

# Making Safeguarding Personal Staff Guide

**Stopping Adult Abuse – Everyone's Business**





# Background

The Care Act 2014 has changed the approach to safeguarding adults at risk of harm. Making Safeguarding Personal (MSP). The change is about practice that puts the person more in control of their own safeguarding and generates a more person centred set of responses and outcomes.

The key focus is to develop a real understanding of what people wish to achieve, recording their desired outcomes and then seeing how effectively these have been met

The changes will be implemented from 1<sup>st</sup> April 2015, supported by members of the No Secrets (Service User) Reference Group.

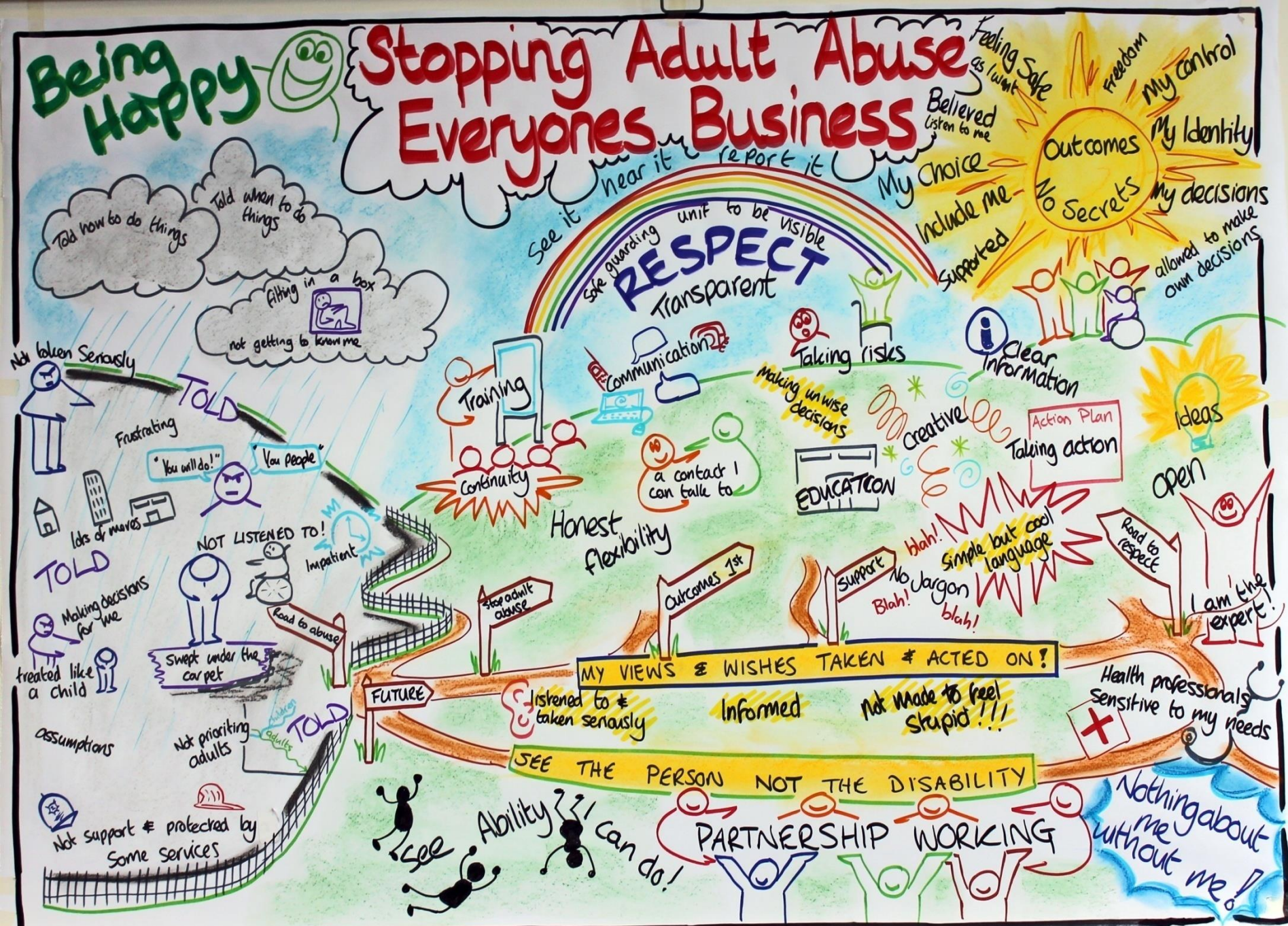
Through this new approach we hope to:

