

Shared learning

Theme of the week **several safeguarding concerns raised through multiple external agencies**

Date **10/03/2025**

Background and context

The resident's mother has raised several safeguarding concerns, including allegations of sexual abuse, neglect/ acts of omission, financial abuse, and organisational abuse to multiple external agencies. The resident was admitted earlier this year at the RHN under a Court of Protection. The resident had several previous placements that did not adequately meet her care requirements. These placements were terminated in part due to incidents of staff harassment and ongoing reports to regulatory bodies and other agencies by the resident's mother. The court order includes a comprehensive working together agreement and contact plan, which clearly outlines the roles and responsibilities of the RHN, the resident's mother and other parties, including the ICB and the deputy for finance. This framework ensures that the resident receives the appropriate care tailored to her unique needs, fostering her health and well-being in a safe environment.

What happened?

Mother raised several concerns of safeguarding nature to multiple external agencies. Whilst the formal safeguarding assessment conducted at the RHN determined that these concerns did not meet the threshold for a referral to the Local Authority (LA), the seriousness of the allegations warranted a referral to ensure appropriate investigation and support. Similarly, a referral to Met police was submitted due to the nature of allegations. Meetings held with the LA and concluded that there was no evidence to suggest that any abuse or neglect took place. Attempts of communication and collaboration with the mother has been unsuccessful.

What should have happened?

This case highlights the following best practices:

1. Rigorous safeguarding procedures with timely assessments and referrals.
2. Transparent communication with the resident's mother to ensure understanding of care and safeguarding processes.
3. A robust protection plan to safeguard the vulnerable resident, including clear reporting, staff vigilance, and regular care reviews.
4. Regular multi-agency meetings for a collaborative approach to concerns.

What we will do differently next time

- Provide regular updates to the resident's mother whilst maintaining professional boundaries.
- Follow safeguarding procedures, conduct assessments, and make timely referrals.
- Ensure the resident's safety with clear reporting, vigilance, and regular reviews.
- Use mediators to improve communication when needed.
- Keep detailed records for transparency
- Focus on tailored care and a safe environment.

What have we learned?

- Thorough and timely safeguarding assessments provide a clear understanding of the situation, helping to make informed decisions about appropriate action. They also ensure that the safeguarding process is transparent, consistent, and in line with legal and regulatory requirements, fostering trust and accountability among all involved parties.
- Maintaining open communication with family members is key to ensuring they are informed and reassured about care and safeguarding procedures.



I have read this

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