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## Background

AG was open to adult social care alongside her mother, AH, due to concerns around self-neglect, home environment. Home was in such a poor state that professionals had to wear wellies and PPE to enter the property. Ongoing concerns were raised by professionals including GP, Ambulance, Police, Social Care. The police contacted adult social care after they were dispatched to the address following a call from a member of public that AH could not wake AG. Ambulance confirmed that AG was deceased and had sadly died at home. AH was taken to hospital due to poor state of the property. Crime Scene Investigators needed to take photographs. Advised that both AG and AH had bruising.

Following a post-mortem, it has now been confirmed that AG died of natural causes. A D-SAR was held due to the difficulties in making progress with the case prior to AG's death.

## Multi-agency Risk Assessments

Use of multi-agency risk assessment would mean that actions for agencies are clear, risks are noted and shared across organisations. A multi-agency risk assessment meeting would enable statutory and voluntary agency representatives share information about high-risk situations. A Multi-agency Risk Assessment facilitates:

- Timely information sharing around risk;
- Identification and holistic assessment of risk;
- Development of shared risk management plans;
- Shared decision making and responsibility;
- The adult's involvement and engagement in the process
- Improved outcomes for the adult at risk

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## Further Information

<http://www.stopadultabuse.org.uk/pdf/self-neglect/self-neglect-hoarding.pdf>

[Cheshire East Domestic Abuse Hub \(CEDAH\) | CheshireEast MarketPlace](#)

[Mental Capacity \(cheshireeast.gov.uk\)](http://www.cheshireeast.gov.uk)

[Professional curiosity in safeguarding adults: Strategic Briefing \(2020\) | Research in Practice](#)

<http://www.stopadultabuse.org.uk/pdf/cheshire-east-hoarding-tool-kit.pdf>

[final-sab-guidance-for-managing-the-non-attendance-of-adults-with-care-v5.pdf \(trixonline.co.uk\)](#)

## Self-Neglect (Hoarding)

Hoarding is a complex condition where people accumulate items and have difficulty getting rid of unnecessary items. This review has highlighted the importance of the Complex-Safeguarding Forum in such cases. Hoarding is highly complex and requires a collaborative and integrated approach. The Complex Safeguarding Forum aims to ensure that practitioners are equipped with methods of working with people in a manner that is meaningful ensuring a co-ordinated multi-agency partnership working. [multi-agency-complex-safeguarding-policy-and-guidance-15.3.2024-v1-002-.pdf \(trixonline.co.uk\)](#)

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Case AG  
Discretionary  
Safeguarding  
Adults Review  
7 Point Briefing

## The Mental Capacity Act & Professional Curiosity

The case highlighted the need of a consistent use of the Mental Capacity Act. There was inconsistency in completing Mental Capacity Assessments and decision-making processes.

AG refused to engage with partners and repeatedly stated that she was alright and would cancel visits and appointments.

Professional Curiosity is important, as it enables a practitioner to have a holistic view and understanding of what is happening within a family, and what life is like for an individual and to use this information to fully assess potential risks

## MDT Meetings (multi-disciplinary Team)

A multi-agency professionals meeting is a tool to support practitioners in all agencies who may need the opportunity to talk with other professionals who are supporting the adult. It can be particularly valuable and effective to discuss cases where there are significant concerns about the likelihood of significant risk of abuse and neglect, including self-neglect. This may be important where there is a concern about potential risk to the adult; or where there is uncertainty amongst professionals about the necessary steps to protect the adult from risk or abuse. A meeting may be helpful where professional disagreements are impacting on effective work with an adult, or where professionals need an opportunity to reflect on the plans for working with an adult when progress is not being made.

[Individual Commissioning - Guidance on multi agency meetings.pdf - All Documents \(sharepoint.com\)](#)

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## Seldom-Heard

The term 'seldom heard' is used to describe groups of people who don't have a voice and are often under-represented, and/or do not engage with services, working with seldom-heard individuals is often very challenging for practitioners, this Board has produced a guide to support frontline staff when working with this group of people.

Previously, these individuals have been described as 'hard to reach' or 'difficult to engage' suggesting that there is something that prevents their engagement with services. Seldom heard emphasises the responsibility of agencies to reach out to seldom heard adults, ensuring that they have access to social care services and that their voices can be heard

[Protocol for seldom heard individuals \(stopadultabuse.org.uk\)](http://www.stopadultabuse.org.uk)

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