

Learning Point: Escalation and Safeguarding

Processes: Safeguarding referrals should not conflate mental capacity with the ability to protect oneself. Multiple referrals from frontline staff should trigger multi-agency strategy meetings, and feedback loops must be improved to ensure concerns are addressed and escalated when necessary.

Learning Point: Whole Family Approach:

Safeguarding should consider the needs and risks of all family members. In Betsy's case, her son's mental health needs and their impact on her safety were not fully addressed due to systemic barriers in accessing mental health services.

Learning Point: Mental Capacity

Assessments: There is a need for robust, multidisciplinary assessments of capacity, especially for complex decisions like diabetes management. Practitioners should consider executive capacity and use real-life observations, not just interview settings.

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Concern

Betsy, an 80-year-old woman with insulin-dependent diabetes and memory issues, died at home after a period of declining health and complex care needs. Concerns included her ability to manage her diabetes, self-neglect, and the impact of her son's mental health on her safety

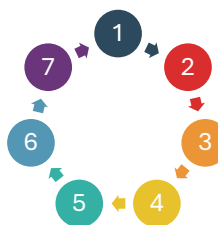
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History

Betsy lived independently until 2023, supported by district nurses after hospital admissions for diabetic complications. She lived with her son, who had schizophrenia and was not taking medication. Multiple safeguarding referrals were made due to concerns about Betsy's memory, self-care, and her son's behaviour, but she often declined additional support.

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SAR Betsy 7-point Briefing

Good practice

Multi-agency collaboration was evident, with professionals from health, social care, and police working together. Practitioners respected Betsy's independence, maintained regular communication, and followed up on concerns. The GP and district nurses demonstrated a person-centred, proactive approach.

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Safeguarding Adult Review (SAR)

The review was commissioned under the Care Act 2014 by the Cambridgeshire & Peterborough Safeguarding Adult Partnership Board (CPSAPB) due to the death of an adult with care and support needs linked to abuse. It covered a review of the period between January – November 2023 and involved key partners across Cambridgeshire & Peterborough. An action plan has been developed and is being implemented by the CPSAPB.

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