

Safeguarding Adults Review re: Mrs. A Executive Summary

Case Summary:

Mrs A, a woman in her late eighties, was found dead in her home by a relative in February 2014. Mrs A had lived alone for some years and was assisted by a range of health and social care services, having experienced a gradual decline in her health and ability to manage her care needs during 2012 and 2013. In January 2014, Mrs. A was admitted to hospital for a period of two weeks. She was assessed as needing additional support to enable her to return home but, in error, none of the social care or health services which supported her had been re-commenced on her discharge from hospital some days previously. At the inquest held on 26/01/15, the cause of death was confirmed as diabetic ketoacidosis – a life-threatening complication of diabetes caused by a lack of insulin. The coroner confirmed the patient's cause of death was due to natural causes to which neglect contributed.

Learning From Experience/Recommendations:

- The Board should require Barts Health to demonstrate that they have made failsafe arrangements for ensuring that referrals to community health services have been received and acted upon.
- The Board should require the London Borough of Tower Hamlets to demonstrate that there are sound arrangements in place for liaison with relatives when vulnerable adults are discharged from hospital.
- The Board should require the London Borough of Tower Hamlets to demonstrate that they have made failsafe arrangements for ensuring that referrals to domiciliary care services have been received and acted upon.
- The Board should require the London Borough of Tower Hamlets to demonstrate that their contractual arrangements with providers ensure that all staff are trained in dealing with “failed visit” situations, and that this is appropriately monitored.
- The Board should ensure that the Care Quality Commission is aware of the concerns about the performance of Agency X which arise from this review.
- The Board should require the London Borough of Tower Hamlets to review its contractual arrangements with Agency X, with particular reference to the issues arising from this review.
- The Board should require the London Borough of Tower Hamlets to demonstrate that they have made arrangements which will ensure that, in the event of any subsequent Serious Adult Review, they are able to provide a professionally sound and timely contribution to that review.
- The Board should ensure that the Care Quality Commission is offered the opportunity to participate in any subsequent SAR.