

# Each month we will be focusing on a different safeguarding theme to raise awareness and signpost to resources.

## Self Neglect Strategic Outcomes ~ 4 Ps

- People
- Prevention
- Partnership
- Practice

For July, our theme is  
**Self Neglect**

**#selfneglect4Ps**

**#peoplepreventionpartnershippractice**

**#recogniseandrespond**



Follow us on:



Or via email:

[safeguardingpartnership@swindon.gov.uk](mailto:safeguardingpartnership@swindon.gov.uk)

## Voices of people who self-neglect:

Whilst everyone makes decisions that others may consider to be unwise, practitioners and services must never dismiss self-neglect as a 'lifestyle choice'.

Is it really a choice when:

- You didn't choose to live this way, but adapted gradually to circumstances
- You don't see how things could be different
- You don't think you're worth anything different
- Your mental ill-health makes self-motivation difficult
- Impairment of your executive brain function makes your decisions difficult to implement

# Contents

- ✓ Context
- ✓ SSP Self Neglect Strategy
- ✓ What is self-neglect and hoarding?
- ✓ What to look for?
- ✓ Knowing, Being and Doing
- ✓ Learning from Reviews and Audits
- ✓ Resources for Professionals including briefings and SSP training
- ✓ Email signature
- ✓ Feedback
- ✓ Circulation list

# Context



- **Self Neglect is a strategic priority for Swindon Safeguarding Partnership.**
- We know that people who self-neglect can find it difficult to allow practitioners and services into their lives. They may feel they are being judged or not understood.
- Professionals need to be mindful that, some behaviours whilst harmful, may have also helped them to manage stress and trauma.
- We also know the challenges for practitioners and services in engaging and supporting people, who for various reasons, find it difficult to accept that help.
- To date there have been eleven SARs for individuals in Swindon who died in circumstances of self-neglect and these identified a series of development and practice challenges for Swindon. These are detailed on page 4 of the [SSP Swindon Self-Neglect Strategy - Swindon Safeguarding Partnership](#)
- Further information about the reviews can be accessed via this link [Safeguarding Adult Reviews \(SAR's\) - Swindon Safeguarding Partnership](#)
- This month we want to raise awareness about self-neglect and over the next few slides we have provided you with some links to useful resources and websites.
- **Please note this is not an exhaustive list.**

# Swindon Safeguarding Partnership Self-Neglect Strategy



- The Self-Neglect Strategy was developed alongside the adult scrutineer group and those with lived experience of self-neglect and/or hoarding behaviour.
- It outlines the partnership approach we are taking, and is aimed at professionals who are working to reduce self-neglect in Swindon.
- It is essential that all partners working with children, adults and the wider public understand what self-neglect is, how it differs from other forms of abuse, and when and how to respond to concerns.
- Swindon Safeguarding Partnership's ambition is to work collaboratively across Swindon to prevent self-neglect.
- We aim to achieve four overarching strategic outcomes, the **four Ps**:
  - **People**: Always work with and alongside people who self-neglect
  - **Prevention**: Always work to reduce the risk of serious self-neglect
  - **Partnership**: Always bring partners together to support those who self-neglect
  - **Practice**: Always developing and supporting best practice for Swindon

# What is self neglect and hoarding?



- Self-neglect is when someone may not be looking after themselves or do not let someone support them when they need help.
- Self-neglect can mean that the person becomes very unwell or ends up in danger of being harmed.
- [The Care Act \(2014\)](#) guidance advises that 'self-neglect' covers a wide range of behaviour including neglecting to care for one's personal hygiene, health or surroundings, and includes behaviour such as hoarding.
- Think broadly on what may constitute self-neglect and what pathways may be available to address concerns.
- 'Hoarding' is only one of the behaviours that fall into this category but it is often used almost as a synonym for self-neglect.

Further information can be found on the webpage: [Self neglect - Swindon Safeguarding Partnership](#)

# What to look for?



Self-neglect can mean that the person becomes very unwell or end up in danger of being harmed. Some examples are;

- Living in a cluttered house, which can put the person at risk of a fall, or a fire among other concerns
- Not eating or drinking enough or eating or drinking too much (including alcohol)
- Living without hot water or heating
- Not asking for medical help when needed, among other things
- Lack of self-care to an extent that it threatens personal health and safety
- Neglecting to care for one's personal hygiene, health or surroundings
- Inability to avoid harm as a result of self-neglect
- Failure Inability or unwillingness to manage one's personal affairs
- Lack of self-care to an extent that it threatens personal health and safety
- Neglecting to care for one's personal hygiene, health or surroundings
- Inability to avoid harm as a result of self-neglect
- Failure to seek help or access services to meet health and social care needs
- When families go through a tough time (e.g. experiencing relationship problems, financial hardship, poverty, mental health issues, addiction or bereavement), people may struggle to maintain the standards of care for themselves.
- It is important to have a conversation with them and to work with them and build up trust to ensure they are getting the support they need.

