



Response to Daniel Safeguarding Adults Review from the Keeping Bristol Safe Partnership

Daniel (pseudonym) sadly died in June 2021 after becoming seriously unwell following a period of declining health. Daniel was living in supported accommodation for adults with complex needs and he was receiving support from a number of local organisations at the time of his death.

As Independent Chair of the Keeping Bristol Safe Partnership, 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 everyone affected by Daniel's death and to thank those who have contributed their time to this review.

The purpose of a Safeguarding Adult Review is to use learnings from the case under review to promote and reinforce effective practice and identify where improvements or adjustments to the system need to be made. Reviews should be open and transparent and present the learning identified in an effective and accessible way. The purpose of a Safeguarding Adults Review is not to apportion blame.

Pete Morgan was appointed as an independent consultant to lead the Safeguarding Adults Review process and author the report. As part of this review, agency representatives provided an Individual Management Review and chronology of their involvement and contact with Daniel.

The independent author reviewed this information and made 16 recommendations for the Keeping Bristol Safe Partnership. The author concluded that, while Daniel's death could not have been predicted or prevented, agencies could have acted in a better coordinated manner if existing process had been followed.

The Partnership has fully accepted the author's recommendations and is committed to delivering changes as a result of these findings. I am pleased to share that much action has already taken place. These recommendations and the plan for addressing them can be seen below.

It is my intention that this Safeguarding Adults Review will result in professionals reflecting on their practice and delivering improvements where necessary and appropriate in accordance with the recommendations.

If you've been impacted by this review or you know someone who is struggling, please reach out for help. There are many local and national support services that can help you:

- VitaMinds is a free mental health service. You do not need to visit your GP to get help from VitaMinds. Call 0333 200 1893 or self-refer online.
- [Bristol City Council](#) provide advice on night shelters, and temporary accommodation.
- [Shelter](#) also offers advice and support services that offer 1:1 personalised help with housing issues. Contact number: 0330 175 5121.

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Sally Rowe

Independent Chair
Keeping Bristol Safe Partnership

Recommendations and Partnership Response:

- 1. That the Keeping Bristol Safe Partnership seeks assurance from the Avon and Wiltshire Mental Health Partnership and Bristol City Council Adult Social Care that they have reviewed and revised their Joint Care Programme Approach (CPA) Policy and Procedures.**

A new Memorandum of Understand (MoU) is in development between Avon and Wiltshire Mental Health Partnership and Adult Social Care. The MoU will outline the responsibilities and roles of members of both organisations. There is also a CPA System-Wide Stakeholders Group in place who are looking at how a collaborative system-based way of working.
- 2. That the Keeping Bristol Safe Partnership seeks assurance from the Avon and Wiltshire Partnership and Adult Social Care that they have reviewed and revised their Community Mental Health Framework Policy and Procedures.**

A new Memorandum of Understand (MoU) is in development between Avon and Wiltshire Mental Health Partnership and Adult Social Care. The MoU will outline the responsibilities and roles of members of both organisations.
- 3. That the Keeping Bristol Safe Partnership seeks assurance from the AWP and ASC that Policies and Procedures in Recommendations 1 and 2 have been promoted across their joint workforces and their implementation supported by a multi-agency programme of staff development opportunities.**

A new Memorandum of Understand (MoU) is in development between Avon and Wiltshire Mental Health Partnership and Adult Social Care. The MoU will outline the responsibilities and roles of members of both organisations. The Avon and Wiltshire Mental Health Partnership is reviewing training offers across the workforce to maximise opportunities for join training and learning. The findings of this review will also be addressed at Bristol City Council's Social Work Board to ensure that the findings are disseminated, discussed and learned from.
- 4. That the Keeping Bristol Safe Partnership seeks assurance from Adult Social Care that they have reviewed their current assessment process to ensure this is strengthened in line with Care Act (2014) requirements.**

Adult Social Care is reviewing whether existing guidance meets compliance. Additional Social Worker capacity has been secured to address the backlog of overdue reviews. This has succeeded in bringing backlog levels down below pre-pandemic levels.
- 5. That the Keeping Bristol Safe Partnership seeks assurance from Avon and Wiltshire Mental Health Partnership that they have revised their Supervision and Case Work Management Policy and Procedures to include back office support systems which support staff when they are out of the office.**

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Senior Practitioners give monthly case management supervision and maintain oversight of caseloads of staff during any period of absences to maintain oversight. This is reviewed on a monthly basis.

