



**Safeguarding Adults Review  
Angela and Chris**

**Easy Read**



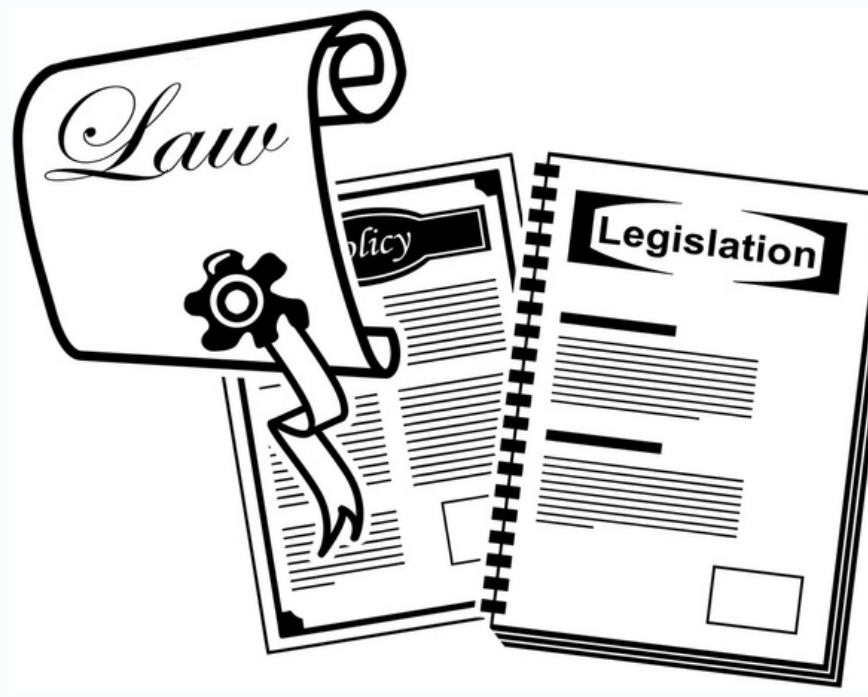


**The Safeguarding Adults Board includes people from many organisations including Adult Social Care, Police, NHS and Healthwatch.**

**The job of the Safeguarding Adults Board is to help keep adults safe from all kinds of abuse.**



**The Safeguarding Adults Board want all Hillingdon residents to live free from abuse.**



The Care Act 2014 is a law. It tells the Safeguarding Adults Board that a Safeguarding Adults Review must be done when:

- an adult with care and support needs has died as a result of abuse or neglect
- or suffered serious abuse or neglect
- and there is reason to think that services could have worked together better to help the adult



Hillingdon Safeguarding Adults Board paid the SCIE (Social Care Institute of Excellence) to do a Safeguarding Adults Review because two adults died who had care and support needs.

The two adults could not look after themselves properly. This means they neglected themselves.

We chose pretend names for the adults who died to protect their privacy. We called them Angela and Chris.

SCIE were asked:

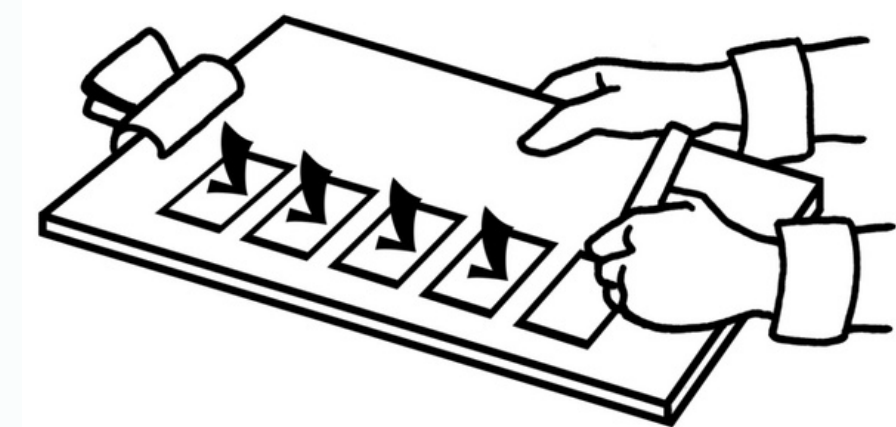
- what did professionals do to help the adults?
- what could have been done differently?

