

Jean Willis Safeguarding Adults Review (SAR) Learning Briefing



About Jean Willis

Jean was an 82-year-old woman and was a much-loved Mother and Grandmother. In the last few months of her life, she required 24-hour support provided in a care home on a self-funded basis.

Jean was admitted to hospital on 10th August 2019 after becoming unwell with a UTI, diarrhoea, weight loss, abdominal pain and pressure ulcers. She died on 12th August 2019. Her cause of death was Pyelonephritis leading to Severe Sepsis and multiple organ failure, causing death. Other significant conditions contributing were Alzheimer's Dementia and Severely Frail.

A Safeguarding Enquiry was carried out due to concerns about neglect. This concluded that Jean "may have not received an adequate amount of health led input in the prior days to her being admitted to hospital. The care home may have needed to be more insistent with the health services due to not being able to manage her increasing care needs."

The West Sussex Safeguarding Adults Board (WSSAB) commissioned a SAR which examined the actions of involved agencies to identify learning. Four key practice episodes were considered: decision-making leading to Jean's admission to a care home, coordination and oversight of care, person-centred care and timely coordination, and response to deterioration of Jean's health needs.

Learning for you to take forward in your practice

The Review identified four key findings

- Missed opportunity for the coordination of care and assessment under statutory and formal frameworks.
- Lack of multi-agency approaches to Jean's care, with no opportunity for professionals and family to ascertain together, the care required.
- Limited evidence that Jean's wishes and feelings had been considered.
- A lack of coordinated response to Jean's deteriorating health, such as a multi-disciplinary process to ensure a coherent, collective and timely response.

Resources relevant to this case

- [Making Safeguarding Personal Learning Briefing](#)
- [Escalation and Resolution Protocol](#)
- [Care Act](#)
- [Mental Capacity Act](#)
- [Pan-Sussex Safeguarding Policy and Procedure](#)
- [National Framework for NHS Continuing Healthcare](#)

Questions to ask yourself in relation to the recommendations

The Review made seven recommendations, which have been developed into an action plan. This action plan will be monitored to seek assurance that the recommendations have been implemented. In summary, the following are the areas of practice that require your consideration:

Assessment and review

- Are you confident in your understanding of needs and capacity assessments under The Care Act and the need to offer these to adults with dementia to promote wellbeing and preventative measures and, to access to information and advice?
- Are you confident in your understanding of the National Framework for NHS Continuing Health Care, to facilitate assessment for those with Dementia, where indicated?

Decision-making

- Are you aware of and confident in using the Escalation and Resolution Protocol?
- Are you confident with challenging decisions of another professional or agency?

Person-centred care

- Do you seek to coordinate care for patients with Dementia, ensuring there is sufficient regard to carers/family contribution?
- Do you understand what person-centred care looks like and is this embedded in your practice?

Interface and support

- In your agency, is there adequate support in place to improve the interface between care homes and wider systems?
- If you work with care homes, do you ensure that they have access to your agency's multi-agency training and wider safeguarding networks?