

Shropshire and Telford & Wrekin Safeguarding Adults Board

MULTI- AGENCY PROCEDURE FOR SERIOUS CASE REVIEWS

Consideration should be given to making a Serious Case Review request when:

- An adult at risk dies (including death by suicide), **and** abuse or neglect is known or suspected to be a factor in their death or
- An adult at risk has sustained a life threatening injury through abuse or neglect or
- An adult at risk has been subjected to serious sexual assault or
- There has been serious or permanent impairment of development through abuse or neglect of an adult at risk **and**
- The case gives rise to concerns about the effectiveness of inter agency working to protect adults at risk.

The following questions may help in deciding whether or not a case should be the subject of a Serious Case Review. A 'yes' answer to several of these questions is likely to indicate that a request will need to be made:

- Does one or more agency or professional consider that its concerns were not taken sufficiently seriously, or acted upon appropriately, by another?
- Does the case indicate that there may be failings in one or more aspects of the local operation of the Local Implementation of Safeguarding adults: multi-agency policy and procedures for the West Midlands
- Does the case appear to have implications for a range of agencies and/or professionals?
- Does the case suggest that the Safeguarding Adults Board may need to change its Policy and Procedure?

The purpose of a Serious Case Review is to:

- Examine the way in which local professionals and agencies worked together.
- Establish any lessons to be learned from the case.
- Identify how those lessons will be acted upon.
- Agree how practice is expected to change as a result.
- Improve inter-agency working.
- Ensure adherence to the Safeguarding adults: multi-agency policy and procedures for the West Midlands

A Serious Case Review can be requested by any agency who can satisfy the above criterion. A Serious Case Review Request Form should be completed and submitted to the relevant Adult lead officer who will place the matter before the Chairperson of the Safeguarding Adults Board (SAB).

The Chairperson (with other members of the SAB will decide whether a case will be the subject of a Serious Case Review and record their decision on the Request Form.

In the event of a Serious Case Review request being rejected, the Chairperson should feedback the reasons why to the parties involved and inform the referrer in writing of the decision.

The case review will be undertaken by a sub group (Serious Case Review Panel) of the SAB and will be made up of representatives from both Local Authorities and their partner agencies.

Case reviews should not be delayed as a matter of course because of outstanding criminal proceedings or an outstanding decision on whether or not to prosecute. Those co-ordinating the review should discuss with the relevant criminal justice agencies about how the review process should take account of such proceedings, e.g. how does this affect timing, the way in which the review is conducted (including interviews of relevant personnel), and who should contribute at what stage?

The Panel will be chaired by the Assistant Director who's Authority has **not** managed the Safeguarding Adults investigation. This person must have knowledge of adult social care.

The core group of the Panel will be made up of people in the following roles:

- Adult Safeguarding lead officer (who's Authority has **not** managed the Adult Protection investigation).
- Local Authority department Solicitor (who's Authority managed the investigation).
- Relevant Assistant Director (who's Authority managed the investigation).
- SAB Police representative.
- One SAB Health representative.
- One SAB Care Quality Commission representative.

Anyone involved in the Adult Safeguarding case should not be asked to attend the Panel unless it is to present information.

The Role of the Chairperson

The Chairperson is responsible for:

- Ensuring administration support is available to the Serious Case Review process and Panel meetings.
- Tasking the Adult Safeguarding lead officer to undertake an audit to present to the Panel Planning Meeting.
- Organising the Panel Planning Meeting to take place within 28 working days of the request being made.
- Chairing all Serious Case Review meetings.
- Ensuring the minutes are an accurate reflection of the meeting.
- Challenging agencies and partners who are not engaging in the process.
- Ensure the quality of reports received, satisfy the requirements of the Panel.
- Making sure all information is received in a timely manner to enable timescales to be met.
- Making sure any immediate actions required (including the sharing of information) are acted upon.
- Storing the all papers relating to the Serious Case Review.

The Purpose of the Serious Case Review Panel

At the first meeting the Serious Case Review Panel will consider the request which will be presented by the person who submitted it. The meeting will also hear the outcome of the audit of the Adult Safeguarding investigation (Adult safeguarding Investigation Audit).

The Panel will also agree:

- Which agencies should be invited to attend future meetings of the Panel.
- The independent author.
- How far back enquiries should go.
- The timescales for completion of the Serious Case Review (four months unless an alternative is agreed).