- Make safeguarding more person centred and develop more meaningful engagement of people in safeguarding
- Develop a realistic way of working of asking people what they want by way of outcomes at the beginning and throughout the safeguarding process, and at the end ask to what extent those outcomes have been achieved.
- Improve outcomes for people in safeguarding
- Improve recording



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### What do you want to happen?

☐ I want the abuse to stop and to feel safer

☐ I want to help protect myself in future

☐ I want help to feel more confident

☐ I want the abuser to stay away from me

☐ I want to be involved in what happens next

☐ I want people involved in my case to do what they say they will

☐ I want the police to prosecute

☐ I want to access any support available to me

☐ I want to make more friends

☐ Something else \_\_\_\_\_



### What is most important to you?

In your own words tell us the three most important things you want to happen. You can also say what you want us to do to make those things happen. They can be changed at any time.

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



### Feedback Questions



|   | Yes                   | No                    | Partly                |
|---|-----------------------|-----------------------|-----------------------|
| Have you got the outcomes you wanted?                               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Did we give you chance to say what you wanted to happen?            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Did you feel that you were listened to?                             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Did we act on your wishes and views?                                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you feel as safe as you want to feel?                            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you feel happier as a result of the support about your concerns? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

# Aims

Make safeguarding more person-centred and develop more meaningful engagement of people in safeguarding and improve outcomes.

Give staff permission to spend time with people, asking people what they want by way of outcomes at the beginning and throughout the safeguarding process.

Find out to what extent those outcomes have been met at the end of the process.

# Making Safeguarding Personal

## Our Promise:



Listen to you



Understand your views and wishes



Take you seriously



Treat you with respect



Support you to feel as safe as you want



Support you to make your own decisions



Keep you informed and involved



Tell you what will happen next











# Staff Guide

## Outcomes the person may want to achieve from safeguarding?

*(Discuss and encourage the person to consider their top 3 outcomes and what is most important to them [in their own words], using the booklet)*



### What do you want to happen?

-  I want the abuse to stop and to feel safer
-  I want to help protect myself in future
-  I want help to feel more confident
-  I want the abuser to stay away from me
-  I want to be involved in what happens next
-  I want people involved in my case to do what they say they will
-  I want the police to prosecute
-  I want to access any support available to me
-  I want to make more friends
-  Something else.....



### What is most important to you?

In your own words tell us the three most important things you want to happen. You can also say what you want us to do to make those things happen. They can be changed at any time.

1. ....  
.....
2. ....  
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3. ....  
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# Staff Guide

|   |   |
|---|---|
| <p><b>First stage: Actions</b><br/>(record safeguarding concern on PARIS or Excel spreadsheet)</p>  | <p>Discussion to include:</p>   |
| <ul style="list-style-type: none"> <li>■ Meet service user/representative and have a face to face conversation</li> <li>■ Consider mental capacity and complete a mental capacity assessment if appropriate</li> <li>■ Give user/representative MSP booklet with your contact details on</li> <li>■ Explain safeguarding process, clearly. Don't use jargon.</li> <li>■ Identify suitable person to process support, if required, it may be an advocate/IMCA</li> <li>■ In some situations a Family Group Meeting may be helpful and should be considered.</li> <li>■ Record conversation with service user to include assessment of capacity and service user wishes</li> <li>■ Record safeguarding concern as per departmental guidance</li> <li>■ Records should remain factual</li> </ul> | <ul style="list-style-type: none"> <li>■ What is important to the service user. Have a conversation to help the service user to identify their top 3 priorities, and encourage the person record them in the MSP booklet</li> <li>■ What could be done to help the service user feel safer</li> <li>■ What the service user wants to happen as a result of safeguarding (outcomes)</li> <li>■ What the service user doesn't want to happen</li> <li>■ What help and support is needed to help service user understand process and express their views</li> <li>■ What will happen next</li> </ul> |



