



Jack Safeguarding Adults Review (SAR) Executive Summary:

SAR Process:

Cornwall and the Isles of Scilly, Safeguarding Adults Board (CIOS, SAB) commissioned a Safeguarding Adults Review (SAR) to learn from Jack's story. Jack is a man, who is currently residing in a nursing home. He is under the supervision of The Court of Protection that oversees his placement and Deprivation of Liberty order. Before the application to the Court of Protection, he had spent several years living a transient lifestyle mainly across the South West. Jack had multiple contacts with housing personnel, mental health practitioners, police officers, emergency hospital departments and social workers. He was homeless and there were increasing concerns about his health and welfare.

The CIOS Board decided to undertake the SAR in order that partner agencies might learn from Jack's experience.

The timeframe for the review covers the period from 1st January 2016 to 8th November 2018. It was on this November date that the Court of Protection made an order with respect to Jack's future care.

The final report was agreed by the CIOS SAB in July 2020.

The scope of the SAR was to look at a number of issues as they related to Jack:

1. Work with adults who self-neglect
2. Responses to adults with multiple complex need
3. Responses when adults with care and support needs are homeless;
4. Assessment of mental capacity;
5. Hospital discharge;
6. Cross-border liaison;
7. Partnership and collaborative learning;

Lessons learned and recommendations:

Jack's behaviour and lifestyle proved challenging for individual practitioners and service providers when trying to meet his needs and keep Jack safe. There is evidence that some individual practitioners and some agencies/services worked diligently to try to meet his accommodation and his care and support needs. There is evidence also of some information-sharing between agencies, including across local authority boundaries.



There is evidence that practitioners identified and respected his wishes, feelings and desired outcomes, even when the decisions he was making might have been felt to have been unwise. Risks were discussed openly with him on some occasions.

This case highlights the difficult balancing act that practitioners and agencies have to navigate between respecting a person's autonomy and self-determination whilst recognising a duty of care to prevent significant harm or to protect an adult from abuse and neglect on the other side.

This case demonstrated that there may be no right answer but simply the "least wrong answer", arrived at by identifying all the possible options, considering the advantages and disadvantages of each option, and developing what appears to be the best decision possible.

Where a case is complex, then formalised multi agency systems and meetings should be used to bring together practitioners and managers to share information, risks and mental capacity assessments so an agreed mitigation and contingency plan can be put in place to support the individual.

Homelessness can be a complex issue, as can self-neglect, so the policies and procedures for both issues should complement each other, be up to date and monitored regularly for effectiveness and joint working.

Access to legal advice with additional training opportunities in legal literacy should be made available to frontline staff and managers by statutory agencies to ensure staff feel confident in dealing with complex care and mental capacity and information sharing

Multi-agency Action Plan:

These findings/recommendations have been translated into outcome-focused actions to be undertaken by agencies involved in the case. The Action Plan will be monitored by the CIOS SAB.