

Reviews of Adults Placed in Care Homes and Specialist Hospitals

7. If there is inadequate support

- If there is evidence of inadequate provider support to individuals this should be acted upon, for example by reporting the concern to the CQC and alerting Somerset County Council's Adult Safeguarding Service, or the host local authority where the review is taking place outside of Somerset.

6. Professional Curiosity

- Reviewers should maintain professional curiosity throughout the review and all contact with the provider.
- Reviewers should not assume everything is alright without seeing the evidence for it, and must never assume that a service is providing specialist care without establishing for themselves that the care is effective, high quality and evidence-based

5. Involvement of Families

- Placing authorities should ask the persons family friends for intelligence about the service.
- Sometimes families have concerns, but have not formulated them or spoken with anyone outside of the service provider.
- It is therefore good practice to offer families a chance to speak privately, in person or via a phone call.

Reviews

Failures by organisations that have placed adults in settings, including specialist hospitals and care homes, to either undertake reviews at all or undertake reviews that are of sufficient quality have been repeatedly highlighted by Safeguarding Adults Reviews nationally, including Mendip House here in Somerset



1. Responsibilities

- Placing organisations with statutory duties for meeting eligible care needs are responsible for the review and, where necessary, reassessment of needs and the ability of existing accommodation and support arrangements to meet those needs. All reviews must be completed to statutory timescales, or more frequently where needed.

2. Face-to-Face

- Reviews should always be completed face to face in order to provide assurance about the quality of the service.
- Learning from Safeguarding Adults Reviews has shown that reviews that are carried out by telephone or which do not include seeing the person's living environment increase the risk of concerns being missed.

3. Person Centred

- Reviews must person-centred and in line with good practice, with a focus on designing and delivering credible and valued support to the person.
- The review should include, wherever possible, speaking to the person in depth about their experience. If this is not possible because of the person's needs then a period of observation should be used instead.

4. Involvement of Advocates

- All reviews must take into account statutory duties relating to the use of advocates and the relevant person's representative (RPR) (where relevant/applicable) under the Care Act and Mental Capacity Act, recognising their roles in contributing towards quality assurance and asking for their feedback and observations.