

01. Purpose of this Briefing

This briefing shares the learning from a Leicestershire & Rutland Safeguarding Adults Review (SAR), with the aim of raising awareness around key issues, such as pressure sores, working with families and carers and taking a Whole Family approach to practice.

02. Background

Godavari was an elderly woman who had several physical health problems and received support at home regarding mobility and personal care. She lived with her two adult children – one was her main carer and the other had their own care needs. When Godavari died, there were concerns about the multi-agency support provided to the family.

03. Risks Identified and Safeguarding Concerns

- Recognising pressure sores as a safeguarding issue
- Confusion regarding referral routes for services
- Application of the Mental Capacity Act
- Taking a Whole Family approach and liaising with other practitioners about this

07. Raising Awareness and Implementing Learning

[Leicester, Leicestershire & Rutland \(LLR\) Safeguarding Adults Boards \(SAB\) Thresholds Guidance](#)

[LLR SAB Whole Family Approach procedure](#)

[Building Confidence in Practice Resources on Professional Curiosity – for practitioners and for supervisors/managers](#)



04. Key Learning

- Practitioners must be aware of when, how and where to refer safeguarding issues regarding pressure sores – see the Leicester, Leicestershire & Rutland Safeguarding Adults Boards Thresholds Guidance.
- Practitioners must ensure they are using the correct referral routes for services – if a referral is not sent to the appropriate service, this can lead to delay and/or confusion.
- If there is any doubt that a person has capacity, then a Mental Capacity Assessment should be carried out and the results clearly documented.

06. Reviewing Practice

- Do you understand the lived experience of the person you are working with/supporting?
- Where a person or family is reluctant to accept support, are there any other agencies that could be helping them – for example, a Social Prescriber?
- Where you have made a safeguarding referral, have you been made aware of the outcome? Have you followed up the concern?
- In terms of a person's capacity, have you made any assumptions based on age, condition or behaviour? Have you ascertained capacity and [evidenced the use of the Mental Capacity Act?](#)

05. Key Learning

- When working with someone who lives in a multi-generational household, practitioners should take a Whole Family approach and liaise with other agencies/workers to understand the family picture.
- Practitioners should always try to ascertain a person's views on their care, even when they are supported by a carer. Opportunities should be taken to speak to the adult alone. Where English is not the person's first language, an interpreter should be considered.
- Refusal of services by a carer should raise concern.