



**SURREY**  
COUNTY COUNCIL

A photograph of several hands holding up paper cutouts of human figures in a circle, symbolizing community and support. The cutouts are in shades of blue and green. The background is a solid blue color.

# Adult Social Care: Putting what we learned from Mary into practice

June 2022

## Adult Social Care's involvement with Mary

5 referrals from the police during 2017

- ❖ July 2017: Concern about domestic abuse by Gary
- ❖ July 2017: Concern about a sexual assault by Gary
- ❖ August 2018: Gary had contacted Mary in breach of his bail conditions
- ❖ November 2017: Mary was found trying to syphon petrol from a car which she said she would use to burn Gary's belongings.
- ❖ November 2017: Notification of Mary's death

Adult Social Care were a standing member of a MARAC where Mary was discussed twice in August 2017

# What we have to do when someone refers an adult safeguarding concern to us

- 1) Recognise it is an adult safeguarding concern
- 2) Decide if the criteria in s42 Care Act 2014 are met:
  - a) This is an adult with care and support needs
  - b) They are experiencing, or are at risk of, abuse or neglect
  - c) They are unable to protect themselves from that abuse or neglect because of their care and support needs

If (a), (b), and (c) are true, then there must be an adult safeguarding enquiry

# Was Mary a person with care and support needs?

- ❖ History of mental health issues: anxiety and depression. Referrals made to CAMHS and CMHRS
- ❖ History of relationships where domestic abuse occurred
- ❖ Domestic abuse within current relationship: Violence; coercion and controlling behaviours
- ❖ Historical and current substance misuse issues. Self-referred to substance misuse services
- ❖ Mary said Gary used drugs to control her
- ❖ Concerns about care of their children

Does this amount to having “care and support needs”?

# What are “care and support needs”?

## Surrey Safeguarding Adults Board procedures 2015

“Care and support needs: the support a person needs to achieve key outcomes in their daily life as relating to wellbeing, quality of life and safety. The Care Act introduces a national eligibility threshold for adults with care and support needs which consists of three criteria, all of which must be met for a person’s needs to be eligible.”

# “Care and Support” statutory guidance

## Care and support

“The mixture of practical, financial and emotional support for adults who need extra help to manage their lives and be independent – including older people, people with a disability or long-term illness, people with mental health problems, and carers. Care and support includes assessment of people’s needs, provision of services and the allocation of funds to enable a person to purchase their own care and support. It could include care home, home care, personal assistants, day services, or the provision of aids and adaptations.”

# Care Act 2014

“

”

# So what did we do?

What the police told us:

“Mary has had problems with drug use, this is believed to be encouraged by her partner where she has alleged that he has tried to control her through their use. She has alleged that she has taken drugs provided by her partner when she has felt low of energy and unable to get through the day. He is believed to have posted them through her letterbox when she was trying to be clean. She has shown some vulnerabilities such as isolation, depression and potential elements of coercive control. She has young children and her relationship with her partner has recently seen an escalation where violence was used against her. This was in front of their children and although the partner is believed to be a loving father to his kids, this is an alarming environment for them to be in.”



# A good start

## ● Person making contact

Person making contact    Surrey Police  
Source Type                Police

## ● Method of contact

Contact Method    E-Mail

## ● Reason for contact

Main Reason for Contact?    Safeguarding Adults Concern

# What we said

Our MASH team wrote:

“39/24 received from the police. I have also shared this with children's services. Checks with SABP MASH identify that Mary is not currently open to any SABP services. The concerns raised in this referral are of concern and indicate potential safeguarding concern. I am concerned that Mary may have care and support needs, which may impact on her ability to protect herself.”

# All of what we said

“39/24 received from the police. I have also shared this with children's services. checks with SABP MASH identify that Mary is not currently open to any SABP services. the concerns raised in this referral are of concern and indicate potential safeguarding concern. I am not clear as to whether statutory S42 duties are triggered, however, based on the information shared, I am concerned that Mary may have care and support needs, which may impact on her ability to protect herself. I am passing this contact to a team to request further assessment and enquiries to ascertain whether safeguarding duties are indeed triggered.”

