



Learning from Safeguarding Adult Reviews

Belinda (Name has been changed for reasons of confidentiality)

Belinda was elderly and diagnosed with dementia. Her health started to deteriorate which led to a hospital admission, followed by intermediate care, where her health continued to deteriorate. Belinda was admitted to hospital again 4 months later where she was assessed as end-of-life and appropriate care planning began, however she sadly died a week later. A summary of actions relating to the case to ensure anonymity are provided.

Key Findings / Actions Taken

Legal Literacy:

- Legal clarification of duties and permissions regarding Next of Kin contact and workforce development through the Learning Outcomes Framework (LOF) to be implemented.
- Excellence in Practice Programme to develop quality assurance mechanisms to audit the quality of person summary records within the adult social care case management system, including Next of Kin and family and friend networks.

Best Interests

There was inconsistency in the assessment of capacity of Belinda and the extent that this informed best interests decisions and involved advocacy is not evident. The decision to apply a DNACPR to Belinda was made without an IMCA representing her.

- Advocacy services have been recommissioned and include a wider offer of community connection networks in addition to advocacy support.
- WSAB will want to quality assure the appropriate and consistent use of IMCAs.

Care Planning

- Local Social Work Practice is moving to a Named Social Worker model where social workers will be single point of contact for allocated cases that are retained on their caseload during dormant periods from direct work. This will ensure that the individual and their circumstances are more familiar to the worker and can be managed more effectively and proactively, including timely completion of reviews.
- The intermediate care placement has since been decommissioned for this service provision.

Person Centred / Strength based Approach

The time that Belinda spent in intermediate care was impersonal as she did not have any of her own possessions with her. The care provided did not evidence an asset-based approach with consideration to his likes and wishes. The missed opportunities to involve an IMCA in Belinda's care was likely a contributory factor in the missing voice of the adult.

- Adult Social Care have refreshed an approach to asset-based practice via its transformation ABC Conversations tool plan, along with the impact that Named Social Worker Programme will have on similar cases. This will need to be quality assured within the context of this case.

- developing a quality assurance framework for adult social care and via the Excellence in Practice framework and investment in Principle Social Worker role and function to monitor performance of social work practice and outcomes achieved for the individual.

Practitioner Questions

- Have you identified the next of kin and / or family and friends to support an adult who lacks capacity?
- If there are no family and friends available to support an adult who lacks capacity, have you appointed an IMCA?
- Does your service make reasonable adjustments for an adult who lacks capacity and is un-befriended, including when arranging appointments?
- Have best interests been considered where there is a DoLS requirement?
- Have you included all services involved in an adult's care in the care planning for the individual?
- Do you prioritise case allocation (or re- allocation when applicable) by considering risk within the cohort, including adults who lack capacity and who are un-befriended?
- Do you prioritise overdue reviews by considering risk within the cohort, including adults who lack capacity and who are un-befriended?
- Have you ensured a person's property is secure and pets are cared for when a person goes into hospital or emergency provision?
- Have you taken a person-centred approach to care planning and interventions?