Safeguarding Case Study

Anna is a 56 year old female who has attended A&E with an ankle injury with her partner. The time of attendance was 6pm. This is all the information you have as she has been streamed to you with no triage and is in a wheelchair unable to weight bare.

Anna’s partner wheels her into the room and takes a seat next to her he is very tall and broad man and you get the feeling he's a bit irritable perhaps about the waiting time?

Take a history from Anna.

You make eye contact with Anna and ask her what can I help you with today?

Her Partner answers you and says Anna fell yesterday at 1pm- slipped on slippery floor she then fell asleep and woke up about an hour ago when she was in so much pain I needed to bring her to A&E.

You ask Anna what her pain score is and she replies 10 out of 10.

You ask Anna what pain relief she is taken and she replies paracetamol- you then ask Anna if she has any allergies and if she takes any regular medication to which she replies none and you immediately as a priority sore pain appropriate relief.

Carry on taking a history.

Anna states that she has no past medical history

Anna smokes ten a day

Anna says she is teetotal until recently.

Anna lives alone in a house and her partner visits regularly she has no children.

Ana is usually fully mobile and independent- she has no carers.

Examination- NV in tact- No movement, obvious disfigurement, large swelling and bruising and generalised tenderness- mainly over lateral malleolus.

what would you do next?

What stands out to you?

is anything concerning?

what do you need to consider about body language?

Is there anything you need to ask Anna specifically? do you need to be alone to do this?

You order Anna and X Ray and explain to her partner that she has to attend it on her own. once there you privately explained to the radiographer you'd like to ask Anna some questions if that's alright to which the radiographer agrees and you are able to privately directly ask Anna questions what would you ask?

I asked Anna if everything was alright at home to which she replied yes everything is fine. You then ask Anna if there is anything concerning her regarding domestic violence to which she replies no he's so good to me. Anna then starts to cry and explain to you that she's worried about her elderly parents who have learning disabilities and she cares for them by bringing them food and her partner helps her do this. Anna says that if her ankle is broken she's worried they won't be able to get the help they need as they won't let social services in the house this has been a previous concern.

You comfort Anna and ensure how you'll do everything you can to get her parents the help they need but first we need to make a plan of treatment depending on the xray.

Any other red flags?

you ask Anna if there's anything else that she'd like to tell me you point out that she is in 10 out of 10 pain and it took her over 24 hours to attend hospital was there a reason for this?

Anna again tearful opens up about previously having help with an alcohol addiction, she was teetotal for years, but has recently started drinking again- when she slipped she had been drinking and fell asleep after she fell due to the alcohol.

What services do you need to alert about Annas situation

Upon looking at the x-ray Anna has a fracture dislocation of her ankle Anna needs emergency surgery to which you refer her to orthopaedics.

Anna is now going to be an inpatient So what do you need to tell the services you're alerting?

Anna's partner is able to be with her recess while she awaits orthopaedic review.

How would you feel if you were in this situation?

who would you talk to for support?

would you have felt comfortable asking an as partner to leave the room or would you prefer to have taken her to the x-ray and given the excuse that he can't go in?