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| **Case Study 1 – ROSE**  **Safeguarding concern:** Rose, 77, was referred to Somerset Council’s Safeguarding Adults Service by Somerset Independence Plus. Concerns were raised in relation to the amount of items that Rose had in her property and the associated fire risk, falls risk, environmental risk, and risk to visiting health professionals.  Rose was clear that she considered her home to be clean and that she wished to keep all her belongings. She wished to remain in her own home.  **Safeguarding response:** A Safeguarding Social Worker was allocated to support Rose. It took time to develop a relationship with Rose and build trust, but at every visit Rose’s views were sought. Whilst Rose was able to advocate for herself and had capacity to do so, as she was unable to attend the Adult at Risk meeting, an advocate worked with Rose to ensure her views informed any decision-making.  In all the time Dawn worked with Rose, Rose did not recognise that she was self-neglecting which made finding resolutions difficult. However, all professionals worked at her pace and ensured she was fully involved at all points of the safeguarding enquiry. If she did not want a course of action, professionals respect this as her choice.  The enquiry was completed with support from Somerset Independence Plus, Adult Social Care’s Locality team, District , Rose’s GP, Re-Think, and Housing. Rose’s daughter decided that she did not want to be involved.  A deep clean and de-clutter took place to reduce risks of falls, fire, and District Nurses refusing to attend the home. Rose also accepted having a micro-provider visit twice a week to support with shopping, laundry, the home environment and commode management.  In addition to the safeguarding team input, the enquiry involved housing, district nurses, her GP, Somerset Independence Plus, Discharge to Assess, and a Village Agent.  **Outcome and impact:** A Safeguarding Audit was undertaken by a Senior Manager on 11 January 2024. The audit confirmed that all safeguarding practice standards had been either met or exceeded in relation to this enquiry. The auditor contacted Rose to gather her reflections and feedback as part of the process.  Rose said that Dawn was “really, really helpful, you know, she knew what she was doing. We didn’t always get on, we had words, but Dawn took it alright’. “Dawn listened when I needed it most and helped me sort out my things…She knew what she was doing as she brought the right people around to sort me out!”  When asked if Dawn had a made a difference to her life, Rose listed all the things that have now happened for her:   * 1 year old granddaughter has been able to visit her home for the first time – this she talked about with such joy in her voice. All because her home is clutter free. * The Council are fitting her a new bathroom and kitchen and she has been able to pick her colour scheme. * Her family are now visiting her regularly and helping her. * She has found a dentist and has an appointment planned in. * She is collecting coins with birds on. * She has welcomed a squirrel into her home, out of the cold. * The birds living near her home are starting to be more active and she is enjoying watching them.   ***“I needed their help and they helped me – I am grateful”.*** |

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| **Case Study 2 – JACK**  **Safeguarding concern:** Jack is a 72 year old gentleman living in Somerset. He contacted the Local Authority expressing his concerns and wishes. Jack wished to be able to say no to his son when he asks for money and to be consistent in giving him this message so that he stops asking.  **Safeguarding response:** Emotional and practical support was provided to Jack from Nikki, a Safeguarding Social Worker. Nikki helped Jack in prioritising his own needs and in being consistent and assertive when dealing with requests or pressure from his son. Case notes and enquiry documentation demonstrate strong evidence of the Social Worker celebrating Jack’s strengths throughout, both in terms of empowering and supporting him in his own decision-making and also praising progress made.  The Social Worker followed matters up when she said she would and ensured that Jack knew how and when he could reach her if needed.  **Outcome and impact:** Jack feels much more confident in his ability to remain strong and consistent with his son. His son has now stopped asking his father for money and appears to understand that he cannot afford to give him any and will no longer be doing so. Jack was very grateful for the support received from the Council.  A subsequent audit was undertaken by a Service Director on 4 September 2023. The audit confirmed that all safeguarding practice standards had been either met or exceeded in relation to this enquiry. The auditor contacted Jack to gather his reflections and feedback as part of the process.  Jack immediately remembered Nikki and fed back that he had found her very easy to get on with. “***She was very knowledgeable and reassured me tremendously and put me at ease. It is nice and comforting to know people are aware of my situation and able to help me if I need it. I honestly wish there were more people like her in the world”.*** |

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| **Video Case Study 3 – WILLIE**  [Willie's Story (youtube.com)](https://www.youtube.com/watch?v=VlDmmTHykWU) |