

# Multi Agency Quality Assurance Audit: Repeat Self-Neglect Referrals Oct 2025



The adults reviewed for this multi agency audit are aged between 52 and 91. 2 are female and 4 are male.

The adults in the audit have a range of issues including physical health conditions, history of falls, domestic abuse, learning difficulties, alcohol use concerns, depression and mental health ill health, dementia, autism, homelessness

## What we are worried about?

The audit group saw concerns in terms of:

- Outcome of safeguarding not known by referrer
- Carer stress identified and no carer's assessment offered
- No referral to Next Link even when there were concerns
- Call to police re Domestic Abuse, but no DASH, and focus on wider care and support needs
- Referrals to social care did not include talking to the adult
- Alcohol misuse identified and no referral to DHI
- Professionals became 'stuck' when there was a high level of complexity and lack of impact and change
- Need to see earlier use of mental capacity assessment
- Impact of cost of living crisis
- Delay in information sharing following a recent incident
- New referral coming into adult social care when there is an existing allocated social worker and lack of join up between teams
- Record of an LPA held by daughter but no evidence of this being checked
- Cross border work and lack of clarity about ongoing work

The audit of 22<sup>nd</sup> October 2025 reviewed the records of six adults who were identified through repeat referrals about Self-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.

Advocacy support evident for some of the adults. Always consider use of independent advocacy. Click here for more information about Voiceability.



Organisations that audited their involvement with the six adults were: Adult Social Care, Sirona, Police, GPs, AWP, NBT & Voiceability



## Theme: Adults with Learning Needs

- Understanding the impact of potential learning needs.
- Recording needs to be clear about learning difficulty or diagnosed disability
- Clarity about what the learning needs mean for the adult
- Recognition when it is known someone cannot read, so consideration can be given to effective ways to communicate and make reasonable adjustments
- ensure learning needs are clear to all practitioners, share information clearly



MDT (multi disciplinary team meetings) don't routinely include advocacy.



Consider domestic abuse for older adults and make referrals to Next Link

Next Link info click here



Multi agency professionals meetings need to be taking place regularly especially when professionals are 'stuck'

It is essential to check LPA and record evidence of this

**'Concerns about an adult rather than concerns from the adult.'**

Always include the voice of the adult and record this clearly

## What Good Practice did we see?

- Identification of self-neglect
- Use of multi agency self-neglect policy evident
- Appropriate referrals made by different agencies
- Person centred care and creative working to ensure management of diabetes
- Census collector raised concerns about self neglect also a school shared information about self neglect of an adult
- Joint visits with GP and AWP and Social worker and AWP
- Prevent referral made
- Trauma informed approach to perpetrators of crime when the adult has their own vulnerabilities
- Detailed plan in place for an adult after a health assessment in custody
- Evidence of cross border working and information sharing – at point of referrals

## Click these circles for more information

Self Neglect Multi-Agency Guidance is available here -this includes a risk assessment

Domestic Abuse Training for all professionals is available here