

7. If there is inadequate support

If there is evidence of provider support being inadequate or of concern, this should be escalated, for example by reporting the concern to the CQC and alerting Somerset Council's Adult Safeguarding Service, and/or the host local authority in which the care provider review is situated.

It is imperative that organisations that have placed adults in settings, including care homes and specialist care provisions, undertake reviews that are of high quality, ensuring that they are person-centred.

6. Professional Curiosity

- Reviewers should maintain professional curiosity throughout the review and all contact with the provider.
- Reviewers must not assume that care is appropriate without clear evidence. They should verify that any specialist care provided is effective, high quality, and evidence based.



5. Involvement of Families

- Reviewers must not assume that care is appropriate without clear evidence. They should verify that any specialist care provided is effective, high quality, and evidence based.
- Sometimes families have concerns but have not formulated them or spoken with anyone outside of the service provider.
- Ideally, this should be undertaken privately, either in person or via a phone call.

4. Involvement of Advocates

All reviews must consider statutory duties under the Care Act and the Mental Capacity Act regarding the use of advocates and Relevant Person's Representatives (RPRs), where applicable. Their roles in contributing to quality assurance should be recognised, and their feedback and observations actively sought.

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 and there are no safeguarding concerns All reviews must be completed to statutory timescales, or more frequently where needed.
- When placing authorities commission [out of area care](#), placement checks should be made with the host LA/ICB.

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, including the person's bedroom, increase the risk of concerns being missed.

3. Person Centred

Reviews must person-centred and in line with good practice, with a focus on reviewing the client's care and support plan and daily logs to ensure that they are up to date and reflect the client's needs to provide valued support to the person. Where appropriate and safe to do so, the review should include speaking to the person alone about their experience. If this is not possible, e.g. due to the person's needs, a period of observation should be used instead.

