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Pen Picture

Person C was of a minority ethnic background who resided in Harrow.

C overcame childhood trauma and loss to study successfully in multiple fields at university.

C developed a successful professional career that she worked in until the period prior to her death.

C was diagnosed with significant, longstanding mental health issues and misused substances in the period prior to her death, increasing her vulnerability.

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What happened?

On 16th November 2020, C was found dead at the base of a large structure, having jumped from a height. The post mortem found that she had taken medication for a mental health problem and a Class A substance.

During the months prior to this she was assaulted twice and robbed in the street. There was a change in Care Coordinator at her local mental health team and she took an overdose that needed hospital treatment.

She was then assaulted by the person she lived with who was known to take drugs and two further assaults and robberies by persons dealing drugs to her. The Police believed she was the victim of "cuckooing" or "home invasion".

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Safeguarding Adult Review (SAR)

This case met the criteria for a SAR which aims to learn from such cases. Each agency involved submitted information on their contact with C and how they worked together. The learning themes identified have been developed into recommendations and an action plan.

Due to COVID there were significant delays and the SAR process needed to talk to the family about their views and the learning be shared with the family.

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Theme 1: Multi-professional meetings need to be promoted

Where there is a person with known risks to health, physical safety or mental wellbeing and active involvement of statutory agencies, multi-agency professionals' meetings should be held.

To ensure that this learning happens, it will be audited.

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Theme 4: Covid prevented staff seeing C's home conditions

Guidance will be produced for frontline services who visit homes to include clutter ratings and referrals to the London Fire Brigade for home assessments and advice.

Theme 5: Repeat prescription requests for C needed multiagency discussion

Awareness training for local GPs has alerted them to the risks of replacing prescriptions for those with a known substance misuse problem.

Learning from this case has also been flagged to the GMC to adapt their prescribing guidance to GPs.

**Learning
from
SAR C**

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Theme 3: Need for action on Home Invasion

There were concerns about Home Invasion but little action was taken - risks for C were not deemed to require home visits by professionals. Since COVID-19, more is understood about this.

A pathway will be developed across the Police & Safer Harrow, with a tracker including outcomes of cases.

Harrow SAB will run an awareness raising campaign so the community can recognise and report suspicions and evaluate if this results in more reports.

To ensure this learning happens, the tracker and responses will be audited.

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Theme 2: Information did not reach all partners

The Probation Service were not aware of all of the Police contacts with C.

The rolling out of a new Police IT system, called Connect 2, provides an opportunity for agencies to re-look at pathways when Police have concerns about an individual and make a safeguarding referral and ensure that relevant staff receive information in a timely way.