

Case Study 5: Irene

Facts of the case

- You are the Safeguarding Officer at a carriage driving club.
- Club members report that they are concerned about carriage driver Irene (92) who continues to compete, receiving significant support from her groom (Olivia, 31). The other members are concerned about Irene's state of mind, and report that she is physically very frail.
- When you speak to Irene, she responds that the other members of the group "can't cope with her being a bit dotty". She is adamant she doesn't need any external help.

Q: How should you respond?

Recognise: What are the warning signs here?

Respond: Use active listening and open questions. Remain calm and don't share personal opinion.

Report: Consider confidentiality at all times. Pass relevant information to relevant people.

Record: Record the facts, your concerns, and any action taken.



**Need some
help?**

Questions to consider:

- What and who is at risk?
- What do you need to consider about consent?
- What information do you need?
- Who do you need to speak to?
- What can be done to support Irene?

Notes: