

## Impact Statement from Family Members

### Safeguarding Adult Review 'Anne'

#### Forward:

Anne's sister and son contributed to the Safeguarding Adult Review. Their insights were greatly valued and significantly added to the learning. Reviewing the sad circumstances of Anne's death has been a painful experience for them both, but despite this, they wanted to contribute.

Having reviewed the report at the conclusion of the review, Anne's sister and son were asked for any messages they wanted agencies to hear. The following is an extract, adapted from her son's response with his permission.

It's very hard to read about the events leading up to your own mother's/sister's death. We are struggling emotionally with the whole thing. You get stuck in a loop of "*if I'd done x at y point, then things would've been better.*"

You ask about the things we want to emphasise? It's family engagement. I can see the ethical issues with involving the family of someone reluctant to engage. If you'd asked my mom, I can almost guarantee she'd say "*No, don't tell him*" [but this could be worked with] - I could have set up a family session if asked, without sharing personal details.

My other feedback is a lot angrier. It's not directed at any specific individual, but more the whole arena of social care. I remember saying, very shortly after my mother died and we were having discussions in the family about complaints and inquiries, "*I can tell you right now what the response will be; lack of information sharing, and the phrase 'lessons will be learned' will appear somewhere in the official response*". And we're here, just under ten months later, and that's basically what's happened.

Now, I have a general anger, and I think that's understandable. I lost my mother under unfortunate and distressing circumstances that I truly believe should not have happened. We both know that the last few weeks of her life were miserable and disgusting. She absolutely should not have been living in the state she was in when she passed away.

My job means I have read reports like the one you've created. The exact same themes have been present in every single one; the information was there, broadly, across all the agencies, but *so many opportunities* were missed to share and collate the information, and there is ALWAYS the acknowledgement that had the information been shared, and acted on, the outcome would've been different. I've seen it a lot, and I'm not even a specialist in this area, I'm just general admin.

This is covered in the report, but I'd ask the author, how many times have they made this exact point in reports they've written? How many times have you READ this exact point being made in reports you've seen? Will this be the last time these literal exact recommendations are made? I'd quite literally put money on stating this exact same thing over and over and over again.

So what really is the point of this review? The report mentions my belief that some things were simply tick box exercises; in what demonstrable, practical way is this review any different, when you get down to it?

The points have been made, over and over again, throughout the years, and yet the same mistakes and errors keep occurring. This stops being excusable.

At some point in history, there needs to be one final review, the one that really gets the point across, where afterwards these mistakes stop happening. Someone's death under these circumstances will be the *last* death. I, unfortunately, have absolutely zero belief that my mother's death is that death.

So....that's really the point I want to hammer home. I really, really, really want to emphasise taking this seriously and drilling this into people's heads.

That's my contribution to the review. Anything that will at least try to make THIS be the one that sticks.