



Adult Safeguarding 'Windows of opportunity' Lunchtime Webinar

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Making Connections IOW Ltd 2024**



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WEBINAR



William

‘William’s lack of care for himself resulted in loss of weight, pressure sores, lack of personal hygiene and continence care and unkempt clothing. “He was a keen smoker and often had burns to his face from lighting cigarettes from an open gas flame.

“The conditions of his environment were described as uninhabitable due to lack of heating, minimal lighting, levels of clutter, unhygienic conditions including slippery floors due to lack of continence. This placed him at risk of hyperthermia, increasing falls and fire risk.” He would frequently not turn up to GP appointments.’

Derbyshire SAB SAR February 2024

Windows of opportunity

‘WOO’

‘She provided that window of opportunity for me to say something about how lonely I felt’

‘She said we can talk about what you think would help’

‘He just listening, he didn’t laugh or say I was silly, he just listened’

‘She asked me if I was having thought about taking my own life, I am so grateful she did that, otherwise I would not be here now’

‘They asked me how I was feeling about what was happening’

‘She said that she was concerned about me... it was such a relief’

‘He offered to go with me to the bank after I had been scammed’

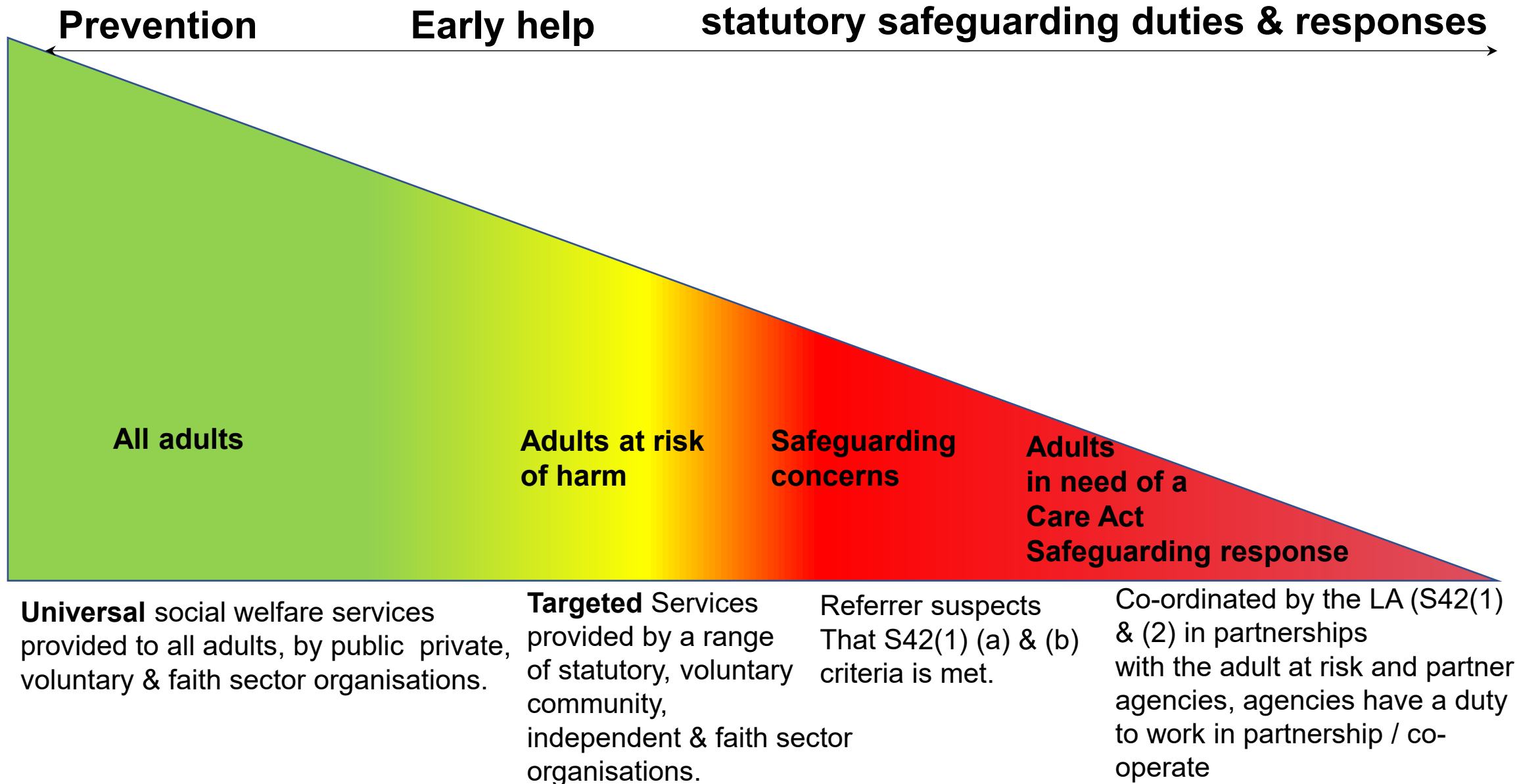
Look for the opportunity

Safeguarding means protecting an adult's **right to live in safety**, free from **abuse and neglect**. It is about people and organisations **working together** to prevent and stop both the **risks** and **experience** of abuse or *neglect*

(paragraph 14.7) 2016 Care and Support Statutory Guidance



The Adult Safeguarding Continuum



**NEVER GIVE UP, LOOKING FOR
THE WINDOWS OF OPPORTUNITIES**

That elusive window of opportunity

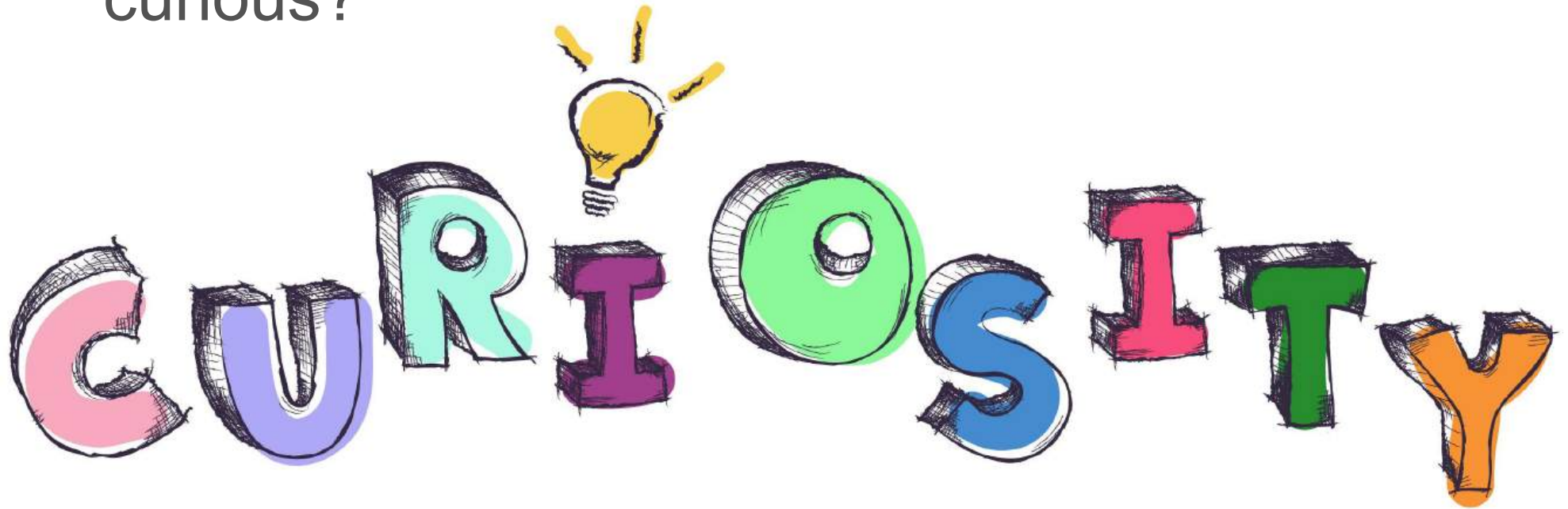


They takes a matter of minutes and is not intended to add to your busy workloads you can fit in such conversations that fit into and complement existing roles and responsibilities.