# Safeguarding Children

## Be curious! Think Family!

- Are there children living within the household and being cared by a parent who self-neglects.
- Consider use of the neglect screening tool to assess the impact on the child's lived experience and any safeguarding action which may need to be taken.

Further information can be found:

- Neglect - Swindon Safeguarding Partnership
- Request for help and support guidelines and contact information - Swindon Safeguarding Partnership
- **Concerns about self-neglect - parents/carers** - The resources for professionals section in this document has detailed guidance for professionals when working with individuals where there are self-neglect concerns – this includes the SSP Multi-agency policy and guidance on responding to self-neglect - Swindon Safeguarding Partnership and the Welfare and Safety Plan



# Knowing, Being and Doing



At the heart of self-neglect practice is a complex balance of knowing, being and doing:

- **Knowing**, in the sense of understanding the person, their history and the significance of their self-neglect, along with all the knowledge and resources that underpin professional practice
- **Being**, in the sense of showing personal and professional qualities of respect, empathy, honesty, reliability, care, being present, staying alongside and keeping company
- **Doing**, in the sense of balancing hands-on and hands-off approaches, seeking the tiny opportunity for agreement, doing things that will make a small difference while negotiating for the bigger things, and deciding with others when the risks are so great that some intervention must take place.



Image by Freepik



# Learning from Reviews and Audits

Image by Freepik



***“Don’t judge me by the chapter you  
have walked in on.  
I have a past and a future, I am not  
defined by my current situation”***

This is a quote from  
Swindon Experts by Experience

# Swindon Safeguarding Adult Reviews since 2024



## Robert

- [SAR Robert Full Report](#)
- [SAR Robert Executive Summary](#)
- [SAR Robert 7 minute briefing](#)

## Wendy

- [SAR Wendy Brief Findings Report](#)
- [SAR Wendy 7 minute briefing](#)

## Richard

- [SAR Richard Brief Findings Report](#)
- [SAR Richard 7 Minute Briefing](#)

## Ethan

- [SAR Ethan Brief Findings Report](#)
- [SAR Ethan 7 Minute Briefing](#)

## Sally

- [SAR Sally Full Report](#)
- [SAR Sally Executive Summary](#)
- [SAR Sally 7 Minute Briefing](#)
- [Learning from SAR Sally 240924](#)  
(recording)

SSP webpage: [Safeguarding Adult Reviews \(SAR's\) - Swindon Safeguarding Partnership](#)

# Swindon Safeguarding Adult Reviews (SARs): Self Neglect as a learning theme



SARs conducted in Swindon have identified some similar recurring themes.

Some of the learning themes are detailed below:

- ✓ Ineffective Multi-Agency Working where the multi-agency response to self-neglect is a major point of concern
- ✓ Understanding of the Mental Capacity Act in practice, particularly relating to executive functioning, fluctuating capacity and reviewing capacity
- ✓ Lack of Professional curiosity – *no 'professional nosiness'*
- ✓ Lack of a trauma informed approach
- ✓ Lack of clarity around professional decision making and rationales
- ✓ Lack of risk assessment and information sharing.
- ✓ Lack of understanding and use of the SSP Self-neglect policy and guidance.
- ✓ Making reasonable adjustments
- ✓ Working with complex individuals
- ✓ Recognising and understanding alcohol dependency in relation to self-neglect
- ✓ Record keeping

Further information regarding the learning from reviews and related resources can be found on this webpage [Safeguarding Adult Reviews \(SAR's\) - Swindon Safeguarding Partnership](#)

Image by Freepik



# Learning from Audits



A partnership audit of 12 adults who were known to self neglect was conducted in 2024.

Themes identified in this audit included:

- ✓ Inconsistency with professionals identifying physical and cognitive disability.
- ✓ In 64% of those audited the risk had not reduced following intervention.
- ✓ Trauma informed practice – there was some evidence of an outstanding trauma informed response however the majority did not evidence knowledge of trauma informed practice.
- ✓ Multi Disciplinary working – there were inconsistencies in effective MDT working. However when partners worked in an effective MDT there was clear evidence of improved outcomes for the individual.
- ✓ Since the last audit in 2023 there was evidence of improvements in making safeguarding personal.
- ✓ Lead professionals - where there was a clearly identified lead professional there was evidence of good communication and progress.
- ✓ Mental capacity – learning remained the same since the 2023 audit, specifically as to when a MCA assessment should be undertaken. Particularly where executive functioning and the impact of trauma were concerned.

