



# LEARNING FROM SAFEGUARDING ENQUIRIES IN CARE HOMES

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Service Manager)

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# INTRODUCTION TO QUALITY ASSURANCE

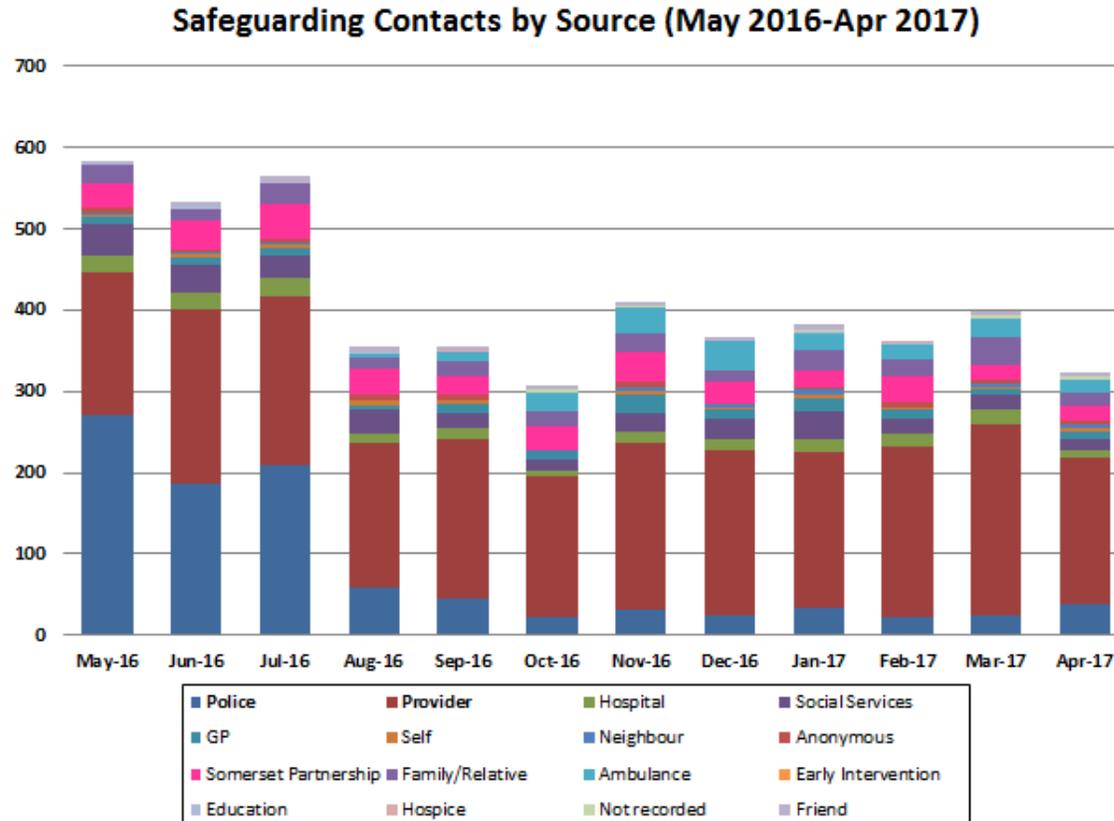
- Paul Coles: Service Manager
- From 'safeguarding and quality team' to 'quality assurance service'
- Maintained links with safeguarding as per the contract, risk management and quality policy
- Baseline is a CQC rating of 'good'
- Improve quality of individual providers c/o quality Improvement (QIM)
- Monitor quality c/o SAFOnline which identifies themes across the sector
- Themes are addressed by the care home support team and provider development events.

# THE SOMERSET CONTEXT

- 58 nursing, 100+ residential and 50+ domiciliary care providers
- 16 providers rated 'outstanding' 1 rated 'inadequate'
- July 2017 in Somerset 88% providers 'good' or 'outstanding'
- 6% above national average and 4% above regional average