Evidence suggests that the broad adoption of a professionally curious approach, looking for that WOO could potentially have a significant impact getting the right help and support to people early on, and can prevent a crisis.

Be curious!

When you see and speak to people, as you do, are you thinking about being professionally curious?



Professional curiosity requires you to.....

Think 'outside the box' to a holistic picture of the individual and/or family circumstances.

Look beyond the surface to explore the lives of the people you are working with in more depth.

Show a real willingness to talk to and listen to the people you are working with and those supportive networks around them, to understand their lived experiences.

Actively seek to consider the views of all, including through discussion with other professionals and seek evidence to support your curiosity and the information that is being shared with you.

Be able to appropriately challenge thinking and decision making, either that of the person you are working with, other professionals or organisations or your own thinking (see professional challenge document).

Ask the 'second question', this means in addition to asking 'what' is happening, asking 'why' it is happening?

Spend time talking and listening with the people you are working with, either in their home, in communities and public spaces, in professional discussions or through telephone or online interactions.

Professional curiosity requires you to.....



Look



Ask



Listen



Clarify

What gets in the way of professional curiosity?

The 'rule of optimism'

Accumulating risk, seeing the whole picture

Normalisation

Professional deference

Confirmation bias

Understanding multiple perspectives



Are you a bystander
or an upstander?

