



Recommendations

- Assurance that GP Practices do not de-register vulnerable individuals on the basis of non contact only.
- Police officers using their body-worn cameras to record scenes regardless of the circumstances of a death in order to establish the home environment.
- To work with Housing and HMOs regarding to not registered and unregulated houses.
- Continue to monitor and improve the Adult Social Care Front Door.
- ASC to monitor the waiting list, numbers and the ongoing time delay and indicators of how many referrals have been identified as being on the wrong list.
- For the CSAB to work with EDF energy to raise awareness of the EDF support initiatives.
- To monitor the recommendations set for SLaM.
- To raise awareness of and monitor the use of the RVMP, including audits to measure outcomes.
- Police and Mental Health to consider supporting the Croydon Adult Support (Front Door) Team with staff.
- ASC to consider introducing an integrated adult MASH.

Case Summary

VB was 79 years old when she died. She was born in India and moved to England at the age of ten. She became a teacher and moved to London where she continued teaching until 1992. She was married for 45 years until the death of her husband in 2003. They owned a 4-bedroom premises in Croydon which she continued to live in after her husband's death. She informed the mental health service that it was rather a large house which was difficult to cope with but it had many memories and she could not cope with the stress of moving. This case posed difficulties for all agencies and it is relevant that none of the professionals ever had face to face contact with VB. Her nephew emphasised that she was a difficult person with whom to make face to face contact, as she would not answer the door to him.

Learning

- Short focussed Bite Size Training sessions which will examine key issues for ASC – the training is open to all partners.
- Presentation on the case shared with ASC managers.
- Merlin management between Police and ASC taking place through daily meetings.
- Police wearing body-worn cameras.
- How do all agencies engage with people who resist support – how do we communicate?
- Ensure the person has been seen.
- The GP Practice has made changes in response to the review around deregistering patients and if not response from letters there will be a follow up visit or phone call.

For consideration:

- The author explored how EDF Energy respond to vulnerable adults. They have completed 'consumer vulnerability training', high consumption training and more recently dementia awareness. To date over 2,500 staff members have registered as a dementia friend. The Priority Services Team (PST) have had bespoke MIND training and MacMillan were invited to complete emotional resilience training to many of their teams. The PST is the first point of contact for front line staff.
- It is important to consider how the environment may be impacting upon a vulnerable person, so the reviewer has attempted to establish what processes are in place when multiple occupancy of rented property is being considered.
- It is important to highlight the role of the EHO as their actions should be considered as good practice. The officer was persistent which led to ASC identifying the case was on the incorrect waiting list.