

# Multi Agency Quality Assurance Audit: Neglect January 2024



The audit of 31<sup>st</sup> January 2024 reviewed the records of six adults who were identified through Adult Safeguarding under the theme of Neglect. 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.

The adults reviewed for this multi agency audit are aged between 45 and 92. 4 are female and 2 male. Two live in their own or rented home, two live with family, two in a residential care home. One has a package of care to support them at home.



## Theme: Advocacy

Only one of the adults had been referred for advocacy and 5 of them could have been

- There is a duty to involve advocacy if an adult would have 'substantial difficulty' in participating in their assessment or care plan
- A referral can still be made even if there is a family member supporting them
- Document in records if a decision is made not to use an advocate
- **A referral can be made for advocacy by clicking this box**

The adults in the audit have a range of issues in addition to Neglect including alcohol dependency, self neglect, physical illnesses and falls, frailty, dementia, financial abuse, one of the adults has died since the audit took place

## What we are worried about?

The audit group saw concerns in terms of:

- Lack of information from AWP and A&S police
- 'Did not attend' policies can be different across different GP practices, lack of clarity about when a concern should be raised following non attendance
- Lack of referral for advocacy for an adult, mentioned but not followed up.
- Not all involved partners invited to multi agency meetings
- Delay in decision for section 42 enquiry
- No formal capacity assessment undertaken for someone deemed not to understand information shared with her
- Records include a son having Power of Attorney (POA) although no evidence that this has been seen
- One enquiry took place without speaking to the adult and only the care provider
- Voice of a family member can be 'louder' than the adult
- Carer's Assessment should be considered when family are struggling and stressed -anyone can lead this not just social care



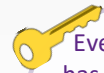
Social Workers need to ensure a copy of a closing summary is sent to GPs & CQC when needed. Include specific instructions if the GP needs to take an action



Only record that someone has Power of Attorney when the evidence for this has been seen



When you are going to speak to wider family always seek consent from the adult



Even if someone has family support advocacy can still be in place



Neglect can occur when a carer is struggling so consider an assessment to support them

## What Good Practice did we see?

- Good practice in using creative approaches to engage with an adult who was reluctant to work with professionals
- Voice of the adult heard for most adults
- Inclusion of family as well as the individual
- Recording of management oversight
- Good multi agency working in planning of care
- Use of multi disciplinary meetings and good multi agency working for several adults
- Organisational Abuse team review all concerns identified in care homes and home care providers
- Robust attempts made to get to know an adult to be able to ensure correct support can be put in place

## Click these circles for more information

Access to  
Voiceability  
Advocacy here

South Glos Carers  
information and link to  
Carer's assessment

Recognising and  
Responding to  
Organisational Abuse  
and Neglect Training  
available here



Organisations that audited their involvement with the six adults were: Adult Social Care, Sirona, NBT, Next Link, GPs, DHI, Bromford Housing & Voiceability