



**Willowbrook**  
Quality Homecare



## Case Study 8: Safeguarding in Care

### Background:

A young person aged between 18 and 23 moved into an Extra Care Housing setting to provide a safe and supportive living environment. The person we support has a history of emotional vulnerability and difficulties in maintaining healthy relationships.

Before the move, they experienced several incidents requiring police involvement and intervention from the mental health crisis team. The transition into Extra Care aimed to offer a more stable setting where consistent support, structure, and guidance could be provided to promote their safety and wellbeing.

### Initial Challenges:

On arrival, the person presented with significant emotional instability and a pattern of forming unsafe relationships that often led to distress and crisis. These relationships created safeguarding concerns, including the risk of exploitation and emotional harm.

Their difficulties in emotional regulation, combined with impulsive behaviour, occasionally placed them and others at risk. Managing these challenges required a coordinated and sensitive approach involving multiple agencies and ongoing emotional support from the Care Team.

### Multi-Agency Safeguarding Approach:

A multi-agency safeguarding plan was put in place to address identified risks and ensure consistent oversight.

- The Care Team raised safeguarding concerns in line with established procedures and collaborated closely with social services, mental health professionals, and housing staff.
- Regular meetings were held to share updates, review progress, and ensure all professionals involved worked towards shared goals focused on safety and stability.
- Risk assessments were conducted to identify triggers, relationship risks, and potential sources of harm.
- Together with the person, a personalised safety plan was created outlining clear boundaries, coping strategies, and steps to follow if they felt unsafe.

### **Education, Emotional Support and Monitoring:**

Ongoing keyworker sessions focused on building emotional awareness and understanding of healthy relationships. The Care Team supported the person to recognise red flags, manage their emotions, and develop self-protective strategies.

Daily wellbeing support and regular reviews helped identify early signs of distress, allowing for timely intervention. The Care Team maintained accurate daily records and adapted the support plan as needed, ensuring any emerging concerns were escalated through safeguarding channels.

### **Progress and Positive Outcomes:**

With the continued support of the Extra Care Team and partner agencies:

- The person is now maintaining a healthy and safe relationship with guidance and oversight from staff.
- Incidents requiring police intervention have significantly decreased.
- The person demonstrates greater insight into personal safety, makes more informed choices, and actively engages in decisions about their support.
- Mental health crises have reduced, reflecting the success of early intervention and consistent emotional support.

### **Conclusion:**

This case highlights the importance of a coordinated, person-centred safeguarding approach in Extra Care settings. By collaborating with partner agencies and focusing on empowerment through education and support, the Care Team helped the person we support to make safer choices, build emotional resilience, and maintain stability.

**It reinforces that proactive communication, early intervention, and consistent emotional support are key to reducing risks and promoting long-term wellbeing and independence for vulnerable individuals.**