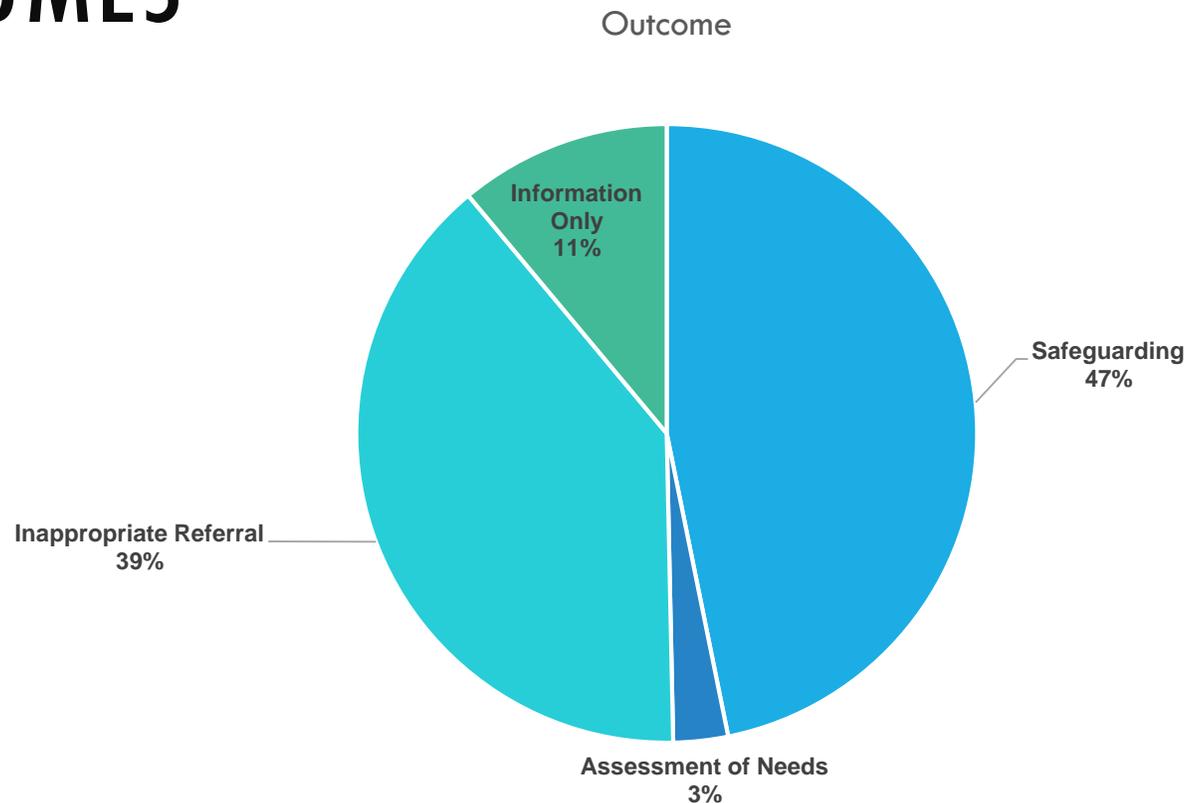


# SAFEGUARDING REFERRALS FOR CARE HOMES BY SOURCE



Care homes make the highest number of referrals themselves throughout the reporting period

# OUTCOMES OF SAFEGUARDING REFERRALS FOR CARE HOMES



'inappropriate referrals' suggest some over-reporting

# 10 TYPES OF ABUSE AND NEGLECT

Physical

Sexual

Emotional/psychological

Financial/material

Discriminatory (including hate crime)

Domestic Violence

Organisational

Modern slavery

Neglect/acts of omission

Self-neglect

Can you think of any examples, types and/or signs?

“ Beryl's family think it doesn't matter if they take her last few quid, she gets her pension tomorrow. ”



Taking money from someone without asking is theft. If you are worried someone is being taken advantage of, tell us, we can help. **THINKING IT? REPORT IT.**

