



CARM

Complex Adults Risk Management

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CARM – Complex Adult Risk Management

The CARM process is being used in Herefordshire to support adults, professionals and services in complex risk management.

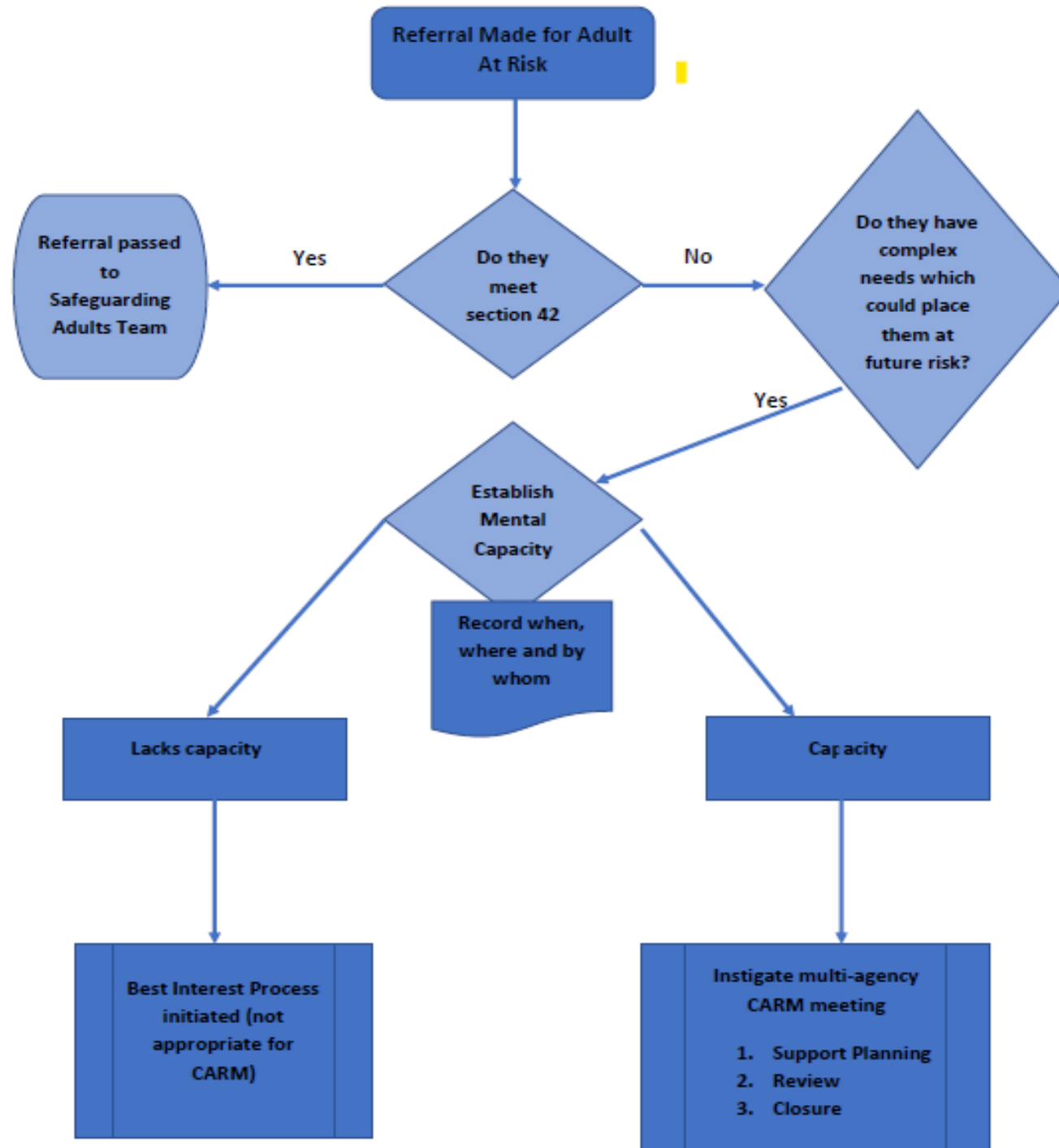
The CARM process is applicable:

- 1) The adult involved has mental capacity
- 2) The risk to the adult and potentially others is considered HIGH
- 3) The adult is not engaging with support services available to them to mitigate risk.

[CARM Final Herefordshire June 2022 - Herefordshire Safeguarding Boards and Partnerships](#)

**The policy applies to Herefordshire and Worcestershire, as a jointly agreed approach.*

WHEN TO USE CARM



WHAT HAPPENS

Any professional can initiate the process by completing a Referral Form and holding an initial Support Planning Meeting.

All professional involved with the individual are invited to the initial meeting.

The meeting should be accessible to the person who the meeting is about.

A CARM Safety Plan is agreed and a Lead professional identified.

The plan is implement, regularly reviewed, and risk is continually re-assessed.

The CARM is closed when the risk has reduced enough so that the adult is not at risk of harm or death, or the adult is deceased.

EXAMPLE ONE: MS A

Young woman in abusive relationship; history of drug dependency and Mental health issues.