- The agencies/organisations required to produce a report regarding their role in the investigation.
- What consultation with service users and/or their families is required.
- What other investigations should arise from the review.
- How to manage public and media interest in the case.

The Responsibilities of the Panel Members

Participation in the Serious Case Review is a requirement of the Safeguarding Adults Board. Panel members are required to:

- Give priority to participation in this process.
- Ensure their organisation complies fully with the Serious Case Review process, including providing detailed, high quality, professional reports.
- Attend all Serious Case Review meetings.
- Actively contribute to the process and meetings.

The Role of the SAB

It is the responsibility of the Safeguarding Adults Board to make sure that a Serious Case Review takes place.

On receiving the Independent Author's report and the Panel's Executive Summary, the SAB should:

- To jointly commission an independent author to write an Overview Report.
- Endorse and adopt the action plan of the Panel which should set out actions with named persons being responsible for their implementation within set timescales. The action plan should include by what means improvements in practice/systems will be monitored and reviewed.
- Clarify to whom the report, or any part of it, should be made available.
- Disseminate the report of key findings to interested parties as agreed.
- Make arrangements to provide feedback and de-briefing to staff, the vulnerable adult and /or family members or carers of the vulnerable adult and the media as appropriate.

Serious Case Review Request Form (To be submitted to the Safeguarding Adults Board Chair [SAB])

THIS PAPERWORK IS CONFIDENTIAL AND SHOULD BE ADDRESSED AS SUCH IF BEING SENT

Name of person submitting the referral	Contact details (phone no. and email address)
Job role and organisation	Date request is being made
Name, address, date of birth, CareFirst and Adult safeguarding reference number of the adult at risk	
Summary of allegation/s	
Name of Chairperson of adult safeguarding investigation	
Names and contact details of agencies involved	
Details of why a Serious Case Review should be called including how criterion have been met	
Name of SAB Chair	
Decision made Accepted as a Serious Case Review? Yes / No If not, please explain decision	
Signature of SAB Chair	Date decision made

OTHER LETTER – SERIOUS CASE REVIEW, REQUEST TO PROVIDE AGENCY REPORT ()

HEADED PAPER

Dear

STRICTLY PRIVATE AND CONFIDENTIAL – ADDRESSEE ONLY

Re: Name of adult at risk , dob, address

A Serious Case Review has been called about the above person who was the subject of an Adult Safeguarding investigation.

A Serious Case Review is being undertaken because (*PLEASE DELETE BULLET POINTS AS REQUIRED*):

- The adult at risk has died **and** abuse or neglect was known or suspected to be a factor in their death or
- The adult at risk had sustained a life threatening injury through abuse or neglect or
- The adult at risk was subjected to serious sexual assault or
- There had been serious or permanent impairment of development through abuse or neglect **and**
- The case gives rise to concerns about the effectiveness of inter agency working to protect vulnerable adults.

Please complete the attached report in full and return it to me by (INSERT DATE).

Participation in the Serious Case Review is a requirement of the Safeguarding Adults Board. Participation in this process should be given priority.

Yours sincerely

Assistant Director
INSERT NAME OF LOCAL AUTHORITY

**Serious Case Review
Agency Report Proforma**

Name and address of agency		Contact details of agency
Name of author of the report and job role		Contact details of the author
Name of adult at risk	Adult safeguarding reference number	Date of birth of adult at risk
Summary of the agency's involvement with the adult at risk		
Chronology of events		

Analysis of involvement including: <ul style="list-style-type: none">- events that occurred- decisions made and rationale- actions taken and rationale
What has been learned from the agency's involvement in the case

Any recommendations for action to be taken or changes made	
Signature	Date

Serious Case Review – Panel Planning Meeting Agenda

Welcome and purpose of the meeting (chairperson)

Introductions of attendees and apologies/non-attendees

Confidentiality Statement

(Information disclosed at this meeting may need to be shared as part of a legal process or for supervision purposes. These decisions may have to be made outside the meeting. Other than that, information should not be shared with any other person/organisation unless it is fully discussed and identified as an action point later in the meeting. [All information should be shared in line with the Information Sharing Protocol, appendix 3.]