# Staff Guide

|   |  |
|---|--|
| <b>Strategy Planning discussion / meeting:</b> Actions<br>(Record on PARIS or Excel spreadsheet)  | Discussion after SPM/discussion to include:  |
| <ul style="list-style-type: none"><li>■ Ensure service user/representative views are presented to meeting/discussion and the actions reflect desired outcomes</li><li>■ Meet and give feedback to service user/representative asap after strategy planning discussion/meeting, ensuring actions and next steps are clearly explained</li><li>■ Record details as per guidance</li></ul> | <ul style="list-style-type: none"><li>■ Outcome of Strategy Planning discussion/meeting</li><li>■ Service user priorities. They may have changed</li><li>■ Where the service user would like the meeting/s to be held</li><li>■ What help and support is needed to help service user understand process and express their views</li><li>■ Next steps</li></ul> |



# Staff Guide

| <b>Case Conference: Actions</b><br>(Record on PARIS or Excel spreadsheet)  | Discussion before Case Conference to include:   |
|--|---|
| <ul style="list-style-type: none"> <li>■ Ensure service user or if appropriate, representative is invited to the case conference and knows what to expect</li> <li>■ Ensure service user/representative is offered support to attend</li> <li>■ If service user/representative is not present put forward their views at the meeting</li> <li>■ Record details of conversation with service user before and after case conference</li> <li>■ Record outcomes of case conference and responsibilities for actions as per guidance</li> <li>■ Record whether there have been any changes to the service users wishes/desired outcomes</li> </ul> | <ul style="list-style-type: none"> <li>■ Recap the outcome of Strategy Planning discussion/meeting</li> <li>■ Service user priorities/desired outcomes. They may have changed</li> <li>■ What will happen at the case conference</li> <li>■ What help and support is needed to help service user understand the process and express their views</li> <li>■ Ensure the service user/representative is ok after the meeting</li> <li>■ Discussion after Case Conference:</li> <li>■ Confirm arrangements for next meeting (if known)</li> <li>■ If additional help and support is needed to help service user understand process and express their views</li> <li>■ Next steps</li> </ul> |