Ms A makes multiple attempts to commit suicide.

CARM was initiated by the Midwifery service.

CARM held and information shared.

- Addiction agency
- Police
- Mental Health Services

New referral to Mental Health services with contact

Addiction agency maximised their contact

EXAMPLE TWO: MR B

Aged 50, significant alcohol dependency affecting ability to self care.

Frequent falls; risk of long lie; multiple visits to A & E; injuries from falls

CARM held:

- Concerns about accounts given by Mr B
- Hospital informed CARM about results of MRI brain scan
- GP agreed to visit to establish insight
- Adult Social Care agreed to referral for Mental Capacity Assessment

PROGRESS IN HEREFORDSHIRE

One aspect of the CARM Policy is that ANY agency that is concerned about an adult, who meets the CARM criteria, can call a CARM.

MENTIMETER QUESTION 1:

Before today, did you know how and when to initiate a CARM?
(yes/no)



MENTIMENTER QUESTION 2:

How confident would you be to convene a CARM? (scale)



MENTIMETER QUESTION 3:

Have you been involved in a case that used CARM? (yes/no)

MENTIMETER QUESTION 4

- What is working well in the use of CARM?

Prompts – think about:

- The experience and outcomes for individuals?
- How well do we capture the voice of the adult?
- The knowledge and confidence of professionals?
- Are we engaging with the right professionals?
- How well do professionals respond and engage when they are invited to a CARM?

MENTIMETER QUESTION 5

- What is not working so well in the use of CARM?

Prompts – think about:

- The experience and outcomes for individuals?
- How well do we capture the voice of the adult?
- The knowledge and confidence of professionals?
- Are we engaging with the right professionals?
- How well do professionals respond and engage when they are invited to a CARM?

MENTIMETER QUESTION 6

- What still needs to be developed or worked on in Herefordshire?
- What questions do you have?



Complex Adult Risk Management (CARM)

Guidance for practitioners working in Herefordshire and Worcestershire

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Access the full document:

[CARM Final Herefordshire June 2022 - Herefordshire Safeguarding Boards and Partnerships](#)



Learning briefing Complex Adult Risk Management

What is it? CARM (Complex Adults Risk Management) is a framework to facilitate effective working with adults who are at risk of harm due to their complex needs, and where the risks cannot effectively be managed via other processes or interventions, such as section 9 care and support assessment or section 42, safeguarding enquiry under the Care Act 2014.

The CARM guidance sets out a co-ordinated, multi-agency response designed to protect adults deemed most at risk and ensures that appropriate responses reduce the risk of harm to the individual.

Who is it for? CARM can be used when an adult's engagement with support is intermittent or where it has proved difficult to engage with the adult, and they continue to be at risk, and any individual agency procedures have not been able to resolve the problem(s).

This guidance is only to be used where all efforts have been made to complete a mental capacity assessment, and where the person is deemed to have capacity, but continues to place themselves at risk of serious harm, or death, or poses a risk to others.

For example, an adult who:

- is unable to, or has difficulty engaging with services to meet their needs, or
- is unable to, or there is difficulty, engaging them in an assessment of their needs/mental capacity, or
- who is unable to protect themselves from exploitation* or abuse, or
- has on-going needs or behaviours that lead to choices that place them at high risk.

CARM should not be used if the individual is deemed to not have Mental Capacity – where this is the case, the Mental Capacity Act takes precedence and action are taken under the principles of Best Interest.

*Where exploitation is a risk, also refer to the West Merca Police Exploitation Pathway.

Which professionals should follow CARM? Any practitioner can initiate the CARM process and act as the Lead professional. The Lead should be the professional who the adult would respond to, or work with, best. For example, an Outreach Worker, Midwife, or Housing Support Officer, among others, may be the person's CARM Lead.

Engagement. Professionals should work hard to find ways to engage well with the individual. Consider the [8 Principles of Engagement](#)*

The CARM process does not and should not affect an individual's human rights, but should seek to ensure that all agencies exercise their duty of care and that reasonable steps are taken, to protect the adult.

The CARM should not be closed because the individual refuses support– practitioners should work to engage with them.

What happens?

Any professional can initiate the process by completing a Referral Form and holding an initial Support Planning Meeting.

All professional involved with the individual are invited to the initial meeting.

The meeting should be accessible to the person who the meeting is about.

A CARM Safety Plan is agreed and a Lead professional identified.

The plan is implement, regularly reviewed, and risk is continually re-assessed.

The CARM is closed when the risk has reduced enough so that the adult is not at risk of harm or death, or the adult is deceased.

Always refer to the CARM Guidance for full process and templates.

The full CARM Guidance can be accessed through the HSAB website: [CARM Final Herefordshire June 2022 - Herefordshire Safeguarding Boards and Partnerships](#)

*Thank you to Newcastle Safeguarding Adults Board for use of the 8 Principles of Engagement

New! [CARM Briefing - Herefordshire Safeguarding Boards and Partnerships](#)



**THANK YOU
QUESTIONS?**