



Bristol Adult Safeguarding Board

Response to the RC Serious Case Review

The Board would like to express our condolences to the family of Robert Cox and thank them for their contributions to this report and working with us at this difficult time. All the organisations which make up Bristol Adult Safeguarding Board including Avon and Somerset Constabulary, Bristol Clinical Commissioning Group and Bristol City Council deeply regret the death of Robert Cox.

The Bristol Safeguarding Adults Board accepted the findings and recommendations of the Serious Case Review into the death of Robert Cox at an extraordinary Board meeting held on the 30 November 2015.

The Board has asked one of its sub groups, the Safeguarding Adults Review (SAR) sub group, to monitor the multi-agency actions taken to implement the recommendations of the review. The SAR subgroup will provide a quarterly progress report to the Safeguarding Adults Board, enabling the Board to challenge and support agencies in enacting the recommendations.

Implementation of the first three recommendations from the Review will improve information sharing to inform risk assessment and management in services offering support via the Housing Support Register (HSR). Bristol City Council has already initiated a HSR Risk Project which is taking the recommendations and actions forward against the first three

recommendations as detailed below. All these actions will be audited for completion by the SAR sub group by 1 December 2016.

Recommendation 1

Improve information sharing across all agencies working with people who are on the Housing Support Register.

Outcome: Timely, detailed and accurate information is available for users of HSR to make decisions.

Actions proposed: An information sharing agreement will be in place between agencies who inform referrals, or who refer into, the HSR. There will be improved partnership working, information sharing and a greater level of co-creation from all HSR stakeholders.

Recommendation 2

Housing Support Register referrers and providers to use an agreed risk assessment and risk management protocol and process across Bristol

Outcome Providers are able to risk assess and manage reliably and consistently against an agreed model.

Actions proposed: An improved risk assessment process will include amended risk assessment forms on the HSR with questions which are relevant and useful in assessing all known risks. This will ensure that risk assessments contain all the information needed for services to make an informed decision about accepting a high risk individual into their service. It will also ensure services are able to prepare an appropriate plan for risk management, support and move on through the pathway. This will form the basis for future assessments and moves.

If risk assessments, client background and support needs are entered correctly and in enough detail on the first referral onto the HSR, clients will not need to give a full history to each new service they access. Services will be

able to review and build on previously recorded information using it as a basis for a support and risk management plan.

Recommendation 3

Housing support providers must ensure their staff are competent to use the agreed risk assessment. Management protocol and processes must be available and mandatory, and staff must be able to identify and access support, advice and mentoring.

Outcome

Information about potential risk is defined and shared appropriately at referral stage.

Training will ensure that Staff in provider services are able to use the agreed models confidently, consistently and reliably.

Actions proposed

All HSR users to have access to training so that they are competent in using the agreed protocols to gather detailed and appropriate risk information from a wide range of sources and have a clear understanding of what is expected from them when they create a referral on the HSR.

Recommendation 4

Housing support providers must have ready access to consultation, advice and support on mental health issues, including autism and Asperger's. There must be an escalation route should grave concerns or a crisis develop.

Providers must know when and how to access multi agency forums.

Bristol Mental Health and Bristol City Council are engaged in taking recommendation 4 forward via a multiagency working group.

Outcome

HSR providers are able to access timely information, consultation advice and support and can escalate appropriately in crisis or to prevent crisis situations.

Actions proposed

Access points are created for advice and consultation and these are known and used by HSR providers. An escalation pathway is in place and escalations are responded to and managed consistently.

Recommendation 5

The range of available accommodation for people with mental health issues needing housing related support must be urgently reviewed. Commissioners must review accommodation options for people with severe and enduring mental health issues. This will link to accommodation as well as mental health strategies. The nature of provision needs to be captured and analysed, the gaps and changes needed analysed and a mental health accommodation strategy confirmed.

Outcome: There is a range of accommodation available for people who are both at risk of losing tenancy and have mental health issues/autism which will support them to regain and retain independence and wellbeing.

Actions proposed

Accommodation offered via the HSR will be reviewed by commissioners in the light of recommendation 5 and a further strategy confirmed.

The Board is determined to ensure we learn from this review and that agencies continue to work together to minimise the risk of events such as these happening again.

