

Sandwell Housing Teams- Introduction to The Mental Capacity Act (MCA)

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Project method

We liaised with several local housing teams who raised a number of common MCA issues relating to tenancy. Housing Teams are often long arm partners of safeguarding boards and staff often engage with people who are hard to reach or seldom heard from. We held an initial meeting with a Housing Manager from the team to identify priorities, this shaped the style of the presentations to ensure work place specific scenarios were used. The presentation was offered to several teams within the department and sessions consisted of an activity, an overview of MCA, another activity (based upon Best Interest Decision making) and then time for Q&A . The teams were offered a choice of activities which included an MCA quiz, completing an MCA assessment or a scenario based on case-law from a Best Interests meeting. Resources such as prompt cards, signposting info and leaflets were also distributed.

Project results/evaluation

For many of the housing workers this was their first introduction to MCA; as such many felt that they would like further training from their organization. We learned that Housing staff often face very complex situations where MCA is key to determining next steps. Common themes for the teams included self-neglect, and specifically Hoarding Disorder. From the formal feedback received 32 people rated the presentations as very good and 16 as good. On a 1-10 scale of learning from pre- presentation knowledge to post presentation knowledge, figures showed that awareness had doubled with an average pre–presentation average score of 3.58 and a post presentation average of 7.15. In total the evaluation of learning showed a 98% rise in those who felt their learning had increased.

Project area classification

Hospital care		Emergency care	
GP care		Dementia	X
Social care	X	Learning disability	X
Voluntary sector		Other mental health	X
Financial services		Palliative care	
Police		Advance planning, LPAs	
Legal		Commissioning	
Community health care		Training	X
Nursing and care home		For professionals?	X
Acute care		For public and service users?	
Chronic care			