



JEAN WILLIS, 2021

LEARNING FROM SARs

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BACKGROUND:

Jean Willis was a devoted mother and grandmother, who lived an interesting and fulfilled life. Jean was described as a hard-working lady, intelligent and strong willed, with a good sense of humour, even during the most difficult times.

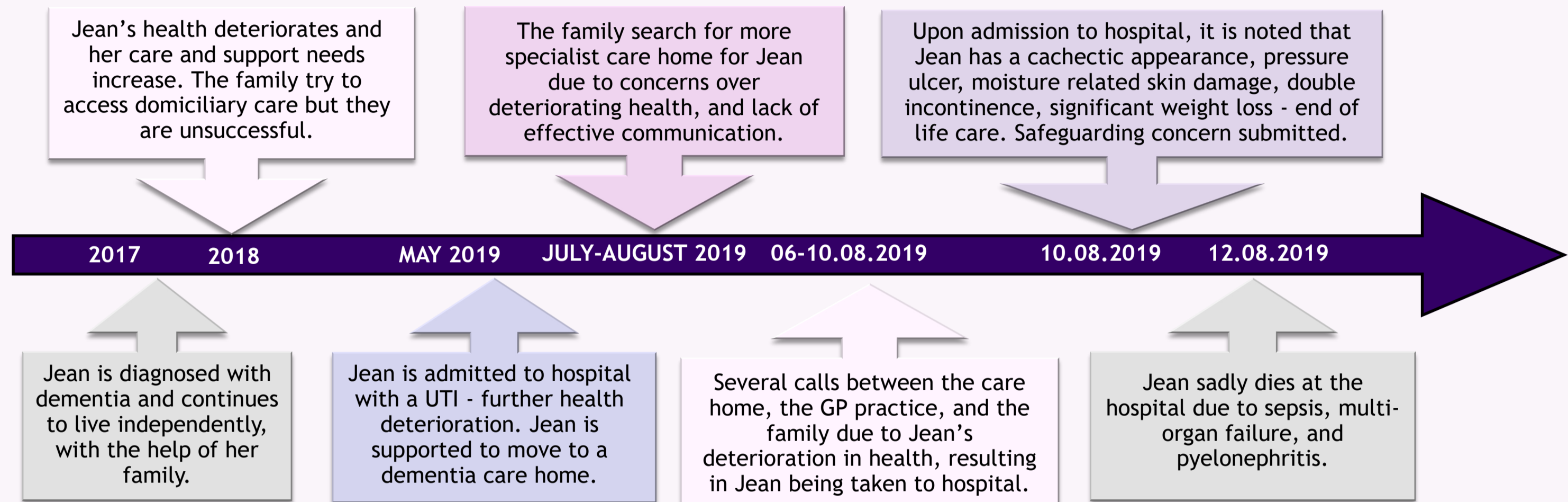
Jean had a diagnosis of dementia and following a deterioration in health, she moved to a care home, which she self-funded.

Sadly, three months after moving to the care home, Jean died in hospital aged 82, due to sepsis and multiple organ failure.