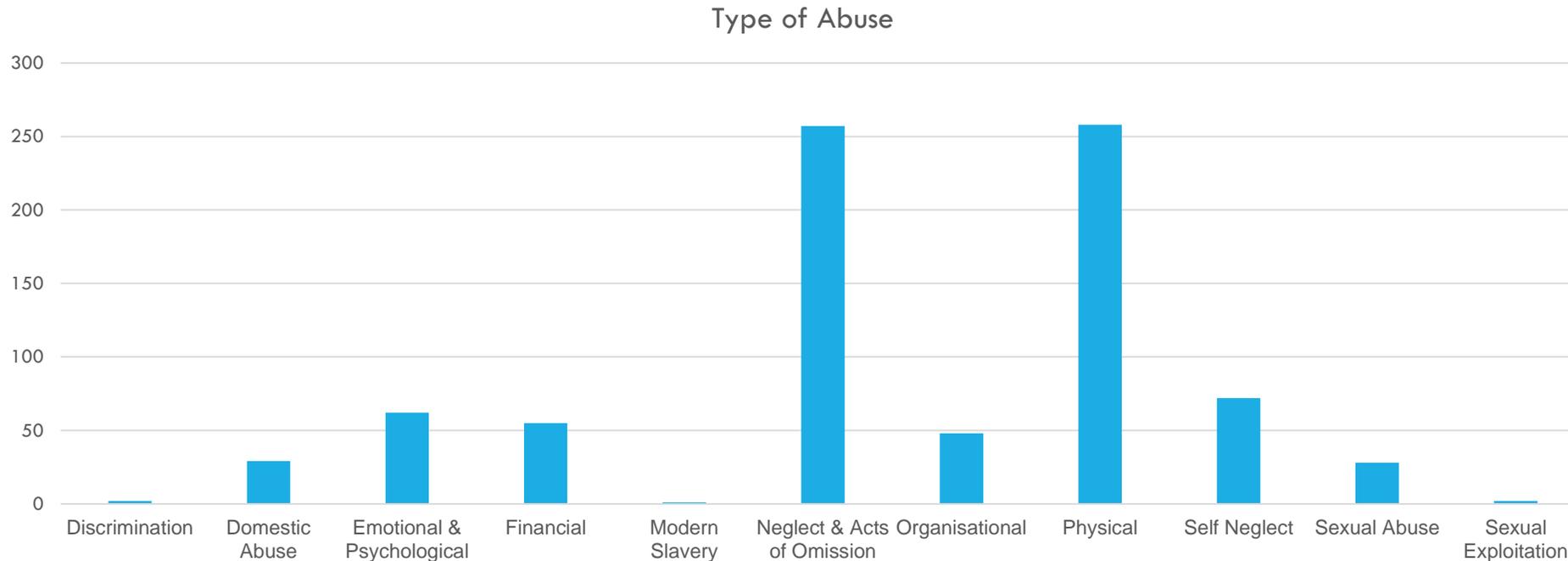


SOMERSET  
SAFEGUARDING  
ADULTS BOARD

**DON'T STAY SILENT.**  
**CALL 0300 123 2224.**

You will be listened to and your concerns taken seriously.

# WHAT IS THE MOST/LEAST COMMON TYPE OF ABUSE IN CARE HOMES IN SOMERSET?

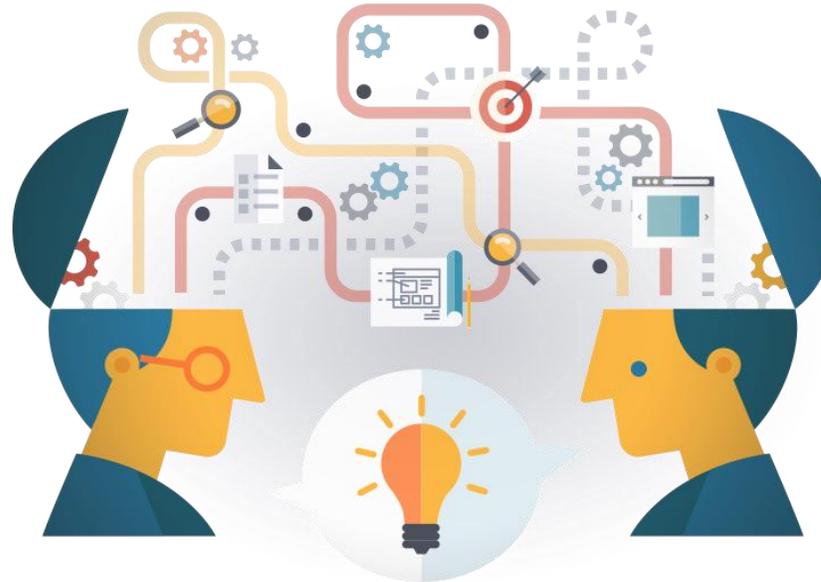


Why do you think this is?

# LEARNING THEMES FROM SAFEGUARDING AND QUALITY IMPROVEMENT

Making Safeguarding Personal means that the learning will be different in each situation

- Culture
- Leadership
- Transparency
- Unique Selling Point
- Dependency
- Accountability
- Documentation
- Whole home approach
- Being open and honest
- Complacency
- Making proportionate changes



# LEARNING FOR THE QUALITY ASSURANCE SERVICE

- We are also accountable (e.g. overdue reviews)
- We need to be proactive not reactive
- We use SAFOne to monitor quality
- We understand the 'human factors' associated with quality issues
- We need to support you (e.g. provider development events)



# CASE STUDIES

- In groups of 5 read either Safeguarding Adults Review 'A', 'B', or 'F'
- Identify three key learning points for the care home involved
- Feedback to the group



# LEARNING FROM SAFEGUARDING IN YOUR ORGANISATION

Do you have any examples you would like to share with the group?

How do you evidence your learning from safeguarding?

Can you develop an 'action plan' with 3 ways to implement / evidence learning from safeguarding when you return to your organisation?



# FEEDBACK AND QUESTIONS

Care Home Support Team

Provider development days

Do you have any feedback on future plans?

Do you have any questions?



# RESOURCES

- RCPA Registered Managers Network 23.03.18
- [Adult risk threshold tool](#)
- [promoting less restrictive practice](#)
- [MSP: What does good look like](#)
- [Somerset Safeguarding Adults Board](#)
- [Social Care Institute for Excellence](#)



Thank  
you!!