

Care Direct
0845 1551 007

factsheet

Devon
County Council 

Guide to Safeguarding Adults Serious Case Reviews

Factsheet 11 – 21 June 2010 (4 Pages)

What is a Serious Case Review (SCR) and what is it for?

A Serious Case Review (SCR) is a process for all partner agencies to identify the lessons that can be learned from particularly complex or difficult Safeguarding Adults cases and implement changes to improve services in the light of these lessons.

The aim of the process is to learn lessons and make improvements rather than blaming individual people or organisations. It relies on a spirit of openness to learning, about what went well as well as what could be improved.

The process is based on national guidelines and has been agreed by all agencies who are members of Devon's Safeguarding Adults Board.

How is it decided when to hold a SCR?

Devon's Safeguarding Adults Board has a Serious Case Review Sub Group that considers referrals for SCRs and makes recommendations to the Independent Chair of the full Board on whether a SCR should be

held or if other steps can be taken to respond to the issues that a case has raised. Anyone can make a referral to the Serious Case Review Group by contacting the Safeguarding Adults Team Manager or the Serious Case Review Group Chair.

How is a SCR carried out?

The Serious Case Review Group drafts terms of reference for the SCR.

Each agency involved in the case, including any independent providers involved, arranges for an Individual Management Review (IMR) to be carried out. The IMR reviews the agencies involvement and actions in the case. It has to address relevant aspect of the terms of reference and be based on a set format including a chronology, a review of recorded information and interviews with the key people involved.

An IMR writer can be a suitably skilled and experienced manager from the agency or an independent person commissioned by the individual agency.

Each agency Involved arranges for someone to be a member of a SCR Panel to consider the lessons learned and actions needed for the particular SCR. An independent chair for the panel is appointed.

The completed IMRs are given to the panel and to an independent Overview Report Writer who uses them and any further inquiries they decide to make, to produce an overview report and a draft summary

report, including recommendations on actions or changes needed.

The overview report and draft summary report is given to the SCR Panel. The panel reviews all the reports and recommended actions. These are then presented to the Safeguarding Adults Board for the senior representatives from each agency on the board to consider and agree the proposed actions needed. It then monitors the implementation of these actions with the help of the SCR Group

The summary report and agreed action plan is published and made available to the public.

There is a timetable for all parts of the process based on national guidelines.

How might I be asked to help?

People who have been involved in a case which is the subject of a SCR may be asked to provide information to individual Management Review Writers or to Overview Report Writers. This can include providing case records and being interviewed by the IMR writer.

People who have not been directly involved in a case that is the subject of a SCR might be asked to be an IMR writer or SCR Panel member. Details of what this involves is available on the full SCR Protocol.

How can I get more information?

The full SCR Protocol is published on Devon Safeguarding Adults Web pages at

http://www.devon.gov.uk/scr_procedures_and_guidance_5.6.9.pdf

Or email the Safeguarding Adults Team at

safeguardingadults-mailbox@devon.gov.uk

For information on individual SCRs you can contact your agencies SCR panel member or IMR writer through the Safeguarding Adults Team.

Further factsheets can be found online at

www.devon.gov.uk/factsheets

If you have any further questions please contact Care Direct 0845 1551 007.

If you would like it in a different format such as Braille or tape, or in a different language, please contact our Customer Service Centre on 0845 155 1015 or email customer@devon.gov.uk.

Factsheet 11 - 21 June 2010 (4 Pages)