

1. What happened

Kim experienced substance misuse and homelessness and had other problems that made her life difficult. Kim had a daughter who was previously removed from her care, but with whom she had supervised contact.

Since leaving an abstinence based residential recovery service that supports adults recovering from alcohol and drug addiction, Kim slept rough with her boyfriend. She reported he helped her to feel safe whilst sleeping rough.

Kim died suddenly in October 2020 in a friend's home. It is reported she had taken some illicitly acquired Diazepam.

The Safeguarding Adult Review Report can be found [here](#).

2. Frequent moves

Kim experienced a series of moves throughout the period under review. The move to an abstinence based residential recovery service provided an opportunity to directly address Kim's substance misuse problems. However, when Kim relapsed and could no longer stay at this placement, this created a period of uncertainty for her.

There is no evidence that a multi-agency meeting was convened to assess the level of risk and the safeguarding implications of these changes, nor is there evidence that Kim was receiving appropriate advice, support, guidance or mentoring about her behaviours that put her accommodation at risk and the consequences for her wellbeing.

[Adult Safeguarding and Homelessness Positive Practice Briefing](#)

3. Care Act (2014) and safeguarding

All staff should be aware of the concept of multiple exclusion homelessness and that when working with individuals who have such complex presentations, a discussion should take place with Adult Social Care about a [Care Act \(2014\)](#) Assessment.

In line with the management of [self-neglect](#), practitioners should convene multi-agency meetings in cases such as this to help identify plans to manage any heightened vulnerabilities via multi-agency risk assessments and support planning.

8. Homelessness Forum & RESET

A homelessness forum and the RESET multi-agency team are now in place and are tracking all those who are sleeping rough.

RESET is a new and potentially lifesaving multi-agency service to provide drug and alcohol treatment support for rough sleepers and those at risk of rough sleeping across the county.

RESET's multi-agency team will provide holistic support services for rough sleeping communities including domestic abuse support, adult social care, housing support and mental health treatment.

Referrals to RESET can be made by emailing reset@wearewithyou.org.uk or calling 01743 294700

7. Effective supervision

Each organisation should make sure that supervision is available to promote reflection and analysis of case management especially when there are concerns that a service user is at risk of homelessness.

Staff supervision should help to build professional development by including:

- Case supervision
- Practice observation
- Reflective practice

6. Think family

There is limited evidence that agencies routinely liaised with Children's Social Care and following a review meeting the social worker had an action to contact other services to find out further information about Kim's current health, wellbeing, and illicit drug use as this was vital information needed for planning contact with her daughter.

It is therefore important that all agencies remind their staff of the need to 'think family' and ensure Children's Social Care are kept up to date about information that may impact upon a child. Equally, Children's Social Care should consider when they need to share information with agencies working with an adult with care and support needs in line with any consent and/or safeguarding considerations.

4. Homelessness

When Housing Officers or other agencies are aware that someone is at risk of being asked to leave temporary (or otherwise) accommodation, they should explore the situation with the person as soon as they have been made aware and contact other agencies with the view of arranging a multi-agency meeting to help the person plan for the future.

When a service that offers residential based rehabilitation support is considering asking a person to leave, they should convene a multi-agency meeting.

All front-line services should explore the reasons why a person may be considered to jeopardise their placement or accommodation and use the lens of being trauma informed and why people use unwise coping mechanisms, to review the need for support.

5. Substance misuse and transfer of care

There was an occasion when following an enforced move, Kim could not travel to collect her medication and went without her medication for over 3 days. This gap in prescribing continued as Kim was having difficulties keeping appointments with her new prescriber. Kim was therefore off script, and she was concerned about the impact this would have on the risk of her taking illicit drugs.

All substance misuse services should review their policies and procedures to make sure they adequately include guidance about transferring care to another provider to ensure that there is a continuation of prescribing and medication dispensing.



Safeguarding Adult Review Learning - Kim

Multiple exclusion homelessness

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