

7 minute briefing: TEAM AROUND THE PERSON

For all those working with adults and their families



Strategic Partnership Boards
SAFETY SAFEGUARDING WELLBEING

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01 WHAT IS TEAM AROUND THE PERSON?

Team around the Person was initially developed for adults with emerging needs but it can also be used for adults with more complex and higher needs.

It is a multi-agency way of working to create good outcomes for people with support needs who are not involved in statutory safeguarding or care programme approach. This process can be used in care management and for people with emerging needs and around promoting independence.

Team Around the Person brings together the individual resident and the different people that are providing or could provide support.

It is a process that happens in partnership with the person concerned and their family, with the resident and their wishes and feelings kept at the heart of the discussion.

02 WHAT DOES A TEAM AROUND THE PERSON MEETING DO?

- Identifies needs, risks and the desired outcomes of the person
- Agrees an action plan with clear roles, responsibilities, actions and timescales, including next steps if risks increase
- Works in partnership with the resident and promotes a culture of trying to prevent premature case closure in line with our self-neglect guidance "Don't walk away, walk alongside"
- Uses a persistent and proactive approach, with positive risk taking
- Avoids the 'revolving door' (keep being referred to the same agency) and agency 'ping pong' (keeps being passed to different agencies).

07 WHAT YOU NEED TO DO NOW!

FAMILIARISE

Yourself with the [Adults Thresholds Guidance](#)

WATCH

The [bitesize guide for Adult Thresholds](#)

READ

The [SAR for Mark](#) that prompted the development of Team around the Person

DISCUSS

Team around the Person with your colleagues and within your networks.

How can you take this forward in your agency?

USE LANGUAGE THAT CARES

Avoid referring to Team around the Person as TAP so we are always using resident friendly language that puts them at the heart of what we are doing

REMEMBER

Team around the person is about quality conversations and building trusting relationships so we can have the Right Conversation, about the Right Care, at the Right Time. And, **DO NOT WALK AWAY, WALK ALONG SIDE**



03 WHO SHOULD COME TO A TEAM AROUND THE PERSON MEETING?

The practitioners closest to the resident should attend. If lots of agencies are involved, it should be agreed who is best placed to attend and bring feedback from others. The meeting should be a conversation, not a conference and be kept to a reasonable size so that everyone is able to contribute easily, especially the resident.

The key person (if a social worker is involved they will be the key person) will be agreed at the first meeting and where possible should be chosen by the resident. The key person could be a practitioner from any agency or a family member, friend, carer or a neighbour. They will coordinate the plan of support and care for the resident and be the point of contact for everyone involved, including the resident.

04 HOW IS THIS DIFFERENT TO A PROFESSIONALS MEETING?

A professionals meeting is one that only professionals/practitioners are invited to, and the person concerned does not usually know the meeting is taking place.

A professionals meeting is the exception rather than the rule and is held for different reasons such as agencies needing to address difficulties in working with a family or an agency or group of professionals feeling that agencies are working in conflicting ways or have serious safeguarding concerns that for the resident's safety need to be initially shared without them.

06 WHY IS ESCALATION IMPORTANT IN TEAM AROUND THE PERSON?

Escalation is an essential part of good safeguarding practice for adults and families. As practitioners we can have different views on the best way to provide support and we should expect to be challenged because working together effectively depends on an open and honest relationships between agencies.

At times we may disagree about threshold judgements and the appropriate course of safeguarding action. If we do, it is our individual responsibility as practitioners to:

- speak to our managers about any disagreements or concerns
- ask to speak to the manager of the person we are disagreeing with and if necessary, keep going up the management line if we feel our opinions are not being understood
- where appropriate speak to the Adult/Local Authority Designated Officer if we have concerns about professional practice

05 WHAT ABOUT CONSENT AND INFORMATION SHARING?

If a person does not want you to share information or hold a Team around the Person meeting you should do all you can as a single agency. Do not walk away, walk along side, record the present situation and identify why you are not escalating at this moment and what the situation may look like when you would escalate.

- Be open and honest with the person themselves and seek their consent to share information with others.
- You may still share information without consent if, in your judgement, the need to secure consent can be overridden in the public interest.
- Seek advice if you are in doubt.
- Keep a record of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose

See pages 28 / 29 in the ['Guide to thresholds and practice for working with people, carers and families in Waltham Forest'](#) for more details. If the needs of the person change and at any time you think they are at risk of immediate harm or abuse, you must raise a safeguarding concern, contact the **Waltham Forest MASH** on **020 8496 300** and email WFDLiaison@walthamforest.gov.uk