Dignity in Care

Dignity in Safeguarding

Making Safeguarding Personal pilot

December 2013

Safeguarding and Dignity

- We cannot keep people safe from harm unless we also treat people with dignity and respect.

- Lack of dignity = psychological / emotional abuse discriminatory and institutional

- Safeguarding is about both prevention and protection.

Prevention

- Raising awareness of dignity agenda
- Dignity champions
- Work of care support team and up skilling providers
- Enter and view visits
- Awareness raising/ training around safeguarding adults issues
- Learning from serious case reviews and audits
- Work of safeguarding board and subgroups
- Service user involvement and voluntary sector.

Learning from safeguarding work

- Continuous internal audit programme of safeguarding work has shown year on year improvements

- The results of a Croydon survey in 2010 of people who had been subject of a safeguarding enquiry fed into practice developments

- An external file audit of 2012 looked at 50 safeguarding cases with an independent reviewer

Feedback from service users and external file audit

- People felt safer following a safeguarding enquiry and a protection plan but they did not always feel included in or understand the process

- Meetings happened but they were not always invited or involved sufficiently

- The level of intervention did not always match the degree of harm

- Sometimes people were made safer but this wasn't the outcome they necessarily wanted, especially if family relationships were disrupted as a consequence

- These findings have been replicated across the country.

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Safeguarding structures in the council

- In 2011, adult social services restructured and safeguarding teams were set up to separate safeguarding work from assessment and case management.

- Workers could become more specialised in this area.

- Specialist safeguarding teams for OP/PD, LD and mental health, Adults in need and hospital

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Safeguarding process

- Following the external file audit of 2011/12 , the safeguarding process was revised. Paperwork made more streamlined. Electronic recording systems changed and paper files disappeared from Jan 2013.

- This created less time recording in different places (some on paper files and some electronically) and more time to spend on client work.

- The audit process changed and moved more towards outcomes.

Making Safeguarding personal

Links with government policy in safeguarding:

- **Empowerment** – I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.

- **Prevention** -I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.

- **Proportionality** -I am sure that the professionals will work for my best interests, as I see them and will only get involved as much as needed.

- **Protection** -I get help and support to report abuse. I get help to take part in the safeguarding process to the extent to which I want and to which I am able.

- **Partnership** – I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together to get the best result for me.

- **Accountability** – I understand the role of everyone involved in my life.

The Making Safeguarding Personal pilot

- A separate national initiative led by the Local Government Association (LGA) and the Association of the Directors of Adult Social Services (ADASS)

- Local authority safeguarding leads met in London

- Encouraged practitioners in safeguarding work to move away from process to **outcomes**

- To ensure that the service user voice is heard from the outset and that they set the direction of travel

The pilot

- About 30 cases will form part of the pilot across all the safeguarding teams

- Social workers, managers and chairs will make sure that each service user is asked from the outset how they want the enquiries to run and what they want to achieve from it.

- Service users/ their representatives are now being included at strategy meeting stage as well as at conference

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The pilot – service user inclusion

- Chairs are making sure that service users understand what the meeting is about and are helped to contribute.

- A service user evaluation form will be used to gain feedback from service users at the end of the process

- Results will be collated and fed back to the regional working group in early spring.

- Already we are seeing real change in how safeguarding enquiries are being run.

Future plans

- A further external file audit has commenced.
- To include a selection of cases to be reviewed from a multiagency perspective.
- To see how well agencies work together in safeguarding investigations.
- The Care Bill makes safeguarding boards a statutory entity but does not legislate on safeguarding investigation work – we need to make it happen.

Key issues/ challenges

- People are living longer and spend more years in physical decline and frailty

- To ensure that all agencies become competent in safeguarding work and prevention of harm and are resourced to meet the challenge.

- To ensure that health staff are well informed about safeguarding and understand issues around MCA and deprivation of liberty safeguards.

- To ensure good understanding around Best Interest decision making especially regarding health decisions.

Key issues/ challenges

- As the focus shifts to supporting people at home, to ensure that community services can keep them safe, eg robust DN services, pressure wound care, good domiciliary care agencies

- What do people think about covert CQC filming and filming by families?

- To ensure joined up services, which complement and do not duplicate, eg Care Support team work, Enter and View visits, CQC.

- To ensure information is shared

- To ensure that carers have the support they need to care safely

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