

# 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

# 3 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

## 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