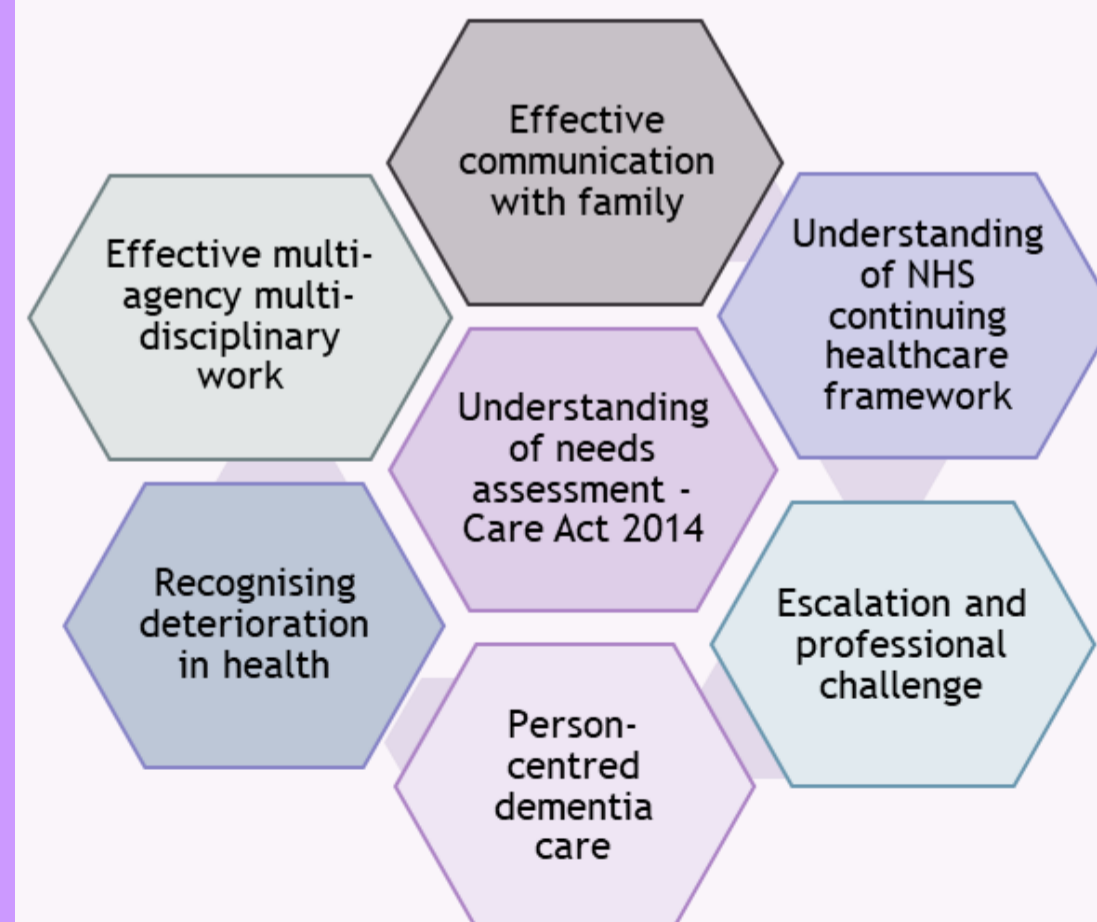
***KEY ISSUES:**

- There were missed opportunities to use the Care Act (2014) and the National Framework for NHS Continuing Healthcare, to evaluate Jean's needs.
- The overall coordination of Jean's care was fragmented, and there was lack of multi-disciplinary approach to support decision-making.
- There was lack of engagement with Jean's family and lack of effective communication.
- There was limited evidence of person-centred care, and that Jean's wishes and feelings had been considered.
- There was no coordinated response to Jean's deteriorating health, and missed opportunities to utilise multi-agency response to ensure coherent, collective, and timely response.
- There was lack of clarity in the interface and connectivity between the care home and the wider health and social care system.

SIGNIFICANT EVENTS IN JEAN WILLIS' LIFE:



KEY LEARNING:



POSITIVE FINDINGS:

- It was clear to see evidence of good individual practice and attempts to work with other agencies.
- There were multiple conversations, telephone calls and escalations evident that attempted to coordinate care planning.
- The care home was a specialist home for people with dementia, and their CQC inspection demonstrated 'good' practice across all the elements.
- In 2018, a dementia advisor from The Alzheimer's Society had visited the family which was extremely helpful at the point of diagnosis.
- Additionally, Jean was seen several times by a Dementia Nurse from the Memory Clinic.

ARE WE PREPARED IN NORTH LINCOLNSHIRE?

- Are you confident in understanding of needs assessment under the Care Act (2014)?
- Are you confident in your understanding of the National Framework for NHS Continuing Health Care?
- Are you confident with challenging decisions of another professional or agency?
- Do you understand what person-centred care looks like, and is this embedded in your practice?
- Do you seek to coordinate care for patients with dementia, ensuring there is sufficient regard to carers/family contribution?
- In your agency, is there adequate support in place to improve the interface between care homes and wider systems?



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ADDITIONAL INFORMATION

***KEY ISSUES:**

The Care Act (2014) and the National Framework for NHS Continuing Healthcare:

- There were missed opportunities to use the Care Act (2014) and the National Framework for NHS Continuing Healthcare, to evaluate Jean’s needs prior to and during the timeframe of this review.
- When Jean’s family became concerned about her health and safety at home, they made enquiries about the different options of care provision. They were not aware there was any form of assessment that would help them to understand the level of care that Jean needed, and so researched care home options for Jean to self-fund.
- The family had to navigate their own way through the health and social care system. It is not evident that there was consideration by any agency to have Jean’s primary health need assessed.

