



Introduction and contents

Adult social care employers are responsible for ensuring that people who use their service can live free from harm, abuse and neglect – this is fundamental to high quality care and support.

As a manager or leader you need to understand your responsibilities around safeguarding and the standards you need to follow – you can find them by contacting your local Safeguarding Adults Board who will have a set of local policies and procedures, as guided by the Care Act.

You also need to think about how these policies and procedures are relevant to your service and how you can implement them. This guide gives you a quick way of making sure that you've covered all the key aspects of adult safeguarding in your workplace.

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The Care Act 2014 made all local authorities responsible for ensuring that any adult who needs care and support, and who is at risk of or experiencing abuse or neglect, and as a result of their needs is unable to protect themselves, is protected by the local authority.

To do this, local authorities have a Safeguarding Adults Board that coordinates local work to safeguard adults who need care and support.

They're formed of a partnership between local commissioners and providers. They're led by the local authority with statutory involvement of the police, local clinical commissioning groups and other organisations involved in supporting vulnerable adults such as social care and health providers, probation and community rehabilitation companies, prisons, social housing, re service and the voluntary and community sector.

The board develops policies and procedures that all partners sign up to and agree to implement. It's also required to investigate, or ensure others do so, if it believes that an adult is, or is at risk of, abuse or neglect. This means that the board could ask you to support or make enquires if abuse or neglect is reported within your service.

You should make contact with your local board – they'll take the lead if there are any safeguarding concerns. Maintain an easily accessible list of contact details of your local safeguarding adults leads - you never know when you might need advice or to make a referral.

You should also see if adult social care employers are represented on the board, for example through a trade organisation or voluntary sector umbrella body, and make contact with them.

If not, you could offer to contribute to the board or join a sub-committee for a

Grove Residential Care in Walthamstow feature in our 'Good and outstanding care' guide. Their registered manager volunteered to be a representative for adult social care employers on their local board and they told us:

"This board meets quarterly and aims to gather the local providers 'voice' while considering the 'making safeguarding personal' policy. Being part of the board enabled the registered manager to forge new relationships with partners they wouldn't normally have had the opportunity to meet."

Download the full guide at www.skillsforcare.org.uk/GO. It provides examples and recommendations from services who are rated good and outstanding by the CQC, about how they achieved this rating. It includes a section on safeguarding.



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Safeguarding should underpin everything that happens in your service – a personalised service is a safe service and a safe service is a personalised service – it’s not about one or the other. If a person isn’t being treated with dignity and respect and doesn’t have choice and control, then inspectors may consider this to be abusive.

Therefore it’s important to know and understand the relevant regulations and how it’s translated, by inspectors, into what people who access care and support should experience.

Make sure you have a good understanding of the CQC fundamentals and

you have evidence you understand them. You can find more information in the CQC guidance on this for residential care homes for older people, including on the CQC guidance on the use of restraints and seclusion in residential care homes for older people.

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Talk to commissioners and people who access care and support regularly about your adult safeguarding responsibilities

Make sure you know what you're contracted to provide in relation to adult safeguarding, whether the customer is private or publicly funded.

If the **contract originates with your organisation** then it should explain what actions you'll take if someone raises a safeguarding concern, including complaints, suspicions or allegations from the person themselves, their relatives, visitors or members of the public.

If the **contract is from a commissioner**, make sure you know and understand what it says about safeguarding. If you have any questions make sure you ask them when the contract is being negotiated as it can be too late once a contract is agreed.

Keep an open conversation about personalisation and safeguarding as sometimes they can appear to be in conflict with each other, for example where they're expressed as 'risk.' Sometimes conflict can arise when people who access care and support have different views of 'risk' to commissioners, inspectors or their own relatives.

You could also invite commissioners to your service and go to forums they organise – tell them about any safeguarding challenges you face and listen to their perspective.





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Make safeguarding everyone's business

Ensure that anyone who has contact with your service knows what to do if they suspect someone is being abused or neglected. This ensures that any concerns are raised quickly and through the correct procedures, reducing the risk of it escalating.

When we say everyone's business we include your insurers, legal advisers, accountants and HR support as well as care workers, visitors, students, people who access care and support and their families.

You should include adult safeguarding procedures in things like:

Statement of purpose

Include safety and quality, and how to recognise them, in your statement of purpose. This is an important touchstone.

Welcome pack

People who access care and support should be able to feedback and raise concerns or complaints about the service they receive in a range of ways. Include information and advice about safeguarding in your marketing materials, website and in your customer welcome pack.

Workforce strategy

Your workforce is your greatest asset and they're vital in ensuring that your service meets safeguarding standards. Having an effective workforce strategy can help you recruit and retain people who know what it means to deliver high quality care and support.

It's also important that your leaders and managers apply and set high standards of care – it's important that they demand more than basic compliance of their team and seek continuous improvement.

Induction

Include adult safeguarding in induction and continue to monitor it over a worker's first 6-12 months. Ensure that it includes more than just basic training and shows workers how it's embedded in everyday practice.

Whistle-blowing policies

All workers and visitors should know what to do if they think somebody is being abused or neglected. They should also know what to do if they think the person they've trusted to act isn't appearing to do so or if they wish to remain anonymous. Make sure people know how to complain to someone else within the organisation, how to contact the safeguarding adult team and the CQC.

Thistle Hill Hall feature in our 'Good and outstanding care' guide. They take a values-based approach to their recruitment to ensure that their workers understand what it means to deliver high quality care and support. They told us:

"We not only encourage, we expect staff to be aware of what bad practice looks like and also have the confidence and ability to challenge this without fear of any repercussions. If something looks or feels wrong then challenge it regardless of who is doing this."

