



7-minute briefing “Anita”

Practice Learning from the “Anita” Case
Cheshire West and Chester Safeguarding Adults Board

Why this learning matters

This case highlights how missed opportunities, limited professional curiosity, and gaps in multi-agency communication can mean that risks to adults are not fully understood, even when services are involved.

Who was Anita?

Anita was a 54-year-old woman living alone in the borough. She had physical health conditions, a history of mental health support, and was known to multiple agencies. Engagement with services was inconsistent and concerns were raised by children’s services in relation to Anita’s child.

Key practice issues identified

- Adults who are seldom heard or difficult to engage
- Information not joined up across agencies
- Lack of professional curiosity
- Over-reliance on single agency information

What is professional curiosity?

Professional curiosity means thinking beyond the surface, asking the second question, challenging assumptions, and exploring the person’s lived experience.

What operational staff should do

- Ask “what has changed?” and “why?”
- Share information and join the dots
- Be alert to risk even where people disengage
- Escalate concerns when things don’t feel right

Key message

Every contact counts. Professional curiosity, good communication and shared responsibility are essential to keeping adults safe.