# Key Messages from Second National Analysis of Safeguarding Adult Reviews (SARs)



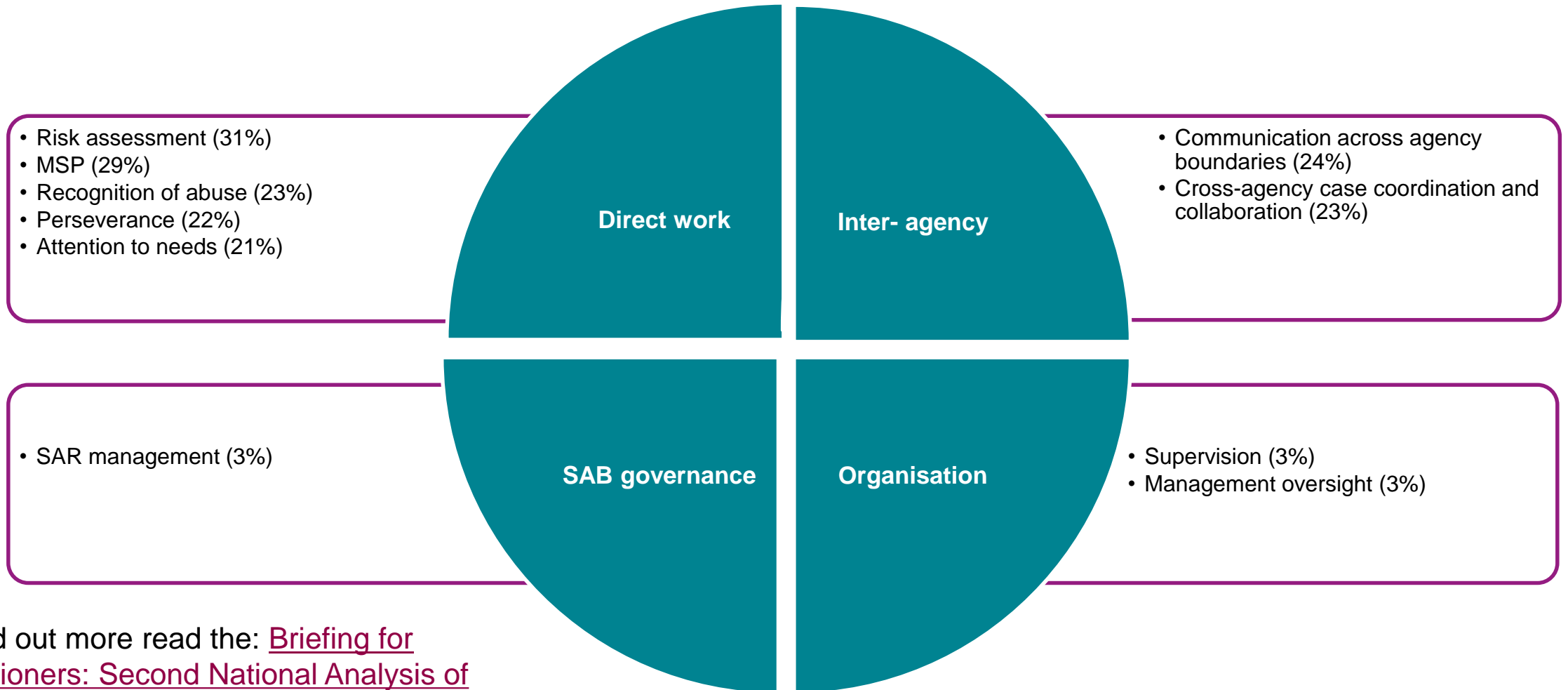
- This study analysed the findings of 652 SARs completed over the 4-year period (April 2019- March 2023) drawing out common learning themes.
- Self-neglect was the type of abuse most commonly reviewed, featuring in 60 % of reviews, followed by neglect/omission (46%), domestic abuse (16 %), physical abuse (14 %) and financial abuse (13 %).

To find out more read the: [Briefing for practitioners: Second National Analysis of Safeguarding Adult Reviews | Local Government Association](#)