Coordination and oversight of care:

- The overall coordination of Jean’s care was fragmented, with no opportunity for all professionals to meet with the family to ascertain together what the package of care should look like.
- There were missed opportunities to use multi-agency multi-disciplinary approach to decision-making.
- Jean’s family felt excluded and that they were perceived as obstructive when questioning professionals. However, it should be noted that family members are powerful advocates for their loved one, so supporting them through good information and shared goals helps them to advocate effectively for their family member.

***KEY ISSUES: (CONT’D)**

Person-centred dementia care and support:

- The NICE guideline for dementia reinforces the focus on person-centred support, placing a particular emphasis on involving people with dementia in every decision about the care they receive. Best practice recommends that everyone diagnosed with dementia should have an individual care plan that is reviewed regularly.
- Considering the principles of person-centred care, there is limited evidence that Jean’s wishes and feeling influenced her overall care plan and clinical decision-making.

Deterioration of health and escalation:

- The S42 enquiry concluded that Jean ‘may have not received an adequate amount of health led input in the prior days to her being admitted to hospital. The care home may have needed to be more insistent with the health services due to not being able to manage her increasing care needs.’
- The coordination of care and escalation of concerns relating to Jean’s deteriorating health should have been acted upon in a timelier manner.
- There were concerns that Jean had deteriorated significantly in the weeks leading up to her death. Jean reported feeling unwell and asked for help, however, it is not evident whether this was taken seriously enough.
- In Jean’s case there was a perceived difference of opinion between the family, the care home, and the GP about her deteriorating health and whether to access emergency/ hospital care.
- There was insufficient appreciation that Jean’s family were desperately concerned about Jean’s deteriorating health.

RECOMMENDATIONS:

- To review/enhance the understanding of needs assessments under the Care Act (2014), to ensure that the workforce offer this to people with dementia and their families/carers.
- To review/enhance the understanding of the National Framework for NHS Continuing Health Care, to facilitate assessment of eligibility for patients with dementia.
- To review the escalation policy to ensure that there is respectful challenge whenever there is a concern about the action/inaction or decisions of another, keeping in mind that the adult at risk’s safety and welfare is paramount.
- To seek assurance regarding models of coordination for patients with dementia, and if there is sufficient regard to care/family contribution.
- To seek assurance from statutory health and social care agencies that there is adequate support in place to improve the interface between care homes and the wider systems.
- To seek assurance from statutory health and social care agencies regarding their interface with the ‘care home’ setting including their access to multi-agency training and wider safeguarding networks.
- To seek assurance that person-centred care is accurately understood, and embedded in practice across partner agencies.

FURTHER RESOURCES

SAR full report - Jean Willis, 2021 [Safeguarding Adults Review in respect of Jean Willis \(westsussexsab.org.uk\)](http://westsussexsab.org.uk)

SAR learning briefing and podcast - Jean Willis, 2021 [Safeguarding Adult Reviews continued | Statutory publications | Safeguarding Adults Board \(westsussexsab.org.uk\)](http://westsussexsab.org.uk)

The Care Act (2014) - [Care Act 2014 \(legislation.gov.uk\)](http://legislation.gov.uk)

Needs assessment in North Lincolnshire - [Request a care assessment - North Lincolnshire Council \(northlincs.gov.uk\)](http://northlincs.gov.uk)

NICE dementia resources - [Person-centred care | Dementia: assessment, management and support for people living with dementia and their carers | Guidance | NICE](http://www.nice.org.uk)

National Framework for NHS Continuing Health Care - [National framework for NHS continuing healthcare and NHS-funded nursing care - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

NLSAB safeguarding adults in care homes resources - [North Lincs SAB | News and Updates - North Lincs SAB](http://northlincssab.co.uk)

NLSAB enhanced safeguarding threshold document and risk matrix - [Risk-Matrix-and-Thresholds-2023-updated.pdf \(northlincssab.co.uk\)](http://northlincssab.co.uk)

NLSAB training opportunities and resources - [North Lincs SAB | Training - North Lincs SAB](http://northlincssab.co.uk)