

Agency responses to Mr C Serious Case Review:



Avon and Wiltshire Partnership:

Mark Dean, AWP Associate Director Lead for adult safeguarding, said: “We offer our condolences to the family and friends of Mr C for their loss. We take the findings of this report very seriously and are committed to doing all we can to improve inter- agency working and to safeguard people in our care. Work is already underway in our Trust to make sure that new Care Act duties and powers to help us work with people who refuse support, but are at risk of self-neglect, are fully understood and embedded in practice.”



Alison Moon, Transformation and Quality Director, NHS Bristol Clinical Commissioning Group said: “We would like to express our sincere condolences to the family of Mr C. This was a terribly sad incident and has been followed by a very thorough review as to whether and how this gentleman could have been better supported.

“It is always difficult to strike a balance between respecting someone’s right to refuse treatment and support, and intervening when someone is vulnerable or at risk of self-neglect.

“Recent changes to the Care Act mean statutory agencies now have a clearer set of duties and powers to intervene in cases of self-neglect. In line with the report’s recommendations, we are working with our partners to develop a joint protocol to ensure anyone at risk is identified, assessed and supported.”



Bristol City Council

Mike Hennessey, Director of adult social services at Bristol City Council, said: “Mr C’s death was a terrible tragedy and I would like to extend our deepest sympathies to his family and friends and to reassure them that the council is determined to learn all it can and work to ensure that this does not happen again.

“This tragic incident had encouraged us to review our practices and new measures have been implemented to try to ensure that something of this nature does not happen again.

We have worked closely with the Bristol Safeguarding Adults Board and partners to make sure that the Serious Case review was effective in discovering what happened and what we need to do to prevent another tragedy like this one.

“Bristol City Council is fully engaging with the Coroner ahead of the inquest into the death of Mr C which is due to start today ([3 October](#)). The council will assist the inquest as appropriate and will await the outcome in due course.”



Avon Fire & Rescue Service:

“This review reinforces the importance of local agencies working together to ensure we protect those who are most vulnerable in our communities.

“We will continue to support colleagues in partner organisations in learning lessons from the death of Mr C, in recognition of the vital role we can play in improving future outcomes.”