague consider protected characteristics
- Be trauma informed – what is known about the adult's previous experiences/history of trauma
- Family members to support engagement
- Other ways to gain access e.g. fire risk assessment, housing check.
- Carers assessment

*****DO NOT END INVOLVEMENT - NO CLOSED DOOR APPLIES*****

Consider relevant legislation guidance:

- Mental Capacity Act (2005) – are there any known reason to doubt the adult's capacity for not engaging with the service?
- Mental Health Act (1983) – is there a history of a diagnosis of a mental illness/mental ill health?
- Care Act (2014) – do they have care and support needs?

Next Steps:

- Do not close the case without discussing with line manager or in supervision
- Complete a risk assessment around the risks of non-engagement
- Consider if the individual understands the risks to refusing support
- Consider completing a mental capacity (re) assessment/ mental health (re)assessment relating to the risk identified. Consider executive functioning
- Do not assume another professional is already doing something – communicate and share information with relevant agencies
- Consider arranging a Multi-Agency Risk Management (MARM) meeting to risk assess and action plan with other relevant agencies [MARM](#)
- Seek legal advice and advice from partner agencies, as appropriate
- Review the decision-making document and consider raising a safeguarding alert [Safeguarding alert form - Somerset Council](#)
- Consider using the [escalation procedure](#) if there are professional differences between agencies.

Inaction could lead to:

- Risk to the adult including abuse, neglect, injury, or even death
- Risks to neighbours and others in the neighbouring community
- Risk to your professional status
- Risk to the organisation you work for: Organisation's reputation (e.g. CQC), negative media coverage, compensation/damages.