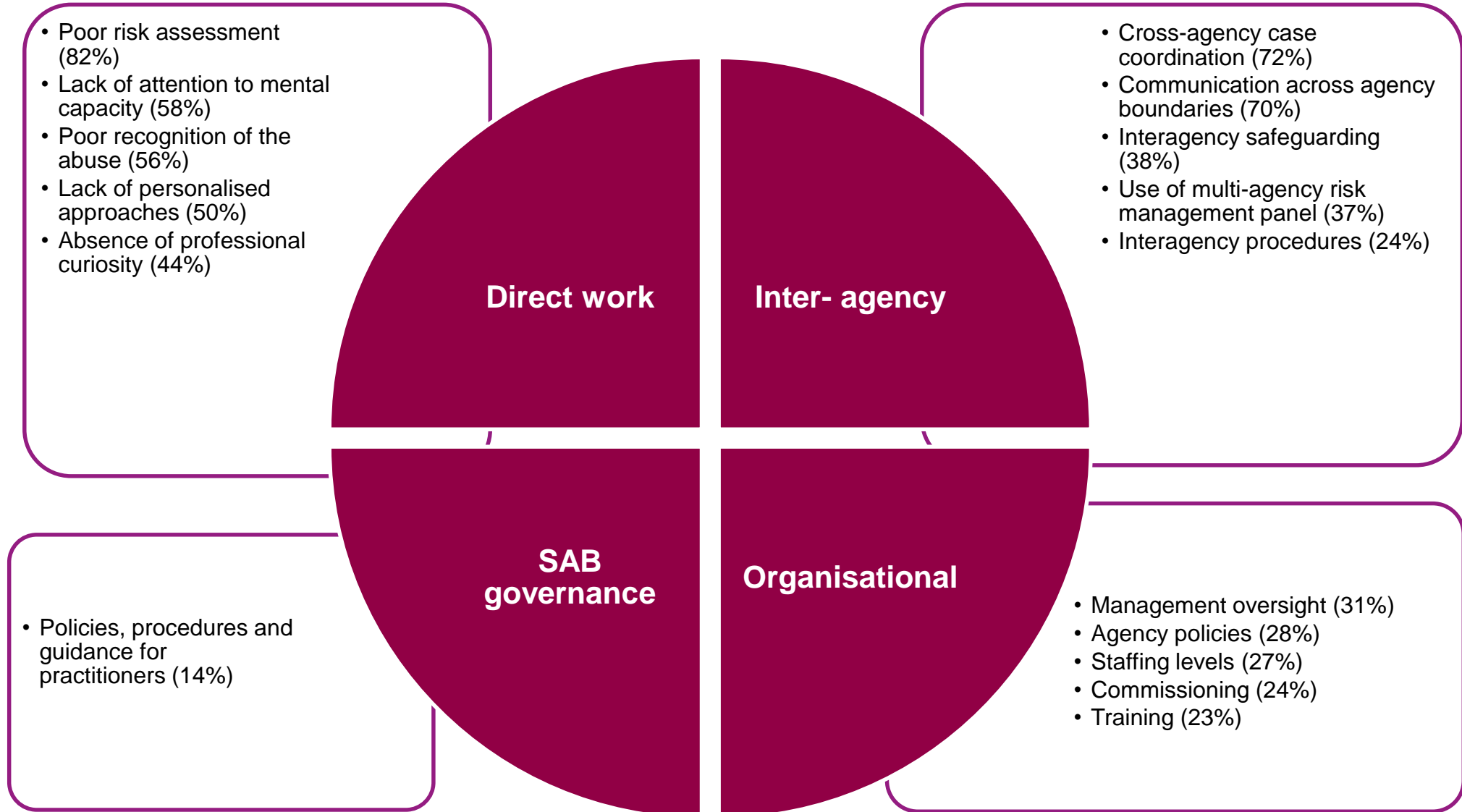
# Good practice across the domains



To find out more read the: [Briefing for practitioners: Second National Analysis of Safeguarding Adult Reviews | Local Government Association](#)



# Practice shortcomings across the domains

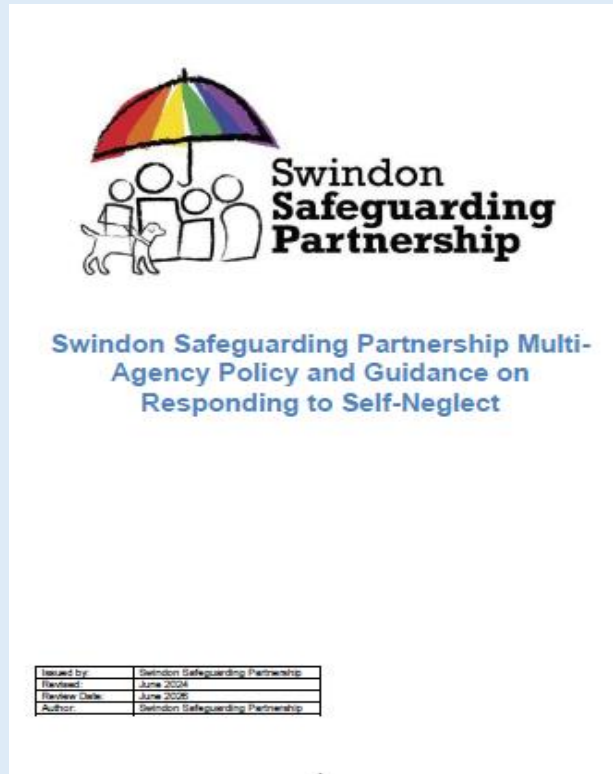


## Self Neglect Strategic Outcomes ~ 4 Ps

- People
- Prevention
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# Resources for Professionals

# SSP Multi-agency Policy and Guidance on Responding to Self-Neglect



The SSP Multi-agency policy and guidance on responding to self-neglect - Swindon Safeguarding Partnership have been updated (June 2024) please ensure you are familiar with the updated document and additional resources.