Summary of case (to be presented by person requesting SCR)

Outcome of adult safeguarding investigation audit

Planning the information gathering

- Who should be asked to submit a report
- How far back enquiries should go
- What other investigations / information is needed

Agencies to be invited to attend future meetings

Appointing the independent author

Consultation with service users and / or their families

Managing public and media interest in the case

The timescales for completion of the Serious Case Review (four months unless an alternative is agreed)

- Agency reports
- Independent author report
- Executive Summary
- Presentation to Safeguarding Adults Board

Date, time and venue of next meeting

Serious Case Review – Panel Review Meeting Agenda APA4

Welcome and purpose of the meeting (chairperson)

Introductions of attendees and apologies/non-attendees

Confidentiality Statement

(Information disclosed at this meeting may need to be shared as part of a legal process or for supervision purposes. These decisions may have to be made outside the meeting. Other than that, information should not be shared with any other person/organisation unless it is fully discussed and identified as an action point later in the meeting. [All information should be shared in line with the Information Sharing Protocol, appendix 3.]

Minutes of the last meeting

- Accuracy
- Matters Arising (review of actions from the planning meeting)

Review of agencies to be invited to attend future meetings

Review of consultation with service users and / or their families

Review managing public and media interest in the case

Review of the timescales for completion of the Serious Case Review (four months unless an alternative is agreed)

- Agency reports
- Independent author report
- Executive Summary
- Presentation to Safeguarding Adults Board

Any other business and actions

Date, time and venue of next meeting

**Serious Case Review
Independent Author's Overview Report Proforma**

Name of adult at risk	Date of birth of adult at risk	Adult safeguarding reference number
Summary of circumstances that led to review being undertaken in this case		
List of contributors to the review and how they contributed		
List review panel members and author of overview report		
Details of other (e.g. family/household and/or care service/s)		
Chronology of events		
Summary of relevant information known to agencies		
Analysis and conclusion/s reached		
Recommendations		
Name and organisation of author	Signature	Date report completed

Serious Case Review
Panel Executive Summary Proforma
 (Identifying details to be removed when being published)

Name of adult at risk	Date of birth of adult at risk	Adult safeguarding reference number
Summary of circumstances that led to review being undertaken in this case		
List review panel members and author of overview report		
Summary response to independent author's report		
Recommendations and responses <i>Recommendation 1:</i> <i>Response:</i> <i>Recommendation 2:</i> <i>Response:</i> <i>Recommendation 3 (etc):</i> <i>Response:</i>		
Agreed action plan		
Review date		
Name of Chair/s of SAB	Signature/s	Date report completed

Adult Protection Investigation Audit Proforma

Audit number	Client surname	Care First number	Name of auditor	Date of audit
Investigating worker			Chairperson	
Date alert received	Date of Strategy discussion/meeting	Date of case conference	Dates of all reviews	Date of closure
		Yes	No	N/A
Alert form received				
Referral section complete				
Comment				
Interview within 1 working day				
dult at risk statement received				
Form complete				
Comment				
Investigating worker report received				
Report appropriately completed and contributed to				
Comment				
Stretgy discussion /meeting record/ minutes received				
Meeting held within 14 working days				
Minutes signed by chairperson				
Level of harm to service user identified				
Level of harm to others identified				
Comment				
Appropriate information gathering plan identified				
Comment				

Appropriate information sharing plan identified			
Comment			
	Yes	No	N/A
Appropriate protection and intervention plan identified			
Comment			
All case conference and review minutes recorded			
Meeting timescales met			
Minutes always checked by Chairperson			
Level of harm to service user reviewed			
If yes, has risk reduced			
Level of harm to others reviewed			
If yes, has risk reduced			
Comment			
Information gathering plan revised appropriately			
Comment			
Information sharing plan revised appropriately			
Comment			
Protection and intervention plan revised appropriately			
Comment			
Closure form received			
Closure form complete			
Comment			
Signed by appropriate level of manager			
Length of time taken to complete investigation			
Any other comments (please comment on all meetings)			
Source of referral	Name and number of referrer	Date referrer contacted	

	Yes	No	N/A
Referrer invited to case conference meeting			
Feedback given to referrer re. outcomes			
Referrer thought process followed was clear			
Was the level of harm to the service user reduced by end of process?			
Any other comments from the referrer about use and effectiveness of process			