



## SAR Aziza

Theme: Working with people who are living away from home and who are struggling with their mental health

### Who was Aziza

Aziza was a 23 year old British Iranian woman, a talented artist and loved to dance. She was born in Bradford and grew up with her older siblings until she was around 3-4 years old, when she and her mother joined her father in Iran, returning to Leeds 18 months later. She first saw a child psychologist at the age of 8 after being badly bullied in school. Aziza then moved back to Iran as a teenager, attending an international school; she had her education interrupted as she had trouble concentrating and was prescribed antidepressants at the age of 14. Aziza was diagnosed with ADHD in 2014 while living in Iran.

She came to Dorset in September 2020 to study animation at university. She told the university's Wellbeing Service that she had ADHD and that she had held suicidal ideations since she was 12 years old and intended to take her life once she had completed her degree. Very soon after starting university, Aziza's flatmates raised concerns that she was extremely distressed, screaming and banging in her room. The Wellbeing Service supported Aziza in respect of her psychological wellbeing; they also provided practical support with finances, accommodation, obtaining prescriptions and access to statutory services.

Following a risk assessment from the Wellbeing Service, Aziza's GP referred her to the Community Mental Health Team (CMHT) where she was diagnosed with Emotionally Unstable Personality Disorder (EUPD). Aziza was later discharged from the CMHT after missing an appointment but was subsequently re-referred by her GP. Over time, the Wellbeing Service were able to help to resolve some of Aziza's social stressors and believed that she was making positive progress. However, in early March 2021, Aziza's flatmates became concerned that they had not seen her for several days, entered her room and tragically found she had taken her own life.

### Good Practice

The Review noted the excellent care that the University's Wellbeing Service provided in supporting Aziza and the thoughtful student focussed approach that was used. The university had over 300 staff trained in mental health first aid.

The CMHT were quick to offer face-to-face appointments when Aziza found telephone consultations caused her to feel emotionally dysregulated when CMHT were trying to assess her needs.

### Key Learning Points – Risk Mitigation

Effective mental health relies on the assessment of risk and the development of crisis and contingency plans. Where people, young and old, move out of their county of residence for short periods of time, this may be due to education or temporary short-term employment, it may impact on their attendance at appointments. Being unfamiliar with services may affect engagement.

Assessment of risk and the development of person-centred support plans should be developed, which include crisis contingency plans & mitigating/protective factors. The support plans should be multi-disciplinary. MARM (Multi-agency Risk Management) meetings may be beneficial to developing or updating these plans.

'Making Safeguarding Personal' principles could help inform the professional's practice and understand how the person would like support, explore barriers that may exist and how these can be resolved.

**Key Learning Points - Preferred method of communication:**

Find out the person's preferred method to receive and send information; this includes appointments and guidance. Letters or phone calls may not be the preferred method, consider texts, 'WhatsApp', an alternative language or interpretation service where English is not their first language, Braille British Sign Language (BSL) etc. Clarifying preferences early on will help the person engage with services and build

**Key Learning Points - Use of Advocacy** A person may find that a trusted friend, relative or other advocate may be supportive with accessing information and services. Professionals may also provide support and guidance to those they are working with. Not all information is easily accessible from websites; if this is the case contact the organisation and express your concerns.

**Key Learning points - Financial stressors**

There are times when resources and equipment must be paid for, i.e. prescriptions, dental treatment, mobility aids. Consider alternative ways to receive financial support. Pre-payment certificates may help reduce the cost for prescriptions. Discuss with professionals or organisations like the Citizens Advice, to seek advice or practical help, where the cost of resource may be a barrier.

**Information sharing:** Every professional must take responsibility for sharing information that may promote the welfare of an adult at risk of harm or abuse. They should not assume that someone else will pass on the information. All professionals should make themselves aware of their responsibilities under GDPR (General Data Protection Regulation), the Data Protection Act 2018 and the Human Rights Act provide a legal framework to ensure that information is shared appropriately and proportionally.

**Additional information - Resources that might support this learning:****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)

**Multi-Agency Risk Management Summary:**

[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) [Safeguarding Adults Procedures \(myzen.co.uk\)](https://www.myzen.co.uk)

**Protocol for working with adults at risk who do not want to engage with services.**

[Safeguarding Adults Procedures \(myzen.co.uk\)](https://www.myzen.co.uk) Appendix 7 Page 75

The full SAR can be found at:

[https://www.bcpsafeguardingadultsboard.com/uploads/7/4/8/9/74891967/safeguarding\\_adults\\_review\\_azi\\_za.pdf](https://www.bcpsafeguardingadultsboard.com/uploads/7/4/8/9/74891967/safeguarding_adults_review_azi_za.pdf)



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

**Dorset Council area call 01305 221016**

**BCP Council area call 01202 123654**