This includes the following:

- Quick guide to self-neglect procedures - Swindon Safeguarding Partnership

# Welfare and Safety Plan and Practitioner Guidance



## Welfare and Safety Plan and Practitioner Guidance:

- Appendix 1A - Welfare and Safety Plan - Swindon Safeguarding Partnership
- Appendix 1B - Welfare and Safety Plan Practitioner Guidance - Swindon Safeguarding Partnership
- Recording: Session 5 Welfare and Safety Plan BSW Self Neglect Conference 261124 (duration 25 minutes)



### Welfare and Safety Plan

"Don't judge me by the chapter you have walked in on. I have a past and a future, I am not defined by my current situation" –  
Experts by experience

Top Tips on using this tool from experts with experience:



### Welfare and Safety Plan Practitioner Guidance

Guidance on using the Welfare and Safety Plan tool:

# Resolution of Professional Disagreements



- Is a theme frequently identified in local child and adult safeguarding reviews.
- Working with children, families and adults with care and support needs is often complex.
- From time to time professionals from different backgrounds may hold different professional opinions.
- Different perspectives have the potential to cause conflict and lead to poorer outcomes.
- Often there may be no right or wrong solution practitioners may exercise their professional judgement differently and have differing opinions of what the right approach should be.
- Vitally important that children, families and adults with care and support needs do not become entangled in professional disagreements and where such disputes do occur, they can be resolved together, with minimum delay.

# Resolution of Professional Disagreements

- Primary aim of the resolution process is that professional disagreements are resolved at the lowest possible level, by those working directly with children and families.
- This process applies to and should be used by ALL agencies who work with children, families and adults with care and support needs in Swindon.
- In reaching a resolution it is essential that at all times, disputes are approached in a considerate manner and respects and seeks to understand the views and concerns of others when engaging with the young person, their family and adults with care and support needs.

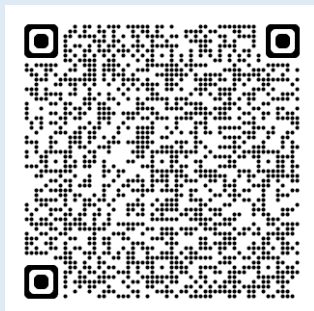
# Multi-Agency Process – Safeguarding Adults



## Key Principles

- ✓ Keep the focus on the adult's at all times.
- ✓ Professionals must share the key information and factual evidence, their interpretation and assessment appropriately and what may be the likely impact on the adult
- ✓ Professionals must seek to resolve the issue in a timely way.
- ✓ Avoid professional disagreement, which may place adults at further risk by obscuring the focus, which may delay decision making.
- ✓ Work in a professional way so that the family and adult are not aware of the professional discussions
- ✓ Liaise with professionals and safeguarding designates in the respective organisations at the earliest opportunity. Clarity is expected from all agencies in respect of designated roles and responsibilities.
- ✓ Ensure that at each stage of the process that there is accurate record made of the agreed actions of each agency.
- ✓ **N/B If at any time if a professional considers an adult is at immediate risk of significant harm then the professional must ensure that their concerns are escalated on the same working day using established safeguarding procedure**

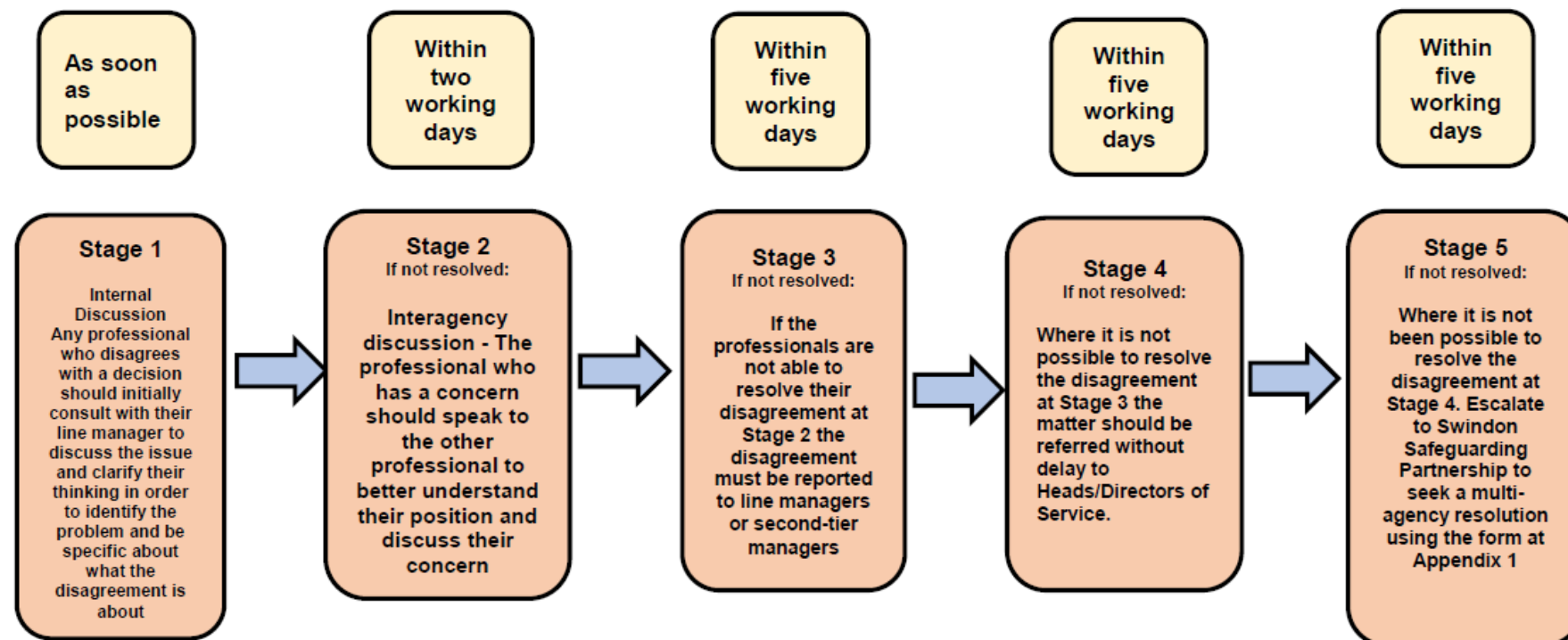
**Familiarise yourself with the:** Process for the Resolution of Professional Disagreement Relating to Safeguarding Protection of Adults Policy (Escalation Process) - Swindon Safeguarding Partnership