# We didn't have to be certain

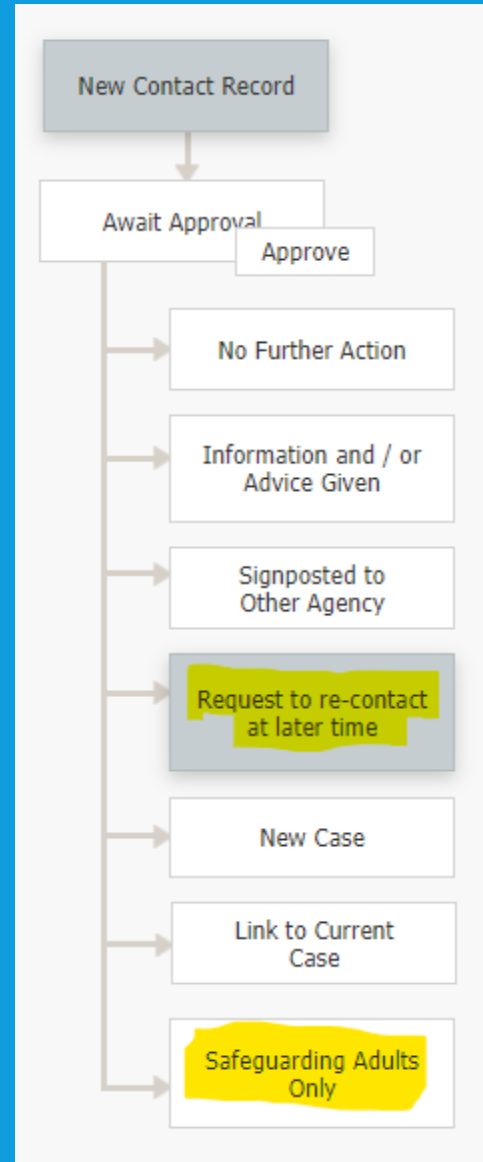
## S42 Care Act 2014 “Enquiry by local authority”

- 1) This section applies where a local authority has **reasonable cause to suspect** that an adult in its area
  - a) has needs for care and support,
  - b) is experiencing, or is at risk of, abuse or neglect, and
  - c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.
- 2) The local authority must make whatever enquiries it thinks necessary ...

# Did we have “reasonable cause to suspect”?

Care Act criteria	What we knew
This is an adult with care and support needs	“I am concerned that Mary may have care and support needs”
They are experiencing, or are at risk of, abuse or neglect	“potential elements of coercive control”
They are unable to protect themselves from that abuse or neglect because of their care and support needs	“I am concerned that Mary may have care and support needs, which may impact on her ability to protect herself.”

# What we decided to do



← We picked this

← We did not pick this

# What happened next?

What the receiving team decided:

“39/24 was reviewed and was deemed as information only. No further action this stage.”





# What did we learn?

We made the same mistakes over and over. This wasn't about a one-off dip in quality. It was a problem with our culture of how we worked, and it was across the organisation. So the management team were responsible, not the front line.

There wasn't one single, straightforward problem. So there wasn't going to be one single, straightforward solution.

# How to change a culture of working

- 1) Set expectations about what good work looks like
- 2) Make sure people know what those expectations are
- 3) Give people the right tools to do what you need them to do
- 4) Check that what is happening is in line with your expectations. If it isn't figure out why and fix it.

# Set expectations about what good work looks like

- ❖ Helped to rewrite Surrey Safeguarding Adults Board's policy and procedures
  - ❖ Includes a better definition of “care and support needs”
  - ❖ Has a method for how to do a good quality adult safeguarding enquiry. Builds in professional curiosity.
- ❖ Put in place Adult Social Care's own safeguarding policy and procedure
  - ❖ Made clear who does what in the local authority when we receive an adult safeguarding concern

# Make sure people know what those expectations are

- ❖ Good Practice Guidance
  - ❖ Practical advice on how to do the work
- ❖ Support our Safeguarding Advisors to support their colleagues
  - ❖ People can easily access support locally from someone they have a good working relationship
- ❖ Stop making adult safeguarding “special”
  - ❖ Just normal work using skills you already have
  - ❖ Reducing the anxiety leads to better decisions
  - ❖ Adult safeguarding being “special” is in our heads. For adults with care and support needs it is just us doing our job
- ❖ Took our adult safeguarding training in-house
  - ❖ Can make sure it meets our needs
  - ❖ Shows that this is important to us

# Give people the right tools to do what you need them to do

- ❖ Training and other learning opportunities
- ❖ Recording systems
- ❖ Other people have a role to play
  - ❖ Helping our partners make good referrals

**Check that what is happening  
is in line with your expectations.  
If it isn't figure out why and fix it.**

- ❖ Local management oversight
- ❖ Auditing
- ❖ Collecting better data and doing better things with it
- ❖ Quality Improvement Group
- ❖ Domestic Abuse Group

# Has it made a difference?

Domestic Abuse related adult safeguarding concerns:  
Number, and as % of all concerns

