



Example Case Study: Foreign and Commonwealth Office (FCO) Consular Assistance Department working with Adult Social Services

This is an example of a case study involving a vulnerable British adult returning to the UK from overseas. Other types of cases exist and not all organisations included will always be involved.

Scenario

The British Embassy consular section overseas is notified by the Immigration Detention Centre (IDC) that a 62 year old British man has been detained there after overstaying his visa. He does not have any money to pay the immigration fines or his flight. This means he has to spend time in detention instead of paying the fine.

Consular staff from the embassy visit the man in the IDC. He appears confused and has poor mobility. He struggles to walk short distances and gets out of breathe quickly. He is incontinent of urine. He does not seem to be able to answer questions about how long he has been in the IDC or show an understanding of the procedures to leave. Consular staff assess the man is likely to have care needs on return to the UK but the level of need is hard to ascertain due to lack of professional assessment available in the IDC.

He tells consular staff he has lived outside the UK for 3 years. He gives them his last address in the UK and some names and addresses of family and friends who may help him. With his permission, the British Embassy contacts the consular assistance department in the FCO in London to try and locate family or friends in the UK who may be able to help him financially to return to the UK. Despite various calls and online research, they are unable to locate any friends or family who can assist him.

The consular assistance department in London consult the in-house team of social work advisers who agree to make contact with the local authority associated with the man's last UK address. They have very limited information and no return date yet so this is a preliminary discussion. Although he has been outside of the UK for 3 years, given his acute needs, they agree to conduct a needs assessment on his return. The local authority team agree to remain in contact and allocate a named worker to be the lead contact.

Weeks pass while paperwork is organised for deportation. The man has lost a significant amount of weight since entering the IDC due to poor conditions; food is minimal. The embassy raises these concerns with the IDC, but they do not consider his health requires medical attention. No medical assessment can take place prior to his return to the UK.

The consular assistance department in London receives an update from the embassy. The IDC now want the man to leave the IDC and the country. The



embassy manages to find funds for his flight from an employment benevolent fund and books his tickets.

The social work advisers contact the local authority and share details of when the man is expected to arrive. The local authority social worker organises a provisional care home placement for assessment on arrival based on the limited information about mobility and care needs.

Immigration officials escort him from the detention centre to the airport, for deportation to the UK.

Once he arrives in the UK, he is met by staff from the airport chaplaincy office, who facilitate his onward travel to the local authority. The local authority conducts a needs assessment and confirms the care home placement.