6. That the Keeping Bristol Safe Partnership seeks assurance from Second Step that it has reviewed and revised its Recording, Supervision and Case Work Management Policies and Procedures.

A Service Assessment has been carried out and is now complete. Monitoring and performance improvement is being monitored through monthly quality and performance reporting, supervision sessions and team meetings.

7. That the Keeping Bristol Safe Partnership seeks assurance from the Salvation Army that it has reviewed and revised as appropriate its referral, information sharing and monitoring systems and processes.

Contract Manager meets with Bristol City Council monthly who are responsible for the referrals. Pathway reviews are completed quarterly with Pathway partners.

8. The Integrated Care Board to review and share best practice in relation to ‘Did Not Attend/Was Not Brought’ to ensure that it includes

- a. **Guidance for coding recorded vulnerabilities and appropriate responses to these**
- b. **Reasonable adjustments required in relation to communication needs**

The Integrated Care Board is currently reviewing the ‘Did Not Attend/Was Not Brought’ Policy Guidance. This guidance will reflect coding for vulnerabilities and reasonable adjustments when a patient misses their appointment.

9. The Integrated Care Board to review guidance to ensure that primary care is clear on how to record medication prescribed by specialist health providers.

The Named GP has added an extra layer of assurance by adding bitesize YouTube videos demonstrating how to record specialist medications on the Remedy website which will complete this recommendation by October 2024.

10. The Integrated Care Board to provide training to primary care in relation to best practice when working with patients where self-neglect may be indicated.

Self-neglect was presented as a theme to 84 GPs from Bristol, North Somerset, and South Gloucestershire at the Primary Care Conference. Self-neglect is also covered in the Level 3 Safeguarding training that is offered to all GP surgeries by the Integrated Care Board.

11. The Integrated Care Board (Named professional for Safeguarding – Primary Care) to review the health centre’s safeguarding policy and procedures are up to date and in line with local safeguarding arrangements.

This is complete and the Integrated Care Board is assured that the health centre’s safeguarding policy and procedures are up to date and in line with local safeguarding arrangements.

12. The Integrated Care Board to share learning from the review in relation to accurate record keeping and the use of codes when referrals are shared or received.

This is in progress and the Integrated Care Board are due to meet with the health centres in October to review policies and procedures.

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- 13. That the Keeping Bristol Safe Partnership seeks assurance from Adult Social Care that the procedures under which Section 42 Enquiries are completed have been reviewed and revised as necessary.**

Adult Social Care are now using a Quality Assurance Audit Framework to review work on Section 42 enquiries. This has enabled staff to have oversight of all Section 42 enquiries which has increased staff confidence. Adult Social Care now have self-neglect training on their annual training plan.

- 14. That the Keeping Bristol Safe Partnership seeks assurance from the Avon and Somerset Lighthouse Safeguarding Unit for Bristol to provide assurance that they have reviewed their triage processes in line with Adult Social Care thresholds and they create a marker on their system to highlight properties of multiple occupancy.**

The Lighthouse Safeguarding Unit and Avon and Somerset Constabulary have reviewed triage procedures to ensure that appropriate referrals are undertaken. Avon and Somerset Constabulary has now created the functionality to add a marker onto a property of multiple occupancy where there is operational reason.

- 15. That the Keeping Bristol Safe Partnership seeks assurance from member agencies that they, and the services they commission, are ensuring that staff are acting in accordance with the Mental Capacity Act (2005) and its supporting Code of Practice, particularly in cases of actual or potential self-neglect.**

All agencies have outlined how they are ensuring that staff are acting in accordance with the Mental Capacity Act 2005. This has included sharing information with staff, implementing training plans, and imbedding policy in procurement and commissioning processes. Ongoing monitoring and evaluation are taking place.

- 16. That the Keeping Bristol Safe Partnership should acknowledge the examples of good practice identified in the review and seek assurance from the relevant agencies that this has been brought to the attention of the relevant staff and their managers.**

The report has been shared with all agencies involved in the review and agencies have been encouraged to share learnings and good practice with their staff.

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