

## Learning Briefing

# Adult C Safeguarding Adult Review

The Safeguarding Adult Review in respect of Adult C was published on 12th September 2017.

### Case Summary

Adult C - "Mrs Hanson" - was being treated for a urinary tract infection and on 17 January 2015 she fell three times in the flat. Her son, Tony, called North West Ambulance Service because he suspected his mother had a serious water infection. Paramedics attended and felt Mrs Hanson needed respite care and advised Tony to contact the Emergency Duty Team at Rochdale Adult Care Services. The Emergency Duty Team arranged for the out of hours District Nursing Service to complete a Social Care Assessment. This resulted in Mrs Hanson, accompanied by her son, arriving at a care home about 1.00 am on 18 January 2015 for respite care. At that time Mrs Hanson was not known to have any pressure ulcers but the care home staff did note her bottom was bruised which they thought resulted from the falls.

On 26 January 2015 a district nurse examined Mrs Hanson and discovered a grade 4 pressure ulcer. An ambulance was called and Mrs Hanson was admitted to Hospital where she died in the early hours of the following morning. *(A grade four pressure ulcer is the most severe type of pressure ulcer. The skin is severely damaged and the surrounding tissue begins to die [tissue necrosis]. The underlying muscles or bone may also be damaged.)*

### The review highlighted key learning and themes which are listed below:

- That Rochdale Adult Social Care provides a written report on how commissioners quality assure care provision and what actions are taken to enable a safe level of care that is relevant to an individual needs.
- That the commissioners of care home places in Rochdale provide a written report to Rochdale Safeguarding Adult Board on the action it has taken to ensure the care home has taken effective remedial action that enables staff to identify developing pressure ulcers, provide appropriate preventative measures and have effective techniques for dealing with residents who are resistant to intimate care routines or positional change.

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## Adult B Safeguarding Adult Review

- That the commissioners of care home places provide a written response to Rochdale Safeguarding Adult Board on what is being done to ensure record keeping in care homes is fit for purpose in that a resident's stay, including their qualitative experience, is accurately and fully recorded in the residents' care plans.
- That Rochdale Safeguarding Adult Board satisfies itself that there is an effective process in place for identifying cases that have potential to be safeguarding adult reviews, including those where the coroner has issued a Regulation 28 Notice, and for forwarding such cases to the safeguarding adult review screening panel.
- That Rochdale Adult Care Services reports in writing to Rochdale Safeguarding Adult Boards the arrangements in place for recognising and responding to changing circumstances which impacts of risk assessments for people it is providing services to.

### Reflective Questions for Professionals

- To what extent do I critically reflect on cases?
- How do I avoid fixed thinking?
- What do I not yet understand?
- Can I identify developing pressure ulcers and provide appropriate preventative measures
- Do I need to attend training on pressure ulcer care?
- Do I understand, and can I put into practice, effective techniques for dealing with residents who are resistant to intimate care routines or positional change.
- Are the records that are kept comprehensive and accurate?
- Have I the confidence to respectfully challenge other professionals if I believe that a person's needs are not being met by existing multi agency plans?
- Am I familiar with the procedure for escalating cases?