

# Safeguarding Adults Review (SAR) in respect of Beverley



## About Beverley

Beverley was a 67-year-old lady and a much-loved Mother, Grandmother, Great Grandmother, Sister, Aunty, and friend. She was described by her daughter as a very proud and independent person, and the “matriarch” of a very large family. Beverley’s family and friends have contributed significantly to our Review, supporting a making safeguarding personal approach. **The family encourage practitioners to “reflect and strive to remember that within their individual roles, the most important person of a multi-disciplinary team, is the person themselves.”**

Beverley died in Worthing hospital in March 2022. Before admission to hospital, she had lived in a care home from 2020. Prior to this she had lived independently in her bungalow. Beverley had several health-related issues which compromised her mobility for some time. After Beverley’s death, a safeguarding enquiry concluded that improvements could have been made to the support and coordination of care for Beverley, and that she was not always part of the decision-making about her care.

The Review looked at the circumstances prior to Beverley’s death and the actions of agencies. Recommendations made will enable lessons to be learned to improve services for those who use them and their families and carers.

**To improve practice, we need you to understand and reflect on the findings.**

## Review findings: what we need to do better

- 1. Multi-agency working:** there was inconsistent application of the multi-disciplinary care plan, and a “separation” of the care home and the wider multi-disciplinary team (MDT).
- 2. Workforce skills and knowledge:** care plan/delivery was not always reflective of specialist recommendations and there was limited evidence of coordinated clinical oversight to ensure that staff had the required skills and knowledge.
- 3. Person-centred care planning:** was not evident in terms of Beverley feeling listened to and involved in her care decisions and there was insufficient attention to the view of the family.

## Learning already taken forward

- New model of “Care Home Matrons” supporting care homes and residents with complex needs.
- A reviewed service delivery model for Tissue Viability Nurses who now keep new referrals open for 8-weeks.
- Improvements at the Care Home, including: weekly clinical meetings; higher ratios of nursing staff; training in wound management, pressure ulcers and compression bandaging; and a new model of working to strengthen oversight of wound care management.

## Questions to ask yourself

The three key areas of recommendations will be taken forward in a multi-agency action plan. This will be monitored for assurance that actions have been completed to improve practice and minimise risk. Please consider the following questions to make sure your practice reflects the learning from Beverley's case.

### 1. Multi-agency working

- When working with Care Homes/the independent care sector, how do you ensure that they are included in care planning and review?
- How do you assure yourself that multi-agency working is effective e.g., regular reviews, multi-agency meetings?
- Do you know how to escalate concerns both within your own agency and in other agencies?
- Are you aware of, and confident in using, the Escalation and Resolution Protocol?
- Are you confident with challenging decisions of another professional or agency?

### 2. Workforce skills and knowledge

- When placing an adult with specialist/complex needs, do you ensure all areas of their care needs are considered?
- If you recognise gaps in staff skills and knowledge to meet adults' needs, do you consider ways to reduce the risk/impact to the adult?
- If an adult has complex physical health needs, do you consider the need for bespoke training packages or external provision of support?
- If an adult has specialist needs regarding wound care and pain management, do you ensure that there are

consistent tools to monitor/review support and the multi-agency involvement required?

### 3. Person-centred care

- Is person-centred care central to your practice?
- How do you make sure that the adult and their family remain central to any processes?

### Key resources to help your learning

- What is Safeguarding Learning Briefing and Podcast
- MSP Learning Briefing and Podcast
- Person-Centred Approaches Learning Briefing and Podcast
- Escalation and Resolution Protocol
- Multi-Agency Working and Communication Learning Briefing and Podcast