

01 Background

Jane was a 63-year female. She was married with 2 sons and had been diagnosed with dementia in 2018. She lived in her own home. Her husband was her main carer. Sadly, she was killed by a train, when she accidentally wandered onto a railway line.

It should be noted that these events occurred during the early stages of the COVID pandemic when national lockdowns were established, placing restrictions on contact from family and professionals.

Jane came to the attention of the local community in 2020 as she liked to walk twice a day, but people were concerned about her increased confusion and disinhibited behaviour. The local garden centre made reports to the police, she was banned from the local supermarket, and the local church contacted her GP to raise concerns. During this time her husband continued to care for her.

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Making Safeguarding Personal: MSP

The review promoted the value of agencies working in a personalised manner in line with the principles of "Making Safeguarding Personal". It is key that the principles of "Making Safeguarding Personal" are being consistently applied by agencies and that they ensure the voice of the service user is heard where appropriate and not just the voice of family members/carers.

Complex Safeguarding

The 'Jane SAR' highlighted the need for a whole system approach, including information-sharing and use of multi-agency meetings to agree responses to risk.

CESAB & SCEP have launched the Complex Safeguarding Forum.

Further Guidance and referral process -

www.stopadultabuse.org.uk/pdf/multi-agency-complex-safeguarding-policy-and-guidance-pdf.pdf

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02 Mental Capacity

The case highlighted challenges relating to assessment of mental capacity during the Covid pandemic. The author of the review highlighted evidence of good practice, including good communication and coordination between agencies, referrals to Dementia Reablement, Continence Services, completion of a Carers Assessment and information provided about the Herbert Protocol, which is an approach to assist the police should a person with dementia go missing. However, the Review also highlighted some inconsistencies and gaps in services. It is noted there was a lack of home visits by professionals and information was gathered by phone contact. This meant that mental capacity and risk assessments had not always been undertaken. When a health professional did undertake a home visit, she did not speak to Jane because she was asleep, and therefore opportunities were missed to apply the Mental Capacity Act to decision making or to raise a safeguarding concern.

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Professional Curiosity

The 'Jane' case highlighted a need for professional curiosity in safeguarding adults with care and support needs. Professional curiosity explores what is happening within an adult at risks life rather than making assumptions or accepting things at face value. It requires practitioners to:

- think 'outside the box', beyond their usual professional role, and consider circumstances holistically
- show a real willingness to engage with adults and their families or carers.

Further info: <https://www.researchinpractice.org.uk/adults/news-views/2020/december/the-importance-of-professional-curiosity-in-safeguarding-adults/>

Carer Stress

The 'Jane' SAR highlighted issues around Carer stress especially in cases of dementia. There are many different local support services available in Cheshire East to help you in your caring role, and that meet the needs of the cared for person. Carers have many different needs and there is support, advice and activities available to meet these needs

The Cheshire East Carer's Hub has been commissioned by Cheshire East Council in partnership with the NHS, and is being delivered by Making Space. This will ensure adult and young carers receive information and support which is tailored to their individual needs

<https://cheshireeastcarershub.co.uk/>

Care Act: Carers

Under the Care Act, carers are entitled to a carer's assessment. This means an individual will be able to access information and support to help them look after themselves and carry on caring. The Cheshire East Carers Hub undertakes carer's assessments on behalf of the Council. An adult carer's assessment will look at the different ways that caring affects an individual's life, to understand how they can carry on doing the things that are important to them and their family. The individual's physical, mental and emotional wellbeing will be at the heart of this assessment. All the information gathered during the assessment will help to make a decision as to whether the individual has eligible needs for support.

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