## Swindon Safeguarding Partnership Resolution Process Flowchart

Do not delay in taking action if you consider the adult to be at risk of significant harm

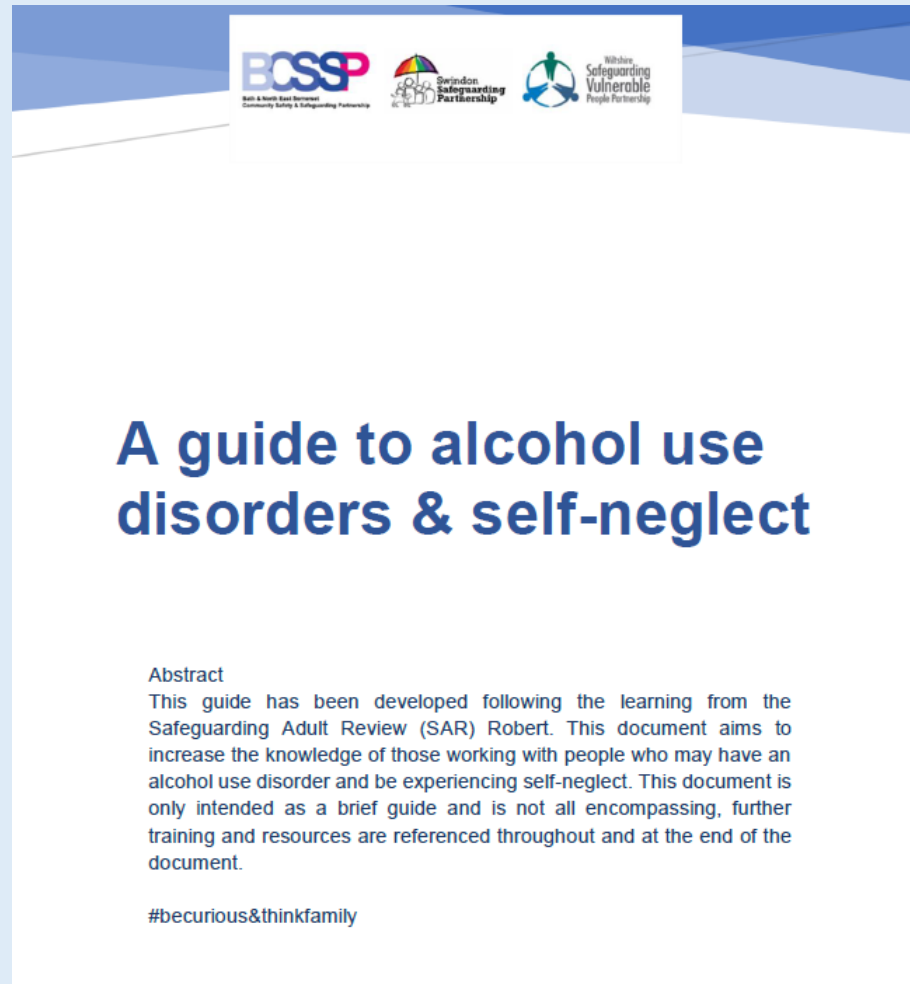


Details of the disagreement must be recorded in each agency's records and resolution forms at stage five must be completed within five working days.

Any learning opportunities for multi-agency practice should be referred to the Safeguarding Partnership Strategic Support Unit



# Guide to Alcohol Use Disorders and Self-Neglect



New on the SSP website -

- A guide to alcohol use disorders and self-neglect - Swindon Safeguarding Partnership

# Self Neglect Webpage and Resources



## Self neglect

"Don't judge me by the chapter you have walked in on. I have a past and a future and not defined by my current situation". Quote from Swindon Experts by Experience.

