A Guide to

 Complex Adult Risk Management (CARM) Meetings

**Dear <<<Insert Name of Adult>>>**

A professional you or working with, *<<<insert name & agency>>* has referred you for a CARM meeting. This guidance will provide you with information about CARM. Should you have any questions please contact the person who made this referral.

**You’re invited to a CARM meeting:**

|  |  |
| --- | --- |
| Date of Meeting: |  |
| Time of Meeting: |  |
| How long will the meeting take? |  |
| Venue (where the meeting will be held): |  |
| Method (face-to-face/Zoom/Teams etc): |  |

1. **What is a CARM meeting?**

CARM stands for ‘Complex Adults Risk Management’, however not all people invited to a CARM meeting can be described as vulnerable.

It is a meeting where everyone involved comes together to discuss the best way to manage the risks you are experiencing:

* Identify the risks
* Listen to your views and wishes
* All agencies will work together to see how to support you
* Identify if further support is needed to ensure your safety and wellbeing

The CARM process has been set up by local multi-agency partners and other local organisations so they can work together to help keep people safe. These agencies have a legal responsibility to protect people (or groups of people) from harm.

The process helps agencies to identify people who may be a risk to themselves or to the public. The agencies then work together with the person to put a plan in place to minimise the risk going forward.

1. **Why have I been asked to come to a CARM meeting?**

You have been invited to come to the meeting because it is believed you are at risk. The meeting is to talk about the risks to yourself or others and decide what can be done to make things better. The purpose of the meeting is to work with you and help you make your circumstances safer.

1. **Which agency/agencies think I am at risk?**

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1. **Details of Risk**

|  |  |
| --- | --- |
| Why do agencies think I am at risk? | If the risk is not addressed what could happen? |
|  |  |
|  |  |
|  |  |

1. **Will I be invited?**

Yes, because your views are important! It is also important that you are involved in any plan aimed to keep you safe.

1. **What happens if I don’t want to come to the meeting?**

It is important that you attend to capture your views.

If you don’t want to come to the meeting a supporter or an advocate may represent your views. If you ask someone to represent you, they will be asked to share your views on the risks and contribute to the plan to keep you safe.

If you cannot attend, the meeting may go ahead, and you will be kept informed throughout the process. Your allocated worker will then explain what happened at the meeting and you will receive a copy of the minutes (a written record of the meeting) which could include different actions.

The last page of this leaflet has space for you to write your opinions about the risks detailed above. You should also write down what you would like to happen in the future to keep you safe.

1. **If I have got questions about the meeting and CARM process, who shall I contact?**

There will be a CARM Chairperson who leads meetings and the process. You can contact them to ask questions. Your CARM Chairperson is:

|  |  |
| --- | --- |
| Name of Chairperson: |  |
| Contact Details: |  |

The allocated worker will identify people or organisations appropriate to attend the meeting. Your input in this is always appreciated and the focus of our work.

1. **Do I need to come to the meeting?**

No. However the agencies involved would very much like you to come to the meeting so you can tell them your views. They also want you to contribute to putting a plan together to reduce the risks.

If you attend every effort will be made to make you comfortable and relaxed at the meeting. You can also ask someone else to attend the meeting with you, or to represent you if you don’t want to attend yourself.

1. **Can I bring a friend/advocate?**

This could be someone you can trust to give you good advice and support during the meeting.

If you don’t have anyone to support you, but you would like someone to come with you please let us know. We may be able to arrange for a person who is not employed by the agencies involved to support you. This is called an **Independent Advocate**.

1. **Practical arrangements?**

We will work with you to attend with a supporter (i.e., family member or friend) if you would prefer. If you require support with technology, accessibility to the meeting, or transport to the meeting, your allocated worker will discuss this with you.

If you have any issues attending the meeting, or have any questions, please tell your allocated worker. This includes worries about getting to the meeting.

1. **What happens at the meeting?**

You could be invited to come to the meeting 15 minutes early to meet the chairperson before the meeting starts.

Everyone attending the meeting will be asked to introduce themselves and explain their involvement. The chairperson will explain the reason for the meeting, your views and wishes will be considered, and everyone will be asked if they have anything to say which is relevant to you. This could include the risks to yourself and others, as well at your strengths and support available. You will be asked if you wish to comment on anything that has been said, or to add anything.

Together, we will Identify if a plan is needed to ensure your safety and wellbeing. The chairperson will summarise the risks and a proposed risk management plan.

We record all our actions on our electronic recording system; notes from the meeting are shared with everybody invited to the meeting.

1. **What will happen after the meeting?**

After the meeting, you will receive a written summary of what was said and decided. A date could also have been set for a review meeting if needed.

If you chose not to attend the meeting, you will be contacted, either in writing or in person by your allocated worker who attended the meeting, to explain the agreed action plan and when the actions will be carried out. You will be given a copy of the action plan, where appropriate.

1. **If I don’t agree with anything discussed, what can I do?**

If you are dissatisfied with the outcome of the meeting, or if you feel that you were treated disrespectfully, please speak with the chairperson and/or ask to see the complaints procedure online or ask for support to access it.

1. **Will my privacy be respected?**

Protecting your personal information and privacy is very important. Some information about you will be shared between partner agencies as part of the CARM process, but it will be on a strictly ‘need to know’ basis and will concern the risks that affect you or others. The purpose of sharing information is to help you get the support you need and/or protect you or others from harm.

Everyone who attends the CARM meeting, including anyone you ask to represent you, will be reminded at the beginning of the meeting that they must respect your privacy.

Sometimes part of the agreed CARM action plan may be to use the services of a third-party company, for example, a cleaning company or trader. If this is the case your privacy will be respected, and the company will only be given information about you that they need to know to carry out the service they have been asked to provide.

1. **How will my information be kept safe?**

Each agency involved in the CARM process has a legal obligation to protect information (data) about you and treat it as strictly confidential. The meeting records will be held and looked after by each agency in accordance with data protection laws.

If you have any concerns about how your information is being shared or stored as part of the CARM process, please contact the CARM Chairperson (see page 5).

1. **Advice**
* ****If you have any questions about the meeting, you could write them down and ask the allocated worker, or if you prefer, you could ask the chairperson.
* ****You could prepare by making notes about what you want to say. It is better to write down short points rather than too much.
* The allocated worker could ask you about your views and tell you about the concerns before the meeting.
* ****Please consider if you know the location of the meeting and try to get there early. This will make you feel more relaxed.
* ****If it is helpful, you could take a pen and paper to make notes during the meeting.
* ****If you think you might need support or have any questions about the meeting, you can meet the Chairperson before the meeting. The Chairperson can arrange a short break during the meeting.
* It is important that every participant is listened to. Generally, the participants will take turns with their updates.

PLEASE TEAR OFF THIS PAGE IF YOU WANT TO SEND YOUR VIEWS TO THE CARM

1. **Your views**

If you are not planning to attend the meeting, please use the box below to tell us:

|  |  |  |
| --- | --- | --- |
| 1 | Your views on the risks that have been identified: |  |
| 2 | **What you would like to happen in future to help you to keep safe:** |  |
| 3 | **What you think local agencies can do to support you:** |  |
| 4 | **Anything else you think the agencies should know:** |  |

1. **You can tear this page off and send it back to:**

|  |  |
| --- | --- |
| Name: |  |
| Address: |  |

**You can find out more about the South Tyneside Safeguarding Adults Board and the work they do at:** [**South Tyneside Safeguarding Adults Board (STSAB) - South Tyneside Council**](https://southtyneside.gov.uk/article/13719/South-Tyneside-Safeguarding-Children-and-Adults-Partnership-STSCAP)