Download the full guide at www.skillsforcare.org.uk/GO. It provides examples and recommendations from services who are rated good and outstanding by the CQC, about how they achieved this rating. It includes a section on safeguarding.

6 Share knowledge and experience of adult safeguarding within your organisation

You should share your knowledge and experience within your organisation through team meetings, learning and development, newsletters and blogs.

Reflecting after a safeguarding incident has been resolved can be invaluable to help you develop best practice.

Case studies are a great way to show how you've worked well and how you can learn from safeguarding incidents in the past.

You could discuss them within your service or with different members of your local social care system, to see how everyone could work together in certain situations – knowing how everyone would respond can help you anticipate and solve incidents.

You could do a case study in different ways – in writing, drawing, video or telling a story. It's all about reflecting on an experience and sharing your learning, to help put an incident in context or find solutions.

Most case studies have a simple structure	An example in the case of adult safeguarding
A person or people who want to achieve something.	A person who has the right to live free from harm and abuse, or is in need of protection – for example if someone would like to go out on their own, however it isn't safe to do so.
A hurdle to get over or a problem to resolve.	The person has dementia and the care protection – for

Anne lives alone and has early symptoms of dementia. Homecare workers visit her every day to prepare her meals.

The care worker notices that she's not eating the food but when she asks why, Anne says she isn't hungry. This continues over a number of weeks. The care worker reported this to her team leader who recorded it in Anne's care plan.

Anne's daughter visits and is alarmed to see that her mother has lost weight and appears disorientated. She contacts the local authority and a safeguarding enquiry is started.

Eventually we realised that Anne's dementia was affecting her more than we'd realised. Because Anne was left alone to eat, she didn't recognise that it was time to eat so she didn't.

Anne's social worker helped her find a lunch club to go to each weekday. The volunteers there noticed that Anne particularly enjoyed spicy food. They researched on the Alzheimers Society website and found that dementia could dull people's sense of taste and make food bland. The care workers who visit in the evening and weekend can take this into account when helping Anne to prepare her meals.

Next time, the team leader could have contacted Anne's daughter earlier to raise their concerns – she should gain Anne's agreement to do this.

They could have arranged a meeting with Anne and her daughter to understand why she wasn't eating – for example she might not have enjoyed the food we were cooking, she might have depression or her medication might have been affecting her appetite.

We now know that dementia can dull a person's sense of taste, so we can take this into account with all our clients and look out for this. This could have fed into wider discussions about Anne's care and support – for example she might be referred to a dietician.

We'll also ensure that all staff have training around nutrition and understand the

7 Invest in high quality learning and development around adult safeguarding

High quality learning and development is important to ensure your workforce has the right skills and knowledge around adult safeguarding.

Our '[Learning and development guide](#)' can help you find high quality learning and development. You can download it from www.skillsforcare.org.uk/ongoinglearning.

Before you purchase learning, check that your learning provider understands adult safeguarding from a social care service's perspective, that they can adapt their training for your particular service, and that it'll help you share learning across your whole organisation (rather than limiting training to a training room or computer screen).

There's lots of free advice and resources out there to support learning and development around adult safeguarding.

Visit the Social Care Institute for Excellence's website (SCIE) for free resources and training and consultancy services at www.scie.org.uk/safeguarding/adults.

Our 'Good and outstanding guide' provides practical tips and examples from adult social care services who are rated good and outstanding by the CQC, about how they achieved this rating. It includes a section on safeguarding. One CQC inspection report said:

"The service developed their own learning materials that included films where management acted out various safeguarding scenarios. This saw the leadership team portraying roles such as people accessing care and support, staff and visitors, and had showed potential abusive situations for staff to recognise and discuss. The videos helped staff to recognise the potential abuse and report it in an informal and non-threatening atmosphere."

Download the full guide at www.skillsforcare.org.uk/GO.

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Set and maintain a high standard of record keeping

It's important to keep high quality records. Poor record keeping is regularly identified as one of the main safeguarding challenges, and can put both your staff and the people you support at risk.

You should set high standards of record keeping for everyone to follow and ensure that they have good record keeping skills.

Records should be only as long as necessary and written in everyday plain English without abbreviations. They should be stored securely but shared with the person they're about.

In relation to adult safeguarding, here are some of the main records you should keep:

- risk assessments
- care plans
- observations
- financial transactions
- complaints and compliments
- safeguarding referrals and investigations
- medication records and administration sheets
- rosters and logs of hours worked and/or journeys made
- training, supervision and appraisal.

Social Care Institute of Excellence's (SCIE) 'prevention checklist' explains some of the things that you can do to prevent poor record keeping (slightly amended)

	Care plans are person-centred and accurate
	Care plans include risk assessment and risk enablement



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Keep up to date service improvement plans

A service improvement plan is a plan that outlines how you're going to improve your service – it should include:

- why you're providing a service
- what you want to achieve
- how you're going to achieve it (including resources such as the workforce).

Your service improvement plan can capture any previous adult safeguarding incidents, complaints, allegations or 'near misses', and how you're going to learn from them and improve.

This will help you deliver a 'safe' service and learn from past experiences, to take greater control of safeguarding incidents in the future.

The big tip here is to recognise that safeguarding is not just a matter of compliance – it's integral to improvement and learning. Safeguarding and quality assurance should go hand in hand.

Our 'Good and outstanding guide' provides practical tips and examples from adult social care services who are rated good and outstanding by the CQC, about how they achieved this rating. It includes a section on safeguarding. One CQC inspection report said:

"A poster with the local authority and CQC contact details on was placed beside each phone in the setting in case staff or people who needed care and support wished to raise concerns."

Download the full guide at www.skillsforcare.org.uk/GO.

