



7 Minute Briefing

Adult Practice Review. APR 02/2020

Background



An Extended Adult Practice Review was commissioned by CVSBS in accordance with the Social Services and Wellbeing (Wales) Act 2014 guidance for Multi Agency Adult Practice Reviews

Glyn was a 53 year old male, who had care and support needs with a known history of self-neglect and mental health illness. Following self-discharge from hospital he was found deceased at his home in January 2020 by Police, with a body mass index of 10.



Organisational Learning



The following key areas of organisational learning were identified within the review:

- Importance of good quality housing.
- Importance of a focus on personal outcomes.
- The Role of the Independent Professional Advocacy.
- The professional challenge of balancing a person's Right to Privacy with their Right to Life.
- The importance of a multi-agency approaches.
- The important role of domiciliary care.

STEP 01



Context

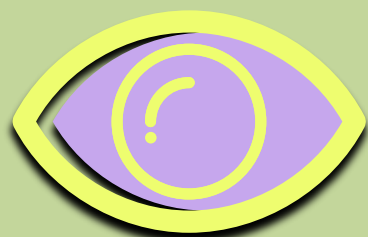


Glyn lived alone, was known to use alcohol excessively at times and was an habitual smoker. He was supported by Mental Health Services since 1993, with a number of hospital admissions, both compulsory and informal.

Following an attempted suicide in 2004, he sustained injuries resulting in the amputation of his arm and a permanent limp. Glyn struggled to accept both health and social care, often refusing health and social care interventions leaving him at risk of harm due to self-neglect.

STEP 02

STEP 03



Recommendations for Improving Systems and Practice



There were 8 recommendations made from the key areas of organisational learning:

STEP 04



1. Acknowledging the importance of good quality housing and the provision of housing related support in support of people's wellbeing, it is recommended that housing professionals are involved in care planning discussions where an inappropriate or poor-quality housing is causing a detriment to the wellbeing of a person or persons with care and support needs.
2. The Cardiff and Vale Safeguarding Board should consider establishing a Self-Neglect Multi-Agency Framework to respond to cases of self-neglect which will provide professionals with support, guidance and a wider perspective when working with people who chronically and dangerously self-neglect.
3. The Mental Capacity Act 2005 provides fundamental guidance to all public sector workers (including those commissioned to provide a public sector service, such as care home and domiciliary care staff) whenever they are working with a person who may lack the mental capacity to make their own decisions. The Cardiff and Vale Safeguarding Board should ensure that all partners are fully conversant in the elements of the MCA and DoLS relevant to their role through a comprehensive training programme and monitoring of the application of the MCA throughout the organisation's practice.

STEP 05

Recommendations for improving systems and Practice cont/d



4. The Cardiff and Vale Safeguarding Board should ensure that Independent Professional Advocacy is available to all adult citizens accessing social care services. A positive offer should be made to all citizens accessing social care services where there is doubt that the person is able to fully participate or that they do not have an appropriate person to act on their behalf. A positive offer should consist of explaining the independence and remit of the advocate, acknowledging the specialist knowledge, skills and experience that the Advocate could bring.
5. The Cardiff and Vale Safeguarding Board should acknowledge the risk of vicarious trauma on partner organisations and the potential impact that this may have on the wellbeing of the staff. Supervision and support mechanisms need to be available to all staff.

STEP 06

Recommendations cont/d...



6. The Cardiff and Vale Safeguarding Board should insert a requirement that wherever multiple Adult Safeguarding referrals are made regarding an individual or a community that a Safeguarding Strategy Meeting is convened in all cases.
7. The Cardiff and Vale Safeguarding Board should recognise the important and valuable role that domiciliary care staff play in keeping people safe and in reporting concerns to other professionals. Whenever care workers are involved in a person's care, they should be seen as a core member of any Adult Safeguarding process and as such be involved in discussions and receive appropriate feedback.
8. The Cardiff and Vale Safeguarding Board should promote the use of the Protocol for the Resolution of Professional Differences and remind partners of their responsibilities to follow up and seek feedback following any safeguarding referrals.

Points of note



- Community Mental Health Team remained actively involved in the coordination of his care; liaising with the domiciliary care agency and health professionals to ensure that opportunities to positively intervene in Glyn's deteriorating health were explored.
- Domiciliary care staff, who are often the lowest paid professionals, were required to find the highest level of patience, care and resilience of all those involved with Glyn as they visited most frequently and were required to work in a very challenging environment.
- The contribution of significant people in the lives of adults who self-neglect often goes unseen but can be a significant source of safety. The loss of a significant person may exacerbate the risk of an escalation on self-neglectful behaviours and should therefore be acknowledged as part of a care planning process.

STEP 07

