



# Multi Agency Quality Assurance Audit: Adults experiencing Neglect November 2018




The audit of 8<sup>th</sup> November 2018 reviewed the records of four adults experiencing neglect and open to safeguarding. The aim of the audit was to ascertain whether there were good multi-agency standards for managing cases and whether organisations have implemented a robust and consistent response in line with statutory and good practice guidance, SGSAB policies and procedures and the six key principles underpinning all adult safeguarding work




Organisations that audited their involvement with the four adults were: Adult Social Care, GPs, Sirona Next Link, Police


Libby: 32, admitted to rehab unit with a halo brace following C7 fracture. Physiotherapist identified a wound, grade 3 pressure sore. This developed as a result of nursing staff not confident with removal and reapplication of HALO brace over a weekend in March



Lucinda: 86 Diagnosis of dementia, diabetes, hydrocephalus. Concerns raised about Lucinda being neglected, left alone all day. Concerns about financial abuse by son and father. Currently living in a care home



Len: 74 Undiagnosed neurological degeneration. Very restricted movement and limited vocal ability. Moved to nursing home from previous home in France, self funding. Identification of unpleasant smell in home, disrespectful staff, lack of staff on duty. Len's wife noticed a scab on his head and red marks on cheekbone.

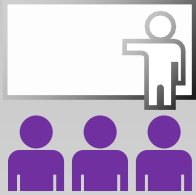


Larry: 90 and diagnosis of Paget's Disease. Lives at home alone with package of care 4 times a day. Number of missed visits, poor quality care, missed medication reported.



- Findings
- Consider use of Escalation where appropriate
- Successful early intervention by Active Aging Health Visitors and Age UK
- Good multi agency working, still ongoing
- Voice of the person has not been heard for two cases
- Ensure the family are contacted to help hear the voice when needed
- Whilst there were concerns about the recording of risk the agency investigated and put mitigating action in place
- Expected referrals have been made to agencies





**Training:**

Hoarding and Self Neglect

Raising Safeguarding Concerns

Managing Good Practice in Safeguarding Adults

*Click this box to find a course*



**Escalation:**

The South Gloucestershire Safeguarding Adults Board has recently published a Resolution of Professional Differences Policy

*Click this box to find it*