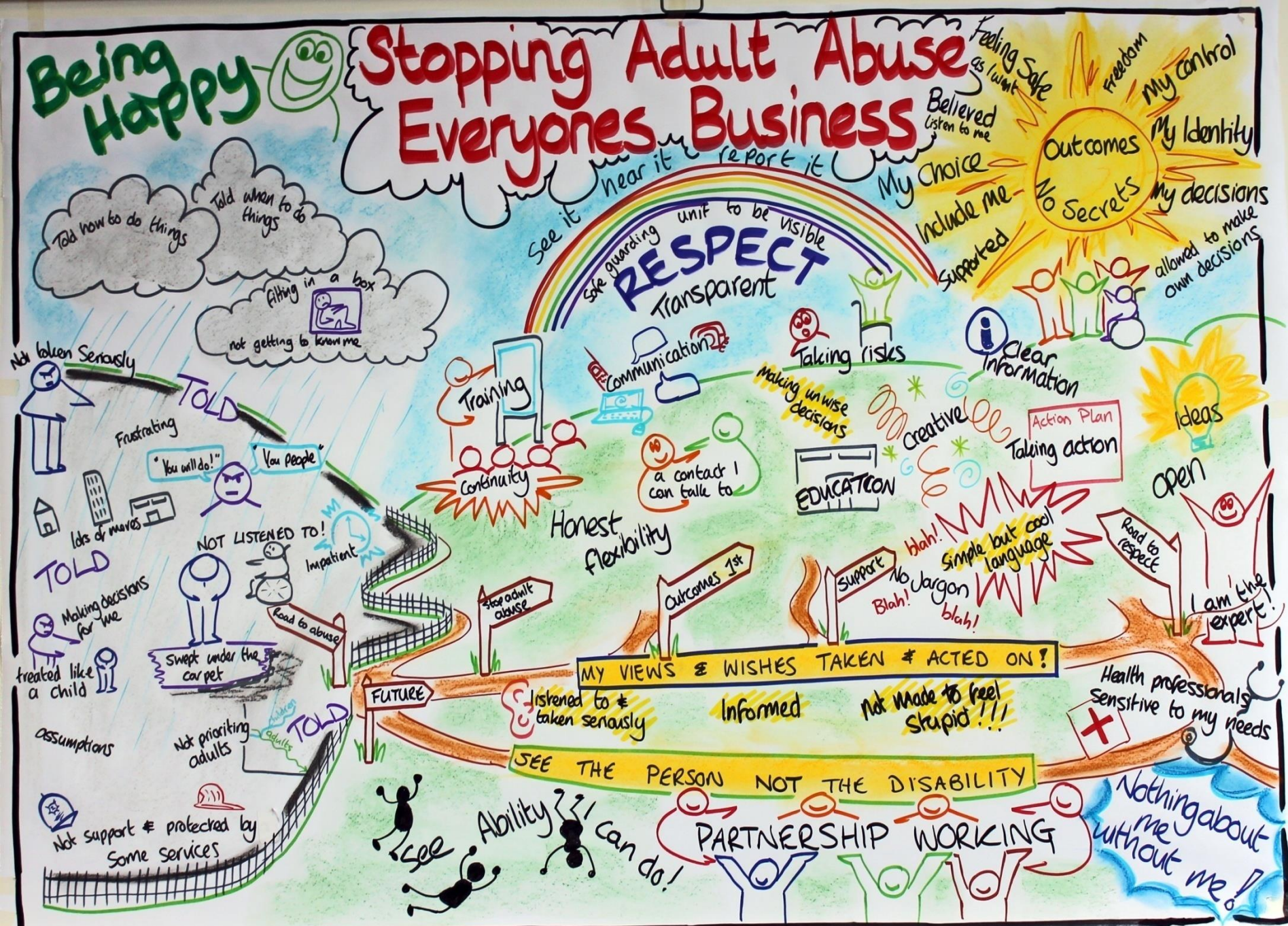
# Staff Guide

|   |  |
|---|--|
| <p><b>Safeguarding Review Meeting:</b><br/>Actions<br/>(Record on PARIS or Excel spreadsheet)</p>   | <p>Discussion before Safeguarding Review Meeting to include:</p>   |
| <ul style="list-style-type: none"> <li>■ Ensure service user/representative is invited to the review meeting and knows what to expect</li> <li>■ Ensure service user/representative is offered support to attend</li> <li>■ Record details of conversation with service user, including any changes to wishes/outcomes</li> </ul> | <ul style="list-style-type: none"> <li>■ Outcome of the Safeguarding Enquiry</li> <li>■ What will happen at the review meeting</li> <li>■ What help and support is needed to help service user understand process and express their views</li> <li>■ Next steps</li> </ul> |



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# Staff Guide

At the end of safeguarding process, meet with the person and discuss the following questions. Ask and record reasons why service users outcomes were wholly, partly or not met and how we could have done better.

(Record answers on PARIS or Excel spreadsheet).

## Feedback Questions



|   | Yes   | No  | Partly  |
|---|---|---|---|
| ▪ Have you got the outcomes you wanted?                               |    |    |    |
| ▪ Did we give you chance to say what you wanted to happen?            |    |    |    |
| ▪ Did you feel that you were listened to?                             |   |   |   |
| ▪ Did we act on your wishes and views?                                |  |  |  |
| ▪ Do you feel as safe as you want to feel?                            |  |  |  |
| ▪ Do you feel happier as a result of the support about your concerns? |  |  |  |