

# 7 Minute Briefing Safeguarding Adults Review – Mrs D

## 7. Further Reading

For more information and to read the full report and executive summary please visit [www.greenwichsafeguardingadults.org.uk](http://www.greenwichsafeguardingadults.org.uk)  
If you have any further questions please e-mail

[safeguarding-adults-board@royalgreenwich.gov.uk](mailto:safeguarding-adults-board@royalgreenwich.gov.uk)

## 6. Questions to consider

Do you know how many people a carer is looking after and is this known across services?

Should you question a situation in which a adult or their family cancels multiple appointments rather than does not attend?

## 5. Actions to take?

Hoarding Policy to be reviewed and amended to include issues being considered in relation to the wider family network

GPs to be reminded about the right to a carers assessment and promote referrals to the Local Authority

Training on disguised compliance to be developed across the partnership

## 1- Background

Mrs D lived in her own home with her husband, daughter and grand-daughter. Her home was cluttered and in a poor condition. Her grand-daughter (since the age of 16) was her main carer and was also the main carer for her mother. Mrs D or her family cancelled and rescheduled appointments more often than might be considered usual. Mrs D had no social care package of support. She was taken to hospital by her family and was unkempt and appeared to have neglected her personal care. She had a grade four pressure ulcer on her sacrum and her heels were necrotic. She had developed sepsis which led to multi-organ failure and her subsequent death

## 2. Why was this SAR undertaken?

Section 44 of the Care Act 2014 (and the Care and Support Statutory Guidance 2016) states that a SAR must be arranged when an adult in its area dies because of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked more effectively to protect the adult

## 3. Findings and Recommendations

Need to disseminate simple guidance for families looking after a relative on what to do if they become unwell

All health and care services should promote the use of carers assessments and keep records where these are refused including prompts to re-offer these

## 4. Findings and Recommendations

Services should consider their oversight of patient and carer cancelled appointments

Provision of specific guidance for health and social care professionals where there is apparent engagement from a family but where there may be disguised compliance