



## **Safeguarding Adults Review Learning Summary**

### **The Family B**

**July 2025**

#### **1. What is a Safeguarding Adults Review?**

Under the *Care Act* 2014, sections 44 (1-3), Safeguarding Adults Boards (SABs) must carry out a Safeguarding Adults Review (SAR) when an adult with care and support needs has died or suffered serious harm, and it is suspected or known that the cause was neglect or abuse (including self-neglect) and there is concern about how agencies worked together to protect the adult(s). The SAB may also (section 44(4)) undertake a SAR in any other case concerning an adult with care and support needs. The purpose of all reviews is to identify learning that can drive change to prevent harm occurring in future similar circumstances.

#### **2. What is the purpose of a Learning Summary?**

Cheshire West and Chester Safeguarding Adults Board ask that board partners and stakeholders use learning summaries within their organisations to cascade the learning from the Safeguarding Adult Review in respect of Family B. This learning summary can be used in Team Meetings, Development Days, individual or group supervisions to share and reflect on the learning from this Safeguarding Adults Review and how the learning can translate into practice.

#### **3. The Family B's Lived Experience**

The Family B consists of Samuel, the father, and three adult children: Hilary, Jay and Chris. Hilary, Jay and Chris have always lived at home with their father. Their mother died around six years ago.

Hilary liked reading and loved to collect things. Hilary enjoyed visiting the charity shops in her local area. Hilary was a very hard worker and worked in a shop for many years until she became unwell.

Jay also enjoys visiting charity shops and particularly enjoys spending time in Chester city centre. Jay loves talking to people and like Hilary, has worked in shops and enjoys helping local charities.

Samuel values the company of his family and enjoys spending time with them. Chris visits Samuel regularly now that Samuel has moved to live in a care home. Chris works from Monday to Friday. He enjoys spending time outside in the fresh air when he is not working and likes cycling. Chris also has an interest in cars and currently has three cars. He often drives to visit family now that Jay and Samuel are not living with Chris in the family home.

There were missed opportunities to raise safeguarding concerns in respect of The Family B.

#### **4. Which agencies were involved in this review?**

- Countess of Chester Hospital NHS Foundation Trust.
- Cheshire and Wirral Partnership NHS Trust.
- Cheshire West and Chester Council.
- NHS Cheshire and Merseyside Integrated Commissioning Board.
- Cheshire Fire and Rescue Service.
- North West Ambulance Service.
- Cheshire Police.

#### **5. What areas for practice development were identified?**

- Response to adults experiencing hoarding
- Recognition of and response to coercive and controlling behaviour.
- Working with adults who are 'seldom heard'
- Use and application of the *Mental Capacity Act 2005*.
- Multi-agency information sharing, specifically in respect of hospital discharge processes.

- Professional Curiosity.

## **6. What is Cheshire West and Chester Safeguarding Adults Board doing to support effective practice?**

- To seek assurance from partner agencies that they are aware of Cheshire West & Chester Hoarding Alliance, operational guidance to support the multi-disciplinary team approach and the LSAB self-neglect policy, procedure and toolkit.
- To seek assurance from partner agencies that they are able to demonstrate competence in working with domestic abuse, including a robust awareness of coercion and control, and identifying when an individual might be at risk.
- To seek assurance from partner agencies that they are aware of Cheshire West & Chester 'seldom heard' guidance. This is embedded at section 8 of this learning brief.
- To seek assurance from partner agencies that if there are reasons to doubt capacity, then a Mental Capacity Act assessment must be completed in relation to the decision being considered. Only then can a determination be made regarding the individual's capacity.
- Consideration of the impact of coercion and control on executive functioning to be integral to all capacity assessments where coercion, control or domestic abuse have been identified.
- Promote the use of information sharing agreements to ensure that information is shared in accordance with information governance principles and necessary legislation but to also enable those who need to know to be sighted on information, i.e. when an individual is subject to a safeguarding enquiry or there are concerns that the person may be susceptible to abuse or neglect.

## **7. What do partners need to do to support effective practice?**

- To ensure that partner agencies demonstrate competence in utilising local guidance, policies and procedures to support people experiencing hoarding and make necessary referrals to the appropriate forums, including Cheshire West & Chester Hoarding Alliance.
- When domestic abuse is identified or suspected it is vital to utilise the Cheshire West & Chester domestic abuse intervention & prevention service (DAIPS). Partner agencies can access DAIPS for advice even in cases where consent is not given. All agencies to ensure that they are aware of DAIPS, how to make contact and how to refer to the service.
- The term 'seldom heard' is used to describe under-represented people who might use services and who are less likely to be heard by professionals and decision-makers. Guidance has been produced for professionals to support them when working with people who are 'seldom heard'. This can be found at section 8: resources.
- Capacity assessments to be formally recorded.
- Capacity assessments to be decision specific.
- Concerns to be escalated, via organisational escalation procedures or under safeguarding.
- Make risk management person-centred. Ask 'what is the person's usual behaviour? And reflect this in the formal assessment of mental capacity.
- Consideration of the impact of coercion and control on executive functioning to be integral to all capacity assessments where coercion, control or domestic abuse have been identified.

- Improve multi-agency communication at the point of hospital admission and discharge.
- To ensure that professionals are 'professionally curious'.

## 8. Resources

**Professional Curiosity:** [What is professional curiosity? | Research in Practice](#)

**Adult Safeguarding Procedures:**



Safeguarding  
Adults - Procedures.

**Understanding why people are 'seldom heard'**



UNDERSTANDING  
WHY PEOPLE ARE SE

**Making a referral to Domestic Abuse Intervention Prevention Service (DAIPS):** [Referring to Marac | Cheshire West and Chester Council](#)

**Local Safeguarding Adults Board Training:** [Training | Cheshire West and Chester Council](#)

**Statutory Advocacy Service:** [Voiceability | Cheshire West and Chester Council](#)

**Getting support from Adult Social Care:** [How to get Support | Cheshire West and Chester Council](#)

**Adult Safeguarding and Domestic Abuse: A guide to support practitioners and managers:** [Adult safeguarding and domestic abuse: a guide to support practitioners and managers: Second edition | Local Government Association](#)

**Mental Capacity Act resources:** [Support for people who do not have capacity | Cheshire West and Chester Council](#)

**Live Well Cheshire West and Chester:**  
[Home | Live Well Cheshire West](#)