

# South Gloucestershire Safeguarding Adults Board

'Mrs Y'

The review was led by an independent facilitator - Kate Spreadbury

## What Can we do Differently?

- Communication: Organisations need to work alongside the person with an agreed multi-agency plan. This will ensure everyone is aware of each other's role, promote effective working relationships and help staff to recognise recurrent patterns of behaviour and the most helpful responses to on-going concerns.
- A Review of a person's care and support needs is an opportunity to discuss concerns and patterns with the person, care providers and other professionals, and develop an agreed multi agency plan underpinned by an understanding of the person's care and support needs.
- Develop contingency plans with the person when there are patterns of self-neglect, don't lose sight of the history
- Explore with the adult what their wishes are and be transparent with people about care options that are available
- Build a trusting relationship with adults, aim for consistency of practitioners, invest time getting to know someone
- Use motivational interviewing techniques and refer to the Creative Solutions Board



Professionals from All the key agencies who worked with Mrs Y took part

## What Happened?

The Safeguarding Adults Review (SAR) Sub group received a referral for Mrs Y\*, a lady in her 50s who had been living at home with a package of care due to disability, but had often refused care and spent most of her time in bed. The Care Provider gave notice and ultimately Mrs Y moved into a Care home. There were concerns raised about neglect and self-neglect. The group reviewed records from the organisations who had worked with Mrs Y and although there was some learning identified this did not meet the criteria for a SAR under the Care Act, however the Independent Chair of the Safeguarding Adults Board agreed with the SAR sub group that there should be a discretionary SAR – to help share the learning. A practitioner event took place in January 2022.

## What does a good handover look like?

- Talk to new providers of care
- Keep as many links the same as possible
- Prepare early – use a checklist
- Handover form including contact details
- Tell other professionals about the changes

## Evidence of Good Practice

- Referral offered to provide an advocate for Mrs Y by the social worker when there was a review
- Fresh pair of eyes of paramedic led to a referral and were clear Mrs Y not managing

Motivational Interviewing Training is available by clicking here

Even when there is an appropriate adult who can act as an advocate – still consider if an independent advocate would benefit the adult

Contingency Planning when a new care package can't be found – listen to the voice of the adult – Mrs Y actually asked for a residential placement

Details of SWAN Advocacy can be found by clicking this box

## Theme for Learning – Self neglect

- Referrals for self neglect were made by care provider, community nurses, and paramedics.
  - There were multiple times when Mrs Y declined personal care or cancelled visits, particularly when her husband was at home.
- How do we work with someone who is capacitated but makes unwise decisions and her health is deteriorating?
- Risk Management meeting to unpick and make the situation safer – a holistic planning opportunity – any practitioner can call a meeting like this
  - Use supervision to talk through worries

The Self Neglect Guidance contains a Risk Assessment Tool. You can find it by clicking this circle

\*Mrs Y is a pseudonym chosen to protect anonymity



If you are worried about decisions that have been made please escalate using the Resolution of Professional Differences Policy – this route is welcomed – click the box to see the policy

Think about referring to the Creative Solutions Board when a situation feels 'stuck' or difficult – find out more by clicking this box

Referral Form is here

Consider if a carers assessment would be helpful for family members with the adult – even if there are professional carers involved

When there is a risk of fire the clutter rating tool can be used and Avon Fire & Rescue can assess risk click here for more information