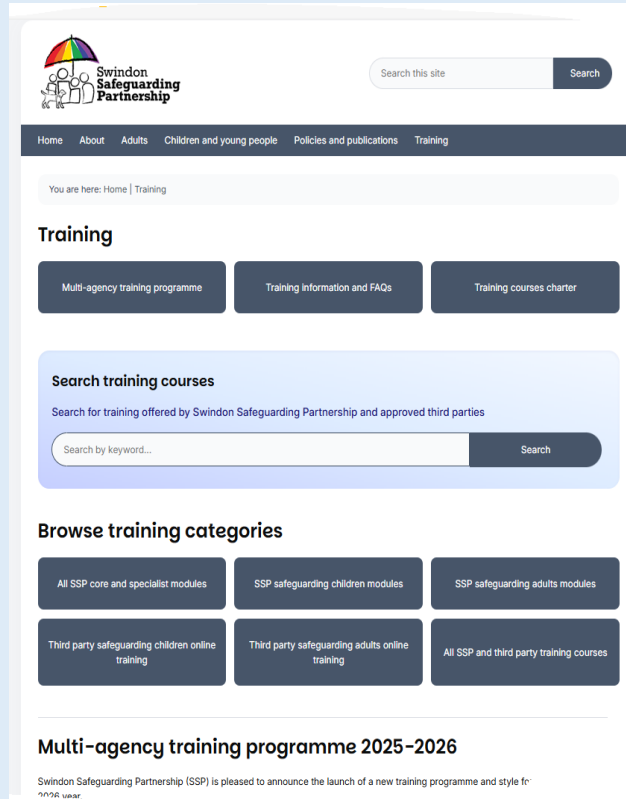
Definitions of self neglect and of hoarding	✓
What to look for	✓
Why is this important?	✓
What the research tells us	✓
Reasons for self-neglect and the impact on adult life	✓
A person-centred and trauma informed approach	✓
The cycle of change	✓
Courageous conversations with adults	✓
Guidance for professionals when responding to self-neglect	✓
Useful resources	✓
Professional response to self-neglect in Swindon	✓

The SSP Self-Neglect webpage provides information and resources in one place.

You can access the webpage by either clicking on this link [Self neglect - Swindon Safeguarding Partnership](#) or using the QR code below.



# SSP Training



Visit our webpage to find out more about SSP training available click on this link [Training Information - Swindon Safeguarding Partnership](#) or use the QR code below.

The following courses relate to self-neglect both sessions are delivered by Suzy Braye – to find out more click on the hyperlink below.

- ✓ [Safeguarding and self-neglect/hoarding behaviours \(core module\) - Swindon Safeguarding Partnership](#)
- ✓ [Safeguarding and self-neglect/hoarding behaviours \(specialist module\) - Swindon Safeguarding Partnership](#)

We also offer:

- ✓ [Legal training 1 - Consent, capacity and information sharing - Swindon Safeguarding Partnership](#)
- ✓ [Identifying safeguarding concerns and making referrals \(adults\) - Swindon Safeguarding Partnership](#)
- ✓ [Screening, section 42 enquiries, planning meetings, adult safeguarding plans - Swindon Safeguarding Partnership](#)

The below course is open to professionals from across the safeguarding partnership and delivered by local professionals:

- ✓ [Motivational interviewing and communication skills - Swindon Safeguarding Partnership](#)



# SSP Practitioner Forums

- The practitioner's forum is an online event via MS teams which is open to all practitioners and volunteers working with children, young people, families and adults with care and support needs in Swindon. No invitation is necessary.
- Self Neglect is the theme for our forum on 19<sup>th</sup> November 2025 from 9.30am to 11.30am. You can join on the day by clicking on this link [Self-neglect - 19th November 2025 0930-1130 - Teams Link](#)
- To find out more click on this link: [Practitioner forum - Swindon Safeguarding Partnership](#)

Image by Freepik



# Recorded webinars



We have a range of recordings in our video archive relating to this theme include:

- Workshops facilitated at a Spotlight on Child Neglect event (March 2024) which will also be relevant for professionals when responding to self-neglect include:
  - Professional curiosity
  - Having difficult conversations
- Self-neglect: Virtual conference hosted by B&NES, Swindon and Wiltshire (BSW) (November 2024)
- Welfare and safety plan and practitioner guidance (November 2024)
- Spotlight on self- neglect: Policy into practice (July 2024)
- [Mental Capacity Act learning events recordings - Swindon Safeguarding Partnership](#)
- SSP Alcohol Use and the Mental Capacity Act Learning Event (July 2025) this event is fully booked but the recording will be added.
- Click on this link [Video archive - Swindon Safeguarding Partnership](#) or use the QR code to view.



# SSP Webpages and Resources



There are a range of practice briefs/resources [you can access the full list on the 7 minute briefs and practice briefs webpage](#) or use the QR code below.

