

Why did the CSAB undertake this audit?

This audit was undertaken in order to provide an evidence-based assessment on the strengths, as well as areas to improve on, of the partnership approach to working with adults who are at risk of or experiencing self-neglect. A multi-agency case file audit was completed in 2018 which identified excellent practice taking place across Coventry regarding adults who were experiencing or were at risk of self-neglect. Self-neglect is often a dynamic and developing area that continues to be a feature in Safeguarding Adult Reviews (SARs) and/or SAR referrals. As well as this performance data has highlighted that safeguarding concerns due to self-neglect have increased over the last 12 months, therefore an audit was suggested to ensure that individuals are receiving the appropriate support. The repetition of an audit, with a similar methodology, provides important up-to-date information on areas that are working well as well as areas of development to confirm that practitioners are fully informed and supported on the subject of self-neglect work.



What was audited?



Within the audit, all the organisations who had a role within the 10 individuals' cases were asked to prepare a summary of their findings, identifying strengths/what's working well, concerns/what they were worried about and what they think needed to happen as a result. They were then asked to share this at a multi-agency audit panel meeting. The Audit Panel then reviewed the data and drew conclusions on themes and recommendations.

Some of the areas explored included topics such as:

- ❖ Did the practitioner take time to build rapport and a relationship of trust with the service user?
- ❖ Has the practitioner made use of creative and flexible interventions, including family members and community resources where appropriate?
- ❖ Have interventions worked effectively to improve outcomes for service users?

The of this was to see how the services the user received were rated, to see which areas we are doing well in as well as areas that can be further developed.



One Minute Guide

What can we learn from the self-neglect audit?

May 2023



The Cohort audited



As far as possible the audit reflected diversity within the following categories: age, gender, ethnicity, and disability status. All individuals included in the cohort were identified to be either at risk or experiencing self-neglect and receiving support from an allocated social worker from Adult Social Care and at least one other Agency in Coventry within the last six months.

10 cases were chosen at random to be audited from these criteria.

Statistics from the Audit



35 out of 36 audits (97%) were graded as good or outstanding in practitioners taking time to build trust and rapport.



First responders (police, fire service, ambulance service) identified 50% of the investigated cases.

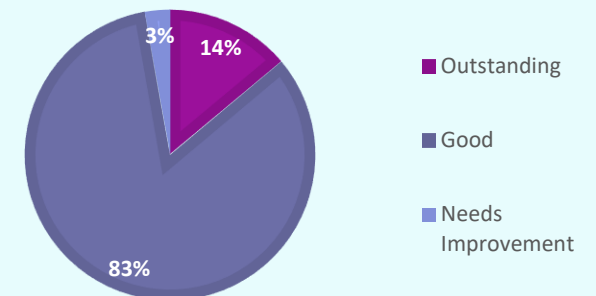


100% of the responses on the practitioners' use of creative and flexible interventions were 'good'



Of the 16 categories, there were 0 scores of "inadequate" and very few "needs improvement" which were singular in each instance

Does your organisation have a clear and understood referral route for adults at risk of or experiencing self-neglect?



Results

As can be seen from the statistics, the results from the audit are overwhelmingly positive. The auditors found many areas to have been a remarked improvement from the previous audit in 2018 which highlights the strengths and coordination of the multi-agency work in helping cases of self-neglect. The results found no areas of the audit to be inadequate, with almost all responses being 'outstanding' or 'good', which reflects that the care the individuals are receiving from the multi-agency work to be of a great standard.

The auditors note the good practice found in the work from frontline practitioners: this was found to be of a very high standard with almost all organisations having a great knowledge of their organisation's referral system. As well as this, in almost every case investigated the practitioners were able to take the time and work at the service user's history in order to 'find' them and respond accordingly.

Some of the key areas from the report are as follows:

Areas for development

The audit has not identified any clear areas for development - in all cases the practitioners demonstrated a good understanding of their role in safeguarding adults at risk or or experiencing self-neglect.

First responders

First responders play a crucial role in the identification of self-neglect, and they often trigger the referrals that lead to multi-agency intervention. Further training can help others identify early self-neglect.

Frontline Practitioners

Auditors found evidence of great and outstanding practice from frontline practitioners. The majority of the feedback reflects that practitioners took their time to engage and work well with each unique case.

What happens next?

Following the audit, despite there being no clear areas for development, there have been some recommendations made to ensure the ongoing effectiveness of the work being done. These recommendations include:



More training for practitioners on spotting early signs of self-neglect



Ensuring that practitioners record all details regarding capacity



Repeat of audit from Quality Assurance team and subgroups

Through further training regarding the spotting the early signs of self-neglect it is hoped that more cases will be recognised earlier, resulting in earlier intervention and prevention from greater harm.

Through ensuring that all practitioners records on an individual's capacity are well documented, the hope is to ensure that the individual's wishes where possible are respected, but that they are kept safe in the case they aren't capable of making the choices for themselves.

A repeat of the audit by the Safeguarding Adult Review team and Quality Assurance & Performance team will be to monitor the effectiveness of the multi-agency work and ensure that the great standards are continually reflected in the work of each practitioner.

Key Contacts and Further Information

[Coventry Safeguarding Adult Board](#)

[Self-neglect Audit November 2022](#)