Safeguarding Adult Review – 'Patricia' Learning Briefing

Telford and Wrekin Safeguarding PARTNERSHIP

1. Background - This briefing summarises the findings of the Safeguarding Adults Review into the case of Patricia, a 74-year-old woman who died in February 2024. The Review was commissioned because there was reasonable cause for concern about how agencies worked together to safeguard Patricia. Patricia's report highlights complex challenges of health, care, self-neglect, family responsibility, immigration status, and system response.

4. Positive and proactive steps taken to address the recommendations so far - In response to the initial recommendations, partner agencies within the Safeguarding Adults Review (SAR) Panel have taken meaningful and proactive steps to strengthen multi-agency collaboration and enhance safeguarding practice.

- **Professional Curiosity:** Telford and Wrekin Safeguarding Partnership have developed Professional Curiosity training and briefings across the partnership. Shropshire Community Health Trust have developed their own specific training rolled out across the trust.
- Shropshire Community Health have improved record keeping and referral clarity and developed resources such as a 'permission to pause' video.
- **Professional curiosity 7 minute briefing developed:** Professional curiosity - Telford and Wrekin Safeguarding Partnership
- **Multi Disciplinary Team Meetings:** Awareness shared across the Partnership regarding the role of the MDT. Specific training and process flowchart to be developed and rolled out by the Partnership.
- **Easy access information on Self Neglect:** Agencies are to review what is in place in regards to Self Neglect offer for practitioners and case sampling shall take plan to review impact. 7 minute briefing completed by the Partnership. Self Neglect - Telford and Wrekin Safeguarding Partnership
- GP practice have introduced monthly searches for high-risk housebound patients and shared Patricia's case in clinical meetings.
- **Home Office to review information available around ancestry visa:** Contact has been made with the Home Office to share the learning and recommendations from this report.

2. Process

Following Patricia's death in February 2024, the SAR was commissioned under Section 44 of the Care Act. An independent author was appointed in December 2024.

Agencies contributing evidence included: GP, Adult Social Care, Shrewsbury & Telford Hospitals Trust, Shropshire Community Health NHS Trust, Midlands Partnership NHS Trust, and West Midlands Ambulance Service.

Chronologies, Individual Management Reviews, and reports were collated. A practitioner learning event was held in June 2025 to explore what went well, what could have been done differently, and how to improve practice.

The review panel was made up of practitioners involved in the case alongside managers from across the Partnership and met formally four times throughout the time of the review.

Throughout this process the family have been kept up to date with progress and allow opportunity to contribute should they wish to do so.

3. Recommendations and Learning

The following recommendations were made following the independent review:

Recommendation 1. All agencies to place a greater emphasis on professional curiosity. To revise the current face to face training programme updated training package to raise awareness about the value of exploring home circumstances/relationships further.

Recommendation 2. All agencies to ensure staff have an increased awareness of the role of the MDT and ensure staff make relevant referrals that meet the safeguarding threshold.

Recommendation 3. All agencies to ensure staff have easy access to information and assessment tools (such as self-neglect toolkit) this is vital as part of the ongoing support given to staff within all agencies working with adults at risk, to help them maintain their professional knowledge and understanding of complex safeguarding issues and where to go to get the help.

Recommendation 4. The Home Office to consider a review of information that is available to health and care professionals and families when applying for and being granted an ancestry visa. (The panel also recommended an easy read version).