

Health & Wellbeing Board Briefing Note.

Making Safeguarding Personal

28 January 2015

This Briefing report was originally submitted to the Herefordshire Safeguarding Adults Board (HSAB) in January 2015, and has been brought to the Health and Wellbeing Board for information.

Making safeguarding personal (MSP) began in 2009. It was motivated by the need to understand what works well in supporting adults at risk of harm and abuse. It is an initiative by the Local Government Association (LGA) safeguarding adults programme and by the Association of Directors of Adult Social Services (ADASS). The intention is to facilitate person-centred, outcomes-focused responses to adult safeguarding.

Full report; www.local.gov.uk/publications/-journal_content/56/10180/3961588/PUBLICATION

The statutory guidance for the Care Act 2014 on Adult Safeguarding requires local authorities to make safeguarding a personalised experience which aims to achieve the outcomes identified by adults at risk of harm and abuse. It is expected that all local authorities will participate in developing MSP.

It incorporates the six key principals of safeguarding.

Empowerment: adults being supported and encouraged to make their own decisions and informed consent.

Protection: it is better to take action before harm occurs

Proportionality: the least intrusive response is appropriate to the risk presented

Protection: support and representation for those in greatest need

Partnership: local solutions through services working with their communities

Accountability: transparency in delivering safeguarding

The fundamental shift in professional practice is in placing the adult, their wishes and experience at the centre of safeguarding enquires, to enable them to recover from abuse or neglect and realise the outcomes they want.

The aim of the MSP approach is to understand what people who are at risk of harm or abuse want to achieve, and then help them achieve that by:

- Talking and listening to people about what they want to happen
- Recognizing the person as the expert on their own life
- Giving people greater choice and control
- Working with the individual to attain outcomes determined by themselves
- Improving their quality of life, wellbeing and safety

There needs to be a big shift in culture and practice so that we move from a process supported by conversations to a series of conversations supported by a process.

Overview of implementation work within Herefordshire

Safeguarding Improvement Programme (SIP) commenced in September. The project aim was to redefine the safeguarding process for adults within Herefordshire as outlined by the principles of MSP and the Care Act 2014. A project group was formed to focus on key areas for development.

Phase 1 of this project was to implement MSP to bronze standard across the whole safeguarding process by March 2015.

To achieve bronze standard Hereford will need to

- Enhance social work practice ensuring that Adults have an opportunity to discuss the outcomes they want at the start of the safeguarding process.
- Follow up discussions with the Adult or their representative at the end of the safeguarding to see if their outcomes have been met.
- Record the results of this approach in a way that can be used to inform practice and provide aggregated outcomes information to inform the HSAB.

Implementation plan and work undertaken to achieve this and in readiness for the planned Peer review;

Policy

- Revise and update the safeguarding policy and procedures. Work is in progress with our regional partners to complete this in line with MSP and the Care Act.
- Herefordshire has revised and developed its own decision support tool to support practitioners in deciding when a S.42 Enquiry has been met (attached).

Governance

- SAB reporting
- Care act compliant 'must and should' checklist completed November.
- Map existing governance arrangements (DLT, SAB, H&WB, Making It Real, etc.)
- Plot key decisions, where they have to be taken
- Plot future reporting needs for SAB

Systems

- Data cleansing achieved
- New process developed and framework identified.
- Updated safeguarding forms to ensure compliance with MSP and the Care Act
- Testing of new forms and process are ongoing.
- Business process agreed
- New process mapped against forms and system requirements
- System changes in development
- Framework changes go live
- Revised audit framework agreed
- Risk log in place
- Performance processes in place to capture information
- Performance tools in place to measure outcomes-against Adult wishes at beginning and end of safeguarding
- Updated AP1 form is now Care Act compliant- awaiting HSAB governance

Workforce development

- Report produced identifying training requirements highlighting policy, process, systems and basic safeguarding understanding

Making Safeguarding Personal

- Report produced summarising MSP requirements for Bronze, Silver and Gold standards
- Gap analysis completed
- Plan of work required to meet standards, consult & engage on areas for possible silver standard ongoing
- cases to identify key areas for MSP engagement and implementation of the statutory guidance
- Engagement with operational team leads and service managers to assist with embedding new MSP learning operationally
- Independent trainers sourced to provide safeguarding training which is MSP and Care Act compliant
- Training on Effective communication for the whole workforce.
- Training on Safeguarding Enquiries and planning and on Managing Safeguarding process due to complete in February.
- All practitioners have completed e-learning on safeguarding
- New standardised approach to minute taking, updated forms awaiting legal oversight to ensure legal compliance.
- Identification of clear roles and responsibilities for all staff levels

Communication and Engagement

- MSP presentation to workforce planning group and providers- completed September
- Engagement with operational teams; presentations on MSP taken to the operational teams and issues addressed.
- Presentation to AWB forum MSP and what it means – case study examples and issues raised
- Development of a communications plan for stakeholders involving them in the change process including operational staff ,partner agencies in HSAB, Healthwatch, service users and residents via the Making it Real Group to take ownership of MSP and its principles
- Development of Communications Plan
- Information shared via E bulletin and Core Brief, AWB
- Letter templates developed to communicate with referrers
- Engagement of the expert by experience
- Communications strategy owned by the SAB
- MSP Aide memoire developed for practitioners
- Information leaflet on MSP developed for service users with engagement
- Safeguarding process mapping with Senior Practitioners
- Additional agency senior practitioner will be appointed to support ART with MSP new process to determine if S.42 enquiry met