

1**'Audrey'**

Audrey is a 66-year-old lady who lives alone in her own property with her pets. Her medical needs include:

- Longstanding leg ulcers needing weekly dressing by a District Nurse
- Difficulty mobilising and pain issues caused by the ulcers
- Incontinence, for which Audrey wears pads

Audrey lives exclusively on the ground floor due to her difficulty mobilising. There is a downstairs toilet, however this isn't in working order. There are no washing facilities on the ground floor and Audrey is unable to clean and maintain her home to a habitable standard.

Audrey's mobility difficulties prevent her from accessing a supermarket, therefore she relies on basic groceries available at her corner shop.

2**Signs of Self-Neglect Identified****For Audrey:**

- Dirty, soiled clothing
- Incontinence issues
- Hair matted and unwashed
- Fingernails long and dirty
- Strong-smelling, unpleasant odour
- Previously asked for help, then refused it once offered. A care package was in place previously, but Audrey cancelled this
- Has several pets but unable to look after them properly
- Due to skin integrity issues from her leg ulcers Audrey was admitted to hospital

Signs of Self-Neglect Identified**In the property:**

- Generally very dirty
- Bed, mattress and bedding dirty and urine-soaked
- Pet faeces evident throughout property
- Rodent infestation/faeces
- Audrey's next of kin unable to clean the property due to their own health problems

4**Safeguarding Action Plan agreed with Audrey**

- A relative agreed to temporarily care for Audrey's pets, they were then placed with a pet foster care charity
- Deep clean of Audrey's home to be arranged from a specialist company
- Hospital discharge planning undertaken, Audrey was discharged to Intermediate Care Assessment and Rehabilitation (ICAR) Service as an interim measure whilst her home was cleaned and repairs made.
- Regular multi-disciplinary team meetings held to ensure plans were progressing for Audrey to return home, as she wanted
- Social worker kept Audrey & her relative informed throughout the process

7**Raising a Safeguarding Concern**

Responding to self-neglect depends upon the level of risk/harm posed to the person and/or others, and whether the person is able to protect themselves and determine their own action.

Workers and volunteers should refer to the [threshold guidance](#) to determine whether a safeguarding concern should be raised. Also see [SSAB's Self-Neglect 7 Minute Briefing](#) for more information.

6**Successful Outcome**

Audrey was safely returned to her own home, which was now clean, safe and habitable, with support from Health and Social Care, her family and third sector agencies supporting this

5**Continued...**

- Social worker arranged for Audrey to have an Adult Needs Assessment
- Occupational Therapy assessment completed regarding home environment and mobility difficulties
- District nurse assessment completed to address skin integrity issues
- Care package (x2 staff, twice daily) agreed for when Audrey returned home
- Referral to Age UK and property maintenance services
- Toilet repairs and property deep clean completed, bedding renewed
- Relative's support in place, including arranging future care for Audrey's pets

