



## SAR Billy

Theme: Working with people with complex needs including physical disabilities, health conditions and substance misuse.

### Who was Billy?

Billy, a 47 year old man, died of natural causes in hospital. He was admired by his family, especially his nephews and nieces and was described by them as being 'strong willed' and 'someone who could be his own worst enemy'. His family describe ... *"My brother was loved by us all, yes he made some questionable life choices but he was still human, he was still someone's family"* (Billy's sisters).

Billy had poorly controlled diabetes and was prescribed insulin. He had Hepatitis C and a history of drug addiction. He had a below the knee amputation, an abscess and a recent history of depression and suicidal ideation. Billy had a long history of finding engagement with health and social care services difficult. His poorly controlled diabetes led to a number of hospital admissions including for colostomy surgery and a stoma.

Billy moved into his flat in 2021 but regularly declined care and support. There were numerous unsuccessful visits which eventually led to his 'case' being closed by the Community Mental Health Team.

### Good Practice

Prior to moving into his flat, the housing provider worked proactively with Billy to seek appropriate accommodation where he could use his wheelchair. Discussions with Billy around what he wanted, helped them secure suitable accommodation for his needs.

Of note was that Billy felt able to engage with the housing provider and all professionals should agree who is the best person to lead engagement with a person. Professionals should seek to engage with a person, using a range of methods and applying 'professional curiosity' to ensure that the professional and the person agree on the best way forward.

### Key Learning Points – Risk Assessments and Management of Risk Plans

It is important to work with a person to manage risks through risk assessment and planning. Such plans must be reviewed and updated regularly. Sharing these plans with all agencies who work with the person is important. This ensures that all parties know what has been agreed and achieved.

A 'Team around the person' is a multi-agency way of creating good outcomes for people with care and support needs. It is a process, in partnership with the person and their family, with their wishes and feelings kept at the heart of the discussion and where all agencies work together to help achieve shared goals.

Multiagency Risk Management (MARM) meetings should be used by practitioners across all agencies, with the person whom the MARM relates to being present, to consider any risks and to agree plans to overcome these risks.

### Key Learning points - Executive Functioning

Decision making often includes thinking and acting. Executive function is a term used to describe the cognitive processes that control decision making and behaviour. What might look like an unwise decision may be an indicator of difficulties with executive functioning, and this should be considered when professionals are thinking about a person's capacity to make specific decisions.

### Key Learning points – Supporting a person who lacks engagement with services

Where a person does not wish to engage with services, professionals must consider all other options available i.e. what alternative way might someone consider when working with that person; consider creative ways of working with a positive focus. Professionals with enthusiasm for success will be an encouragement. Consider if a Mental Capacity Act Assessment could help and enable the person to be offered support in a different way.

### **Key Learning Points – Sharing how a person uses services**

Services are commissioned to meet the needs of a person. Where services are not used to their full potential, either because a person is not engaging or appointments have not been attended; this information should be shared with all those who provide services for that person.

Some professionals have worked successfully with people due to creative ways of working or their professional relationship. This information should be shared and can enable decisions to be made in respect of which is the best agency to lead engagement. This is known as 'contextual safeguarding'.

### **Key Learning Points – Legal Literacy**

If a person shows repeated patterns of behaviour that is detrimental to their health and well-being, including declining care, support and treatment; consider alternative approaches using professional curiosity. Housing and Social Care legislation may have alternative approaches to consider. Guardianship, under the Mental Health Act 1983 may provide an option to support that person. If a person has served with the Armed Forces, (as such in Billy's case) the Armed Forces Covenant provides a promise, on behalf of the nation, to treat the person and their family fairly.

### **Key Learning Points – Comorbidities**

If a person has more than one long term condition, consider a holistic approach to support their health and care needs. It is important that all agencies supporting the person and especially the person themselves, has an understanding of what support and services agencies can offer. It is important that all agencies work together when supporting individuals.

### **Key Learning Points – Think Family**

In Billy's case, little contact was made with his family at Billy's request. It was noted that had professionals worked with his family, this may have improved the life Billy was leading. A key learning point is that there always needs to be thought given by professionals to encourage and support people to agree to sharing concerns with their family as appropriate.

### **Documents that might provide additional information**

MARM (Multi-Agency Risk Management) Guidance

[https://www.bcpsafeguardingadultsboard.com/uploads/7/4/8/9/74891967/marm\\_guidance\\_-\\_final\\_-\\_november\\_2021.docx](https://www.bcpsafeguardingadultsboard.com/uploads/7/4/8/9/74891967/marm_guidance_-_final_-_november_2021.docx)

MARM (Multi-Agency Risk Management) Summary Guidance

[https://www.bcpsafeguardingadultsboard.com/uploads/7/4/8/9/74891967/marm\\_summary\\_-\\_sept\\_2021.docx](https://www.bcpsafeguardingadultsboard.com/uploads/7/4/8/9/74891967/marm_summary_-_sept_2021.docx)

Multi-Agency Safeguarding Adults Procedure

<https://creativestudios.myzen.co.uk/bcpsab/BCP-Dorset-procedures/>

Armed Forces Covenant Duty Statutory Guidance

[Armed Forces Covenant Duty Statutory Guidance - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/guidance/armed-forces-covenant-duty-statutory-guidance)

**SAR 'Billy' can be found at:**

[https://www.bcpsafeguardingadultsboard.com/uploads/7/4/8/9/74891967/bcpsar\\_billy\\_051023.pdf](https://www.bcpsafeguardingadultsboard.com/uploads/7/4/8/9/74891967/bcpsar_billy_051023.pdf)

**For advice or to raise an adult safeguarding concern:**

**Dorset Council area call 01305 221016**

**BCP Council area call 01202 123654**