Bystander apathy

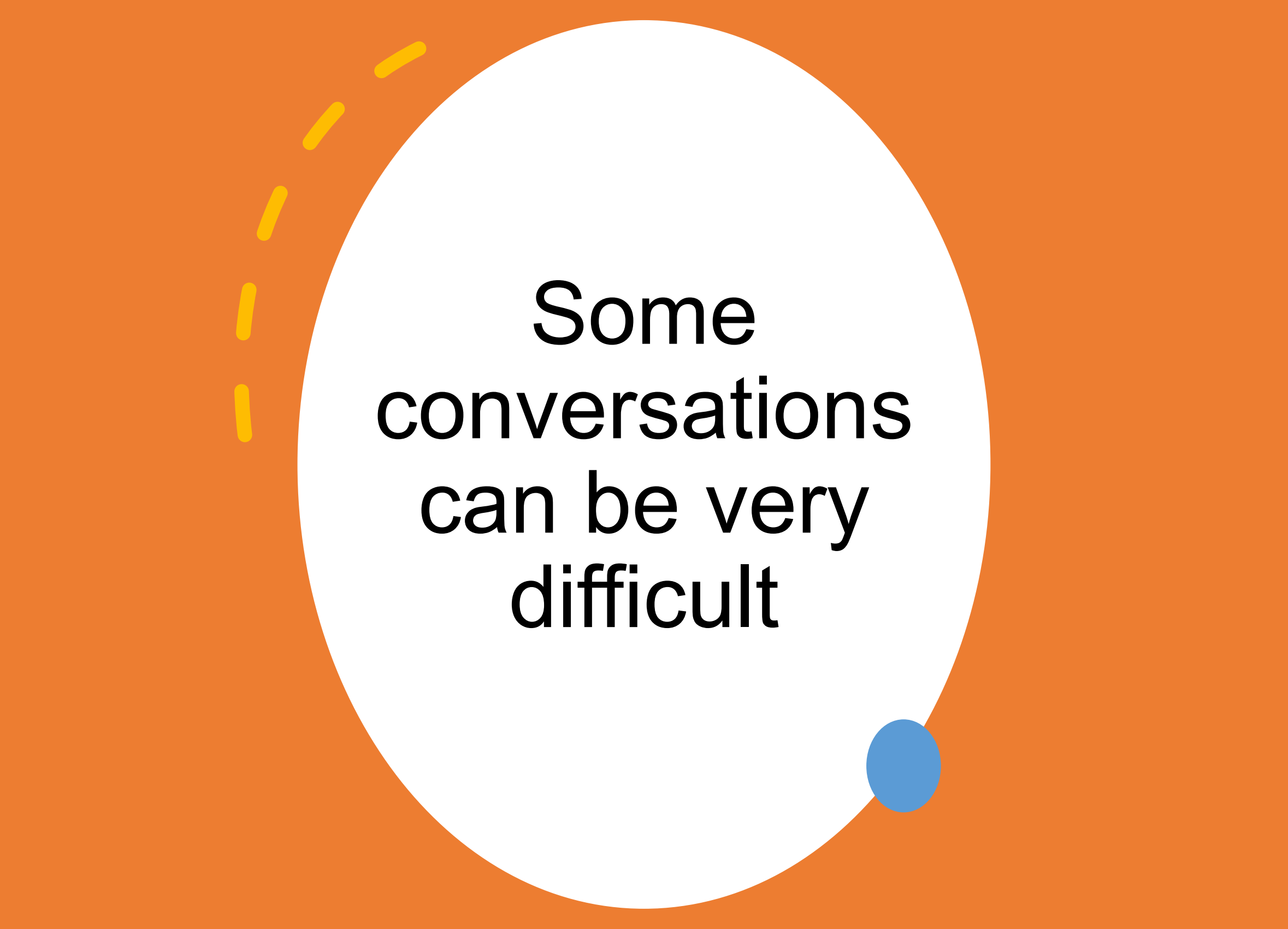
Not looking

Not hearing

Not interpreting

Not assuming responsibility

Not intervening



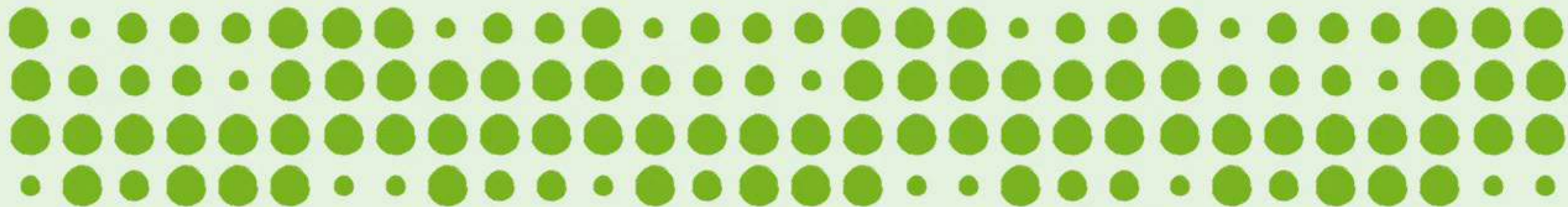
Some
conversations
can be very
difficult



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STRAIGHT ANSWERS TO TOUGH QUESTIONS

Care-fronting

QUESTION

Caring Enough To Confront

- TED conversations
- 'can we chat about something.....'
- 'I may not have got this right but this is my perspective'
- What would help...
- How do you think we can improve it....
- **CARE**
- Create a safe space
- Approach with empathy and sensitivity
- Rationale
- Encouragement

What can happen if we miss a window of opportunity?

- **Missed opportunities led to elderly Derbyshire man dying due to “severe self-neglect”**
- The Derbyshire Safeguarding Adults Board details the case of a man referred to as William, in his 80s, who had depression, schizophrenia and extensive mobility issues and was visually impaired.
- A safeguarding adults review carried out into William’s death showed the wide range of health professionals who were consistently in touch with him did not work close enough together or in a joined-up manner with one agency taking the lead.



Findings from safeguarding adult's reviews have stated that **if professionals or other staff had acted upon their concerns, seized the window of opportunity, been more professionally curious, sought more information, then death or serious harm might have been prevented**'.

Could you make a difference, can you look for that window of opportunity?

Thank You

