

**North Lincolnshire**

# **Safeguarding Adults**

## **Review (SAR) –**

### **Adult A:**

# **learning points**

**January 2021**



# Background

A report produced as a result of the Safeguarding Adult Review (SAR) – Adult A, carried out during May 2020, included identified learning points.

This presentation aligns those learning points with the resulting recommendations for improvement.

# Examples of good practice

- “The GP practice staff always responded in a timely manner to requests for family and care home for advice, support and consultation”
- “The care home consulted and asked for support from various professionals”
- “The social care needs assessments and carer’s assessment, prior to admission to the care home were good”
- “Care delivered to Adult A in hospital was of a good standard and the fast track for NHS continuing health care funding ensured a prompt transfer to a suitable nursing home for end of life care”

# Transition from home to care

Learning	Recommendation
<p>Recent deterioration in a person living with dementia may continue on moving to a care home, with an increase in deterioration on move to a care home that may or may not settle after a few weeks. Assessment should consider this.</p>	<p>Pre-admission assessment must consider likelihood that previously identified rapid deterioration of dementia may continue on admission to a care home.</p> <p>NLSAB should seek assurance from health and social care providers regarding the frameworks in place for ensuring key working in a case where a person living with dementia is admitted to a care home. This should include the role of the GP, mental health services and early instigation of NHS continuing healthcare checklist</p>
<p>The distress of a person living with dementia moving to alternative full-time care may be minimised by a gradual transition process.</p>	<p>Consideration should always be given to a gradual transition to a care home for people with advancing dementia.</p>

# Transition from home to care

Learning	Recommendation
A person centred 'passport' and life story can support a person to be understood by carers and visiting professionals	Use should be made of person-centred passport (This is Me) and life story on admission to a care home.
Families may benefit from professionals proactively supporting them in managing care home choice and transition	Where care is self-funded, professionals should seek to proactively support families in managing care home choice and transition

# Managing falls and behaviours in dementia

Learning	Recommendation
Coordination of care, particularly for adults who have limited cognition and communication ability ensures early recognition of care delivery issues and concerns	NLSAB should seek assurance from health and social care providers regarding the frameworks in place for ensuring key working in a case where a person living with dementia is admitted to a care home. This should include the role of the GP, mental health services and early instigation of NHS continuing healthcare checklist
Use of existing roles to coordinate care and communication, provide evidence of effective responses to issues and concerns	NLSAB should seek assurance from health and social care providers regarding the frameworks in place for ensuring key working in a case where a person living with dementia is admitted to a care home. This should include the role of the GP, mental health services and early instigation of NHS continuing healthcare checklist

# Managing falls and behaviours in dementia

Learning	Recommendation
<p>Those who have LPA for health and welfare must be regularly consulted on all aspects of care decisions and concerns.</p>	<p>Ensuring that all staff who provide care are aware of the need to regularly consult and involve with those that hold LPA for health and welfare. This should include the need to record such involvement.</p>

# The safeguarding system

Learning	Recommendation
Making enquiries regarding physical injuries requires specialist guidance and input	In the current review of Policies and Procedures and Guidance, NLSAB must consider the effectiveness of guidance related to: <ul style="list-style-type: none"><li data-bbox="1122 767 1995 927">• Guidance regarding gathering forensic evidence and investigation of physical injuries</li></ul>
Collaboration between Local Safeguarding Adult Boards to produce joint multiagency procedures may be helpful to organisations who cover several areas	NLSAB should continue with exploring collaborative work with other SABs in the region to work towards regional Multi Agency Policies and Procedures

# The safeguarding system

Learning	Recommendation
<p>Body maps provide evidence of bruises from falls and other accidents. This is particularly helpful in a person who is not able to communicate.</p>	<p>NLSAB must ask the CQC, as well as all agencies involved in quality assurance, to ensure that policies and procedures related to falls and accidents require the use of body maps in all cases where bruising is discovered, and the person is not able to provide clarity on how and when the bruising occurred.</p> <p>NLSAB should request updates from NHSE and the Named Doctor for Safeguarding, regarding the work being developed on coordination of assessment and documentation of injuries in adults at risk of harm.</p>

