

# Safeguarding Adults Review (SAR) in respect of MT



## About MT

MT was an 83-year-old woman who is described by her daughter as a mother who stayed strong in the face of challenges. MT's neighbours also held her in high regard and described her as a very proud and independent person, and as a kind and lovely lady.

In June 2021 MT's GP raised a safeguarding concern due to hoarding and infestation of mice in her home. In the following months MT experienced increased dizziness and failing eyesight. Following intervention there was improvement in the removal of belongings at a slow pace as led by MT. However, the infestation remained. A further safeguarding concern was raised by a friend in December 2021, due to a marked deterioration in her health and her home circumstances. Sadly, in January 2022, MT was found deceased in her home having collapsed or fallen.

The purpose of this SAR was to identify how lessons can be learned, and services improved for those who use them, and for their families and carers.

The SAR looked at the circumstances prior to MT's death and the actions of agencies. Recommendations made will enable lessons to be learned and contribute to service development.

## Review findings: what we need to do better

- **Safeguarding Adults practice** including training that incorporates professional curiosity, thresholds, self-neglect, and hoarding response routes.
- **Multi-agency needs assessment and risk management** including use of self-neglect procedures, risk management plans, joint assessments, and closure of cases.
- **Mental Capacity Act and making sure the adult's and their family's voice is heard** including giving the opportunity to consider timely, resourced and coordinated plans, and considering ways to engage with existing friends, family, and other networks.

## What we did well

All involved with MT attempted to provide a proportionate, personalised response to her complex and intertwined physical health and environmental needs and risks. There was evidence of respect and sensitivity towards MT and measured interventions.

Other areas of good practice include, a person-centred approach, consideration of mental capacity, referral pathways, line management overview and supervision, and recording.

## Questions to ask yourself

There were four key areas of recommendations which will be taken forward in a multi-agency action plan. This plan will be monitored to seek 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 this case.

### Safeguarding Adults practice

- Do you receive regular safeguarding adults training?
- Do you have a good understanding of professional curiosity, safeguarding thresholds, self-neglect, and hoarding response routes?

### Multi-agency needs assessment and risk management

- Do you consider checking if the person is known to services and consider relevant background information, before contacting vulnerable adults?
- Do you consider the best way to contact vulnerable adults in the first instance e.g., to send the letter or to visit first?
- Do you make sure that your risk management includes: contact with all agencies involved, including GPs; use of the self-neglect and hoarding procedures; consideration of safeguarding referral routes; escalating risks using relevant procedures and, referral to the Multi-Agency Risk Management subgroup when all other routes have been explored to manage risk?
- Do you have the right support and/or training to manage risk?

- If you are working with an adult who is being discharged from hospital do you contribute to the reassessment and care planning when there is escalating care needs?
- Before you close a case, are you clear that the care assessment does not need to be reviewed with other agencies and that a risk management plan is in place?

### Mental Capacity Act and service user and family voice

- How do you make sure that the adult and their family are supported with informed decision-making and remain central to any processes?

### Key resources to help your learning

- [What is Safeguarding Learning Briefing & Podcast](#)
- [Professional Curiosity Learning Briefing & Podcast](#)
- [Self-Neglect Learning Briefing & Podcast](#)
- [Escalation and Resolution Protocol](#)
- [Risk Assessment Learning Briefing & Podcast](#)
- [MSP Learning Briefing & Podcast](#)
- [Person-Centred Approaches Learning Briefing & Podcast](#)