



KBSP response to Safeguarding Adults Review (SAR) Bridget and Charles

In April 2021, Bridget, a woman in her mid-40s, sadly died at the home she shared with her daughter. Bridget had complex health needs and had been in contact with health and social care services over many years.

Charles, a man in his 80s, passed away in January 2021 in hospital, after he had been brought in the previous day by paramedics. Both paramedics and hospital staff raised safeguarding concerns regarding Charles and his living conditions. A number of organisations had been involved in his support plan or had contact with Charles over the years.

Both Bridget and Charles had unmet care and support needs and died as they struggled to manage their health and basic care.

After receiving a referral for a Safeguarding Adults Review (SAR), the Keeping Bristol Safe Partnership (KBSP) commissioned Sarah Williams and Fiona Bateman, independent safeguarding consultants, to conduct this review into the deaths of Bridget and Charles. The report authors advised that while this review has been described as a thematic review of 'self-neglect', it is unclear the extent to which Charles and Bridget were physically able to meet their own needs. The SAR can be read [on the KBSP website](#).

As Independent Chair of KBSP, I am responding on behalf of the Partnership to the findings from this review. I would like to start by expressing my sincere condolences to Bridget's and Charles' families, as well as thanking Bridget's daughter, Cara, whose engagement has provided the independent author with an important insight by explaining what daily life was like for her mother and to describe her own experiences as her carer. Cara also stated that she felt this review was a positive opportunity to make sure others in a similar situation get the right help.

The purpose of a SAR is to use learnings from the case under review to promote and reinforce effective practice to safeguard adults, and identify where improvements or adjustments to how individual professionals and agencies work together need to be made. SARs should be open and transparent and present the learning identified in an effective and accessible way. On this occasion, as well as this response and an action plan, the Partnership has published [a Learning Briefing for Professionals](#) from this SAR. This briefing can be used for individual learning, team meeting briefings or individual supervision to ensure that the findings are disseminated widely.

The themes of learning come into the following four categories:

1. professional understanding of the risks associated with self-neglect of health conditions and nutrition
2. involving informal carers/family members

3. use of the safeguarding process to reduce risk
4. the impact of the COVID-19 pandemic and increasing resilience

The report authors have produced 14 key recommendations for the KBSP and partner agencies. These are grouped into the following five themes:

Recommendation theme one: Improving how the partnership work with people who display signs of self-neglect

- developing a multi-agency resource that addresses the psychological and practical complexities of self-neglect
- Adult Social Care reviewing their allocation policy for safeguarding referrals to ensure that when a case meets the criteria for a section 42 enquiry in and the concerns are in relation to self-neglect, that cases are allocated to a social worker to facilitate the relationship of trust to implement and monitor the effectiveness of a safeguarding plan

Recommendation theme two: Improving support for informal carers, how they are identified by agencies, and how information is communicated to them

- developing tools for health and social care practitioners to provide support to informal carers
- ensuring that safeguarding referral forms include questions about whether the person has a carer and whether they are currently able to meet the person's care needs
- Adult Social Care reviewing carer assessment templates and associated training to ensure that the carer's experience of caring for the individual is understood, particular when they are in a close family relationship, to enable a holistic and personalised plan for carer support
- ensuring that carer's details are consistently recorded on partner's ICT systems which will be parsed through to Connecting Care
- to improve communication to carers about the parameters of services in the local area, including what information to include in referrals, to empower people to feel confident to challenge decisions when a referral is declined
- to assure that a rights-based, think family approach is applied to assessment and care planning functions

Recommendation theme three: Improvements to multi-agency systems and processes

- to provide training on the ICT system, Connecting Care to make better use of its function for sharing information between agencies
- to seek assurance that escalation processes are used across the partnership
- redesign inter-agency referral forms to include a pen-picture of the person, to include what previous interventions have been successful and how the person prefers to work with professionals. This should build professional understanding as the person moves to new services and workers

Recommendation theme four: Improvement Assessing risks

- promoting risk assessment tools such as clutter rating tools across the partnership to ensure frontline practitioners who complete home visits are aware of when to make safeguarding referrals
- consider whether Home Fire Safety Visits should be a requirement of tenancy agreements for Bristol City Council Housing tenants

Recommendation theme five: Improvement to business continuity, applying lessons from the pandemic

- seek assurance that business continuity plans include measures to address safeguarding during a period of crisis, applying lessons learnt during the pandemic

The Partnership has accepted these recommendations and is committed to delivering changes as a result of these findings.

One of the overarching themes in the report was the focus on unpaid carers. A carer is someone who looks after a partner, relative or friend to help them to stay living at home. I want to use this opportunity to encourage anyone who is a carer to do a carer's assessment to help find out about things and support available that could help in the caring role. Please contact Carers Support Centre's Carers Line on 0117 965 2200 or visit [Carers Support Centre](#) for advice and information. I commit to overseeing changes in practice as recommended in this report to deliver improvements across all agencies.



Ivan Powell

**Independent Chair
Keeping Bristol Safe Partnership**