# The safeguarding system

Learning	Recommendation of the author
<p>Making Safeguarding Personal provides clarity on person centred safeguarding processes that include the person and their representatives throughout safeguarding processes</p>	<p>NLSAB should carry out a multi-agency audit of current safeguarding s42 enquiries to provide a baseline audit regarding the issues found in this case and seek to ensure that current concerns are addressed immediately. A follow up audit should be carried out in one year.</p> <p>In the current review of Policies and Procedures and Guidance, NLSAB must consider the effectiveness of guidance related to:</p> <ul style="list-style-type: none"><li>• Clarity regarding advocacy for the person i.e. either the person with LPA, or where there is no available LPA or other appropriate family or friend advocate, that an independent advocate is appointed.</li><li>• Involvement of families in all safeguarding enquiries (unless the family is considered to pose a risk).</li></ul>

# The safeguarding system

Learning	Recommendation
<p>Those with LPA for Health and Welfare must always be consulted and included in health and welfare decisions.</p>	<p>Ensuring that all staff who provide care are aware of the need to regularly consult and involve with those that hold LPA for health and welfare. This should include the need to record such involvement.</p> <p>NLSAB should seek assurance from NHS and Social Care providers that there is robust use made of those with LPA in care planning and decision making. Assessment and care planning proformas must have specific prompts for this.</p>

# The safeguarding system

Learning	Recommendation
<p>Clarity regarding outcomes for different procedures being followed avoids confusion and helps maintain focus</p>	<p>In the current review of Policies and Procedures and Guidance, NLSAB must consider the effectiveness of guidance</p> <p>NLSAB should ask all local agencies to review their internal safeguarding policies and procedures, ensuring that the Multi Agency Procedures are referred to and that terminology and processes are congruent with multi agency procedures.</p>

# The safeguarding system

Learning	Recommendation
<p>'Causing others to make enquiries' when more appropriate, ensures effective use of expertise</p>	<p>In the current review of Policies and Procedures and Guidance, NLSAB must consider the effectiveness of guidance related to:</p> <ul style="list-style-type: none"><li>• Clear procedures for 'causing others to make enquires'</li></ul>

# The safeguarding system

Learning	Recommendation
<p>Single Agency procedures are more effective when congruent with multi agency procedures</p>	<p>NLSAB should ask all local agencies to review their internal safeguarding policies and procedures, ensuring that the Multi Agency Procedures are referred to and that terminology and processes are congruent with multi agency procedures.</p>

# The safeguarding system

Learning	Recommendation
<p>Multi agency safeguarding procedures need to be easy to access, navigate and follow</p>	<p>NLSAB should ask all local agencies to review their internal safeguarding policies and procedures, ensuring that the Multi Agency Procedures are referred to and that terminology and processes are congruent with multi agency procedures.</p> <p>In the current review of Policies and Procedures and Guidance, NLSAB must consider the effectiveness of guidance related to:</p> <ul style="list-style-type: none"><li>• Ensuring that all partner websites have links to the right policies</li></ul>

# The safeguarding system

Learning	Recommendation
<p>Professional challenge and escalation plays a key role in safeguarding procedures and practise to ensure effective and robust section 42 enquiries</p>	<p>In the current review of Policies and Procedures and Guidance, NLSAB must consider the effectiveness of guidance related to:</p> <ul style="list-style-type: none"><li>• Professional challenge and escalation</li></ul>

# Learning briefings

To support with the learning points seven learning briefings have been developed to be shared with the workforce across North Lincolnshire. These are:

- How to ensure that all carers, including via support groups have access to packages of information related to choosing a care home
- To ensure the pre-admission assessment considers the likelihood that previously identified rapid deterioration of dementia may continue on admission to a care home
- To ensure consideration is given to a gradual transition to a care home for people with advancing dementia
- Ensure the creation and use of a person-centred passport and life story on admission to a care home
- Professionals to proactively support families in managing care home choice and transition where care is self-funded
- To ensure the provision of accurate information on visiting a person who has an MRSA infection
- To regularly consult with and involve those that hold LPA for health and welfare and the recording of this.

# Conclusion

Learning from this SAR has highlighted that a cohesive approach across all agencies in supporting a person with progressive dementia, and their family, in choosing and living in a care home is essential to keeping people safe and well.

## In summary:

- A pre-admission assessment to a care home should consider, and plan for, the needs and potential deterioration of someone living with dementia
- Best practice is to proactively offer advice, support and discussion to enable a person and their family to choose a care home and how this might affect them, even if they are going to fund their own care, and ensure care is coordinated effectively across the system
- All staff who provide care must regularly consult and involve family members and/or those that hold LPA for health and welfare
- All organisation's safeguarding policies and procedures must refer to multi agency procedures, provide clarity regarding advocacy, 'causing others to make enquiries' and be available to all staff.

**safeguarding is everyone's responsibility**