

Lessons Learned



Rose's story....

Rose lived alone and was not in receipt of any support. She became known to services initially because she had been targeted by rogue traders. Whilst being supported to protect her from the rogue traders her appearance was described as unkempt and her property was cluttered. Rose was admitted to hospital several times within a short period of time, having experienced falls and abdominal pain; on three of these occasions a safeguarding referral was made due to concerns about her living conditions and her ability to cope at home. Following one discharge Rose was offered support however, she chose to decline this; the support was not offered again. In the months leading up to her death concerns were being reported in respect of Rose's ability to cope independently at home, however these were not being raised through the appropriate referral route for safeguarding. Rose was later seen by an Office Cover Worker, from Adult Social Care, who identified concerns that Rose was self-neglecting. The Office Cover Worker recommended that an urgent allocation for assessment was required. Sadly, Rose died before this assessment was completed.

What we have learned

- Rose had been targeted by rogue traders on more than one occasion. Rose was supported well and in a timely fashion, however, the police were not advised of the situation which resulted in a missed opportunity for Rose to receive additional support and advice.

Learning for Practice: Where there are concerns that someone is being targeted by rogue traders, ensure the police are made aware at the earliest opportunity as they can offer a range of support and advice

- Concerns were appropriately and quickly identified about Rose's living conditions and ability to cope, however these concerns were being raised to a specific social worker via email and not through the appropriate referral route thus causing delay and a potential for the referral to become lost.

Learning for Practice: When referring to Adult Social Care Services ensure that the correct pathway is used for raising safeguarding concerns

Lessons Learned (cont.)



What have we learned (Contd.)

- Rose had multiple admissions to hospital within a short space of time and concerns were raised about how she was managing at home. She declined support on one occasion which resulted in support not being offered again in the future. There is no evidence that agencies came together to discuss the multiple referrals and admissions to determine how to best support Rose.

Learning for Practice: Where there are multiple referrals, or admissions to hospital, ensure that a joint multi-agency assessment is completed

What do I need to do....

Advice for professionals

1. Find out more about the support and advice [Warwickshire Police](#) can provide on dealing with Rogue Traders
2. Familiarise yourself with the appropriate ways to make a referral to [Adult Social Care](#)
3. Read the [Care Act 2014 Section; 15. Integration, cooperation and partnerships guidance](#) and evidence multi-agency working in future case files
4. Reflect on multi-agency working within team meetings and supervision, and consider Multi-Agency and Interdisciplinary training
5. Read and share in your team meeting the information from the Warwickshire Safeguarding website on [Self Neglect](#)

Advice for Communities

1. If you are worried that a family member or member of the public may be self-neglecting seek advice from [Adult Social Care](#)
2. If you, a family member or friend are being targeted by rogue traders contact [Trading Standards](#) and [Warwickshire Police](#) for advice and support