## **Mental Capacity:**

- [Mental capacity - Guidance for clinicians and social care professionals on the assessment of capacity](#)
- [Mental capacity toolkit](#)
- [Mental capacity act - Swindon Safeguarding Partnership –updated June 2024](#)
- [Mental capacity act - 16 to 17 year olds: learning from reviews - July 2023](#)
- [Mental Capacity Act learning events recordings - Swindon Safeguarding Partnership](#)

## **Professional Curiosity**

- Webpage: [Professional curiosity - Swindon Safeguarding Partnership](#)
- [Professional Curiosity Learning Resource SABN - Swindon Safeguarding Partnership](#)
- [Resource pack - Professional Curiosity](#)

## **Information Sharing**

- [Information sharing - 7-minute briefing](#)
- [Information sharing - seven golden rules](#)
- [Information sharing - consent and information sharing briefing](#)
- [Information sharing and consent - Swindon Safeguarding Partnership \(child focused\)](#)



## SSP Webpages and Resources continued

- [Self-neglect - 7-minute brief - Swindon Safeguarding Partnership](#)
- [Trauma-informed practice](#)
- [Working with resistance](#)
- [Domestic abuse within families: learning from reviews - July 2023](#)
- [Safeguarding is for everyone - Know your role - Swindon Safeguarding Partnership](#)
- [Making Safeguarding Personal](#)



# SSP Adults Policies and Guidance



Some relevant documents are included below, however you can access the full list of Adult policies and guidance via the webpage [Adults policies and guidance - Swindon Safeguarding Partnership](#) or use the QR code below.

- ✓ [Multi-agency policy and guidance on responding to self-neglect - Swindon Safeguarding Partnership](#)
- ✓ [Multi agency meeting guidance working with adults - Swindon Safeguarding Partnership](#)
- ✓ [Causing enquiries guidance - April 2024 - Swindon Safeguarding Partnership](#)
- ✓ [Adult safeguarding policy and procedures - Swindon Safeguarding Partnership](#)
- ✓ [Deciding if you need to raise a safeguarding concern - Swindon Safeguarding Partnership](#)
- ✓ [Threshold E-guidance | Swindon Borough Council](#)
- ✓ [Process for the Resolution of Professional Disagreement Relating to Safeguarding Protection of Adults Policy - Swindon Safeguarding Partnership](#)
- ✓ [South West Position of Trust Framework - Swindon Safeguarding Partnership](#)
- ✓ [SSP chronology guidance and template documents - Swindon Safeguarding Partnership - October 2023](#)
- ✓ [DASH risk checklist](#) (used to inform [MARAC referral](#))
- ✓ [Think Family' Practice Guidance](#)



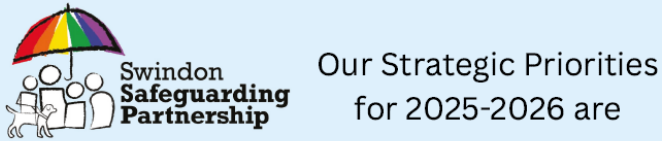


## New – Posters

We now have a range of posters for you to download and display in their workplace:

You can find them on this webpage – please check as we will be updating them.

Posters for professionals - Swindon Safeguarding Partnership



For more information use the QR codes or visit [www.safeguardingpartnership.swindon.gov.uk](http://www.safeguardingpartnership.swindon.gov.uk)

All Age  
Exploitation



Adults



Children

Neglect



Child Sexual Abuse



Self-Neglect



# Other Useful Resources

- [What is Self-Neglect? - Ann Craft Trust](#)
- [Self-neglect at a glance – SCIE](#)
- [Self-neglect policy and practice: Key research messages - SCIE](#)
- [LGA Adult social care | Local Government Association](#)

Below are two short clips to aid understanding from other safeguarding partnership that aid understanding, however for local processes please refer to Swindon [Adults policies and guidance - Swindon Safeguarding Partnership](#)

- [What is Self-Neglect? \(youtube.com\) short clip 2:38 minutes](#)
- [Responding to self-neglect \(youtube.com\) short clip 2:55](#)

Other resources:

- Second National Analysis of SARs: [Briefing for practitioners: Second National Analysis of Safeguarding Adult Reviews | Local Government Association](#)
- [Self-neglect policy and practice: Key research messages - SCIE](#)

# Email signature

If appropriate please add the text below to your email signature

## Swindon Safeguarding Partnership's Theme for July 2025 is **Self-Neglect**

### Self Neglect Strategic Outcomes ~ 4 Ps

- People
- Prevention
- Partnership
- Practice

Find out more by visiting the SSP Events webpage

[Events - Swindon Safeguarding Partnership](#)

or follow us on



@SwindonSafegua1

**#selfneglect4Ps**

**#peoplepreventionpartnershippractice**

**#recogniseandrespond**

# And finally...

Please let us know if the information and resources have been helpful to you.

You can give your feedback by clicking on the link below or scanning the QR code.

It will take you two minutes!

Link to feedback form:

<https://forms.office.com/e/G9G9EmUBYV>



## Are you on our circulation list?

Do you want to be kept updated about SSP related matters such as training, learning resources and our newsletter?

You can sign up to our circulation list circulation list by clicking on this link: <https://forms.office.com/e/f7CRNF6Wax>. Or using the QR code.



You can ask to be removed at any time by emailing [safeguardingpartnership@swindon.gov.uk](mailto:safeguardingpartnership@swindon.gov.uk)