

7. Improvements

- EMPPC Risk of Neglect Toolkit
- NHS Lothian 'New to Area Standard Operating Protocol' and 'Was not brought' Procedure
- NHS Lothian - specific awareness raising around disguised compliance, GIRFEC, CP Procedures and risk assessment
- Role of Education Safeguarder
- Education training updated to include a focus of neglect and disguised compliance
- Social Work – awareness raising of the use of Section 25 and parents' rights within this

READ THE LEARNING REVIEW HERE:

[EMPPC Learning Review Family B](#)

1. Learning Review Process

The overall purpose of a Learning Review is to bring together agencies, individuals and families in a collective endeavour to learn from what has happened in order to improve systems and practice in the future and thus better protect people.

2. Background

This Learning Review relates to a large family of several children from newborn to aged 12. Concerns about neglect were picked up during post-natal visiting to the home. The home conditions were significantly unhygienic and were not suitable for children or pets to be living in. The children's physical and emotional presentation was concerning, and they had unmet health needs. They were placed in a foster placement with parental consent.

6. Practice and Organisational Learning

- Be alert and responsive
- See children in their home
- Seek advice within and out with service
- Understand the roles of other professionals
- Have multi-agency debriefs
- One point of contact for the Social Worker liaising with the family
- Consider practice elements of trauma-informed approach

5 Practice and Organisational Learning

- Respond and escalate early signs of neglect
- Share information promptly
- View through a whole family lens and use a chronology to help see patterns and themes
- Support assessment with joint visits
- Be professionally curious and explore what is not discussed
- Understand impact of physical and emotional conditions on parenting



3. Good Practice

- Support from school during holiday periods was helpful
- Children's Duty Social Work Team responded in a timely manner
- Skilled professionals explained their concerns in a trauma informed sensitive way
- Inter-agency Discussion (IRD) was convened in a timely manner

4. What Family Felt Could Have Been Done Differently

- Be open and honest
- Keep asking to visit – be persistent
- Focus on building relationships
- Create an environment of no judgement
- Check in with the children about their views