SCIE then wrote down what they found out in a report.

SCIE talked to social workers, nurses, doctors, police officers and managers in all of the services.

They asked the professionals what they did to help Angela and Chris, and why they did it.

They also asked what could have been done differently.

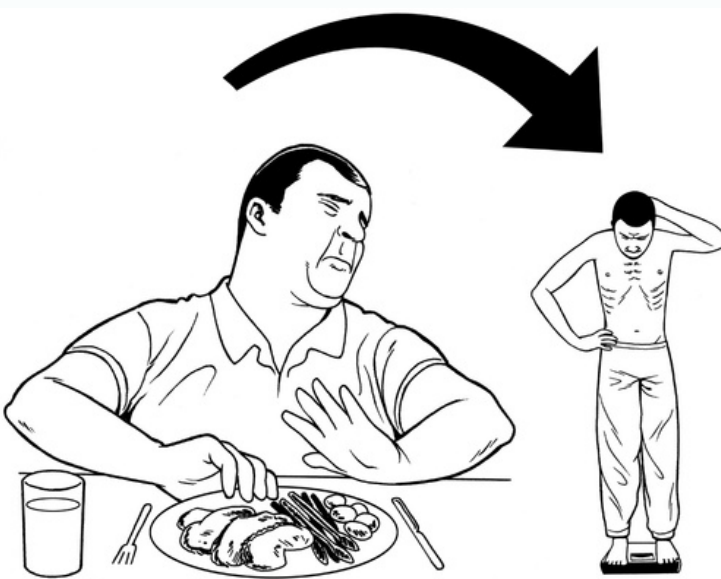




**Chris and Angela had serious mental illness.**



**They both died from physical illness in hospital.**



**Before they went to hospital Chris and Angela became very thin because they weren't eating enough.**



**They couldn't always get to the toilet by themselves.**



**They struggled to go out and about because of weakness and illness.**

**They didn't go to their doctor for help. That might be because they were scared of something or because they were too weak.**

**Professionals took a long time to realise Chris and Angela had serious physical illness.**

**Professionals didn't realise Chris and Angela were neglecting themselves badly and were unable to care for themselves.**

**Professionals didn't take action to safeguard Chris and Angela from self neglect.**

**SCIE asked why.**



**Professionals working with Chris were very worried about him stopping his mental health medicine.**

**They were so worried about his mental health that they didn't notice he had stopped taking any medicine for his physical illness.**

**This meant that he didn't get help to start taking important medicines.**



**Some professionals assumed that Angela's breathing problems were caused by her feeling scared or worried.**

**They did not do any tests so they did not find out that she had a serious lung disease.**



**Staff did not have enough time with each patient. They were very busy and stressed.**

**And, the computer systems didn't make it easy for staff to do their jobs well.**



**Self-neglect includes when someone stops looking after themselves.**

**Professionals need to remember that people sometimes need help even when they don't want it.**

**It is important to understand the ability of the person to make a choice. This is called Mental Capacity.**



**Professionals did not talk to each other or listen to each other as much as they could have.**

**Chris had family who were very worried. But professionals didn't listen to them enough.**

**Good information sharing and listening to family members helps professionals assess risk more quickly and make better decisions.**



**All of this happened during the Covid19 pandemic.**

**This means that Angela and Chris and the professionals were worried about being close to people.**

**Lots of staff were ill too.**

**This affected how Angela felt about going to the doctor or hospital for help with her breathing. It might have affected Chris too.**

**Hillingdon Safeguarding Adults Board has listened to what SCIE have said.**

**Changes are being made by all of the agencies involved to improve the way adults at risk are safeguarded.**