



# **An introduction to Making Safeguarding Personal**

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# Care Act 2014



- New legal framework for how local authorities and other parts of the system work together to support adults with care and support needs.
- When exercising any of its care and support functions, the local authority must focus on the needs and goals of the person and promote their wellbeing.
- Helping the person achieve the outcomes that matter to them in their life.
- Safeguarding defined as a core function of care and support
- Chapter 14 of the statutory guidance deals with safeguarding - replaces 'No Secrets' (2000).
- MSP enshrined as a core concept in the Care Act – safeguarding responses must reflect a personalised and person centred approach.

# Care Act 2014 - duty to promote wellbeing

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- Personal dignity (including treatment of the individual with respect)
- Physical and mental health and emotional well-being
- Protection from abuse and neglect
- Control by the individual over their day-to-day life - over the care and support provided to the individual and the way in which this is provided.
- Suitability of living accommodation
- Domestic, family and personal relationships
- Participation in work, education, training or recreation
- Social and economic well-being
- The person's contribution to society.

# Care Act 2014 - Safeguarding Principles



## **Empowerment**

Presumption of person led decisions and informed consent

## **Prevention**

It's better to take action before harm occurs

## **Proportionality**

Proportionate and least intrusive response appropriate to risks

## **Protection**

Support and representation for those in greatest need

## **Partnerships**

Local solutions through services working with their communities

## **Accountability**

Accountability and transparency in delivering safeguarding.

# Care Act 2014 - Advocacy



The local authority **must** arrange where appropriate for an independent advocate to represent and support an adult who is the subject of a safeguarding enquiry where the adult may have **‘substantial difficulty’** in being involved and contributing to the process and where there is no other appropriate adult to assist (not professionals).

This is separate from the appointment of an IMCA

# Being Person Centred




- Requires a fundamental shift revolves in professional practice
- Practice that puts the adult and their wishes and experience at the centre of the safeguarding enquiries and which seeks to enable people to resolve their circumstances.
- A focus first and foremost on the person helping them to achieve the outcomes they are looking for.

# Making Safeguarding Personal



- A shift in culture and practice towards what is understood to make safeguarding effective (or not) from the perspective of the adult
- Reflects the core values and practice understood to be valued by service users:
  - Information, advice and advocacy
  - Holistic approach
  - Flexibility
  - Person-centred practical & emotional support
  - Professionals who listen/communicate well while displaying warmth and respect
- Recognises people as experts in their own lives - importance of being able to participate as fully as possible in decision making:
  - “No decision about me, without me”
- Getting the information and support necessary to consider options and make decisions.
- Active involvement in the process helps to get at the ‘truth’ - helps bring home to professionals the impact of abuse and neglect on the individual .

# Making Safeguarding Personal

- Safeguarding done with, not to people.
  - Outcome based rather than procedurally driven approach.
  - Safeguarding response defined by the needs, wishes and outcomes of the adult – a focus on the outcomes the person wants and finding out at the end the extent to which these were met.
  - MSP recognises that people often they want more than one outcome, which are sometimes not easily reconcilable.
  - Focus on achieving meaningful improvement to someone's circumstances rather than on 'investigation' and 'conclusion'
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- Personalised information and advice so the person can better understand their situation and any risks – and to consider and weigh up options to manage these.
  - People generally want to feel safe but also to maintain relationships - for some people the only human contact they have is with the person/people who is/are harming/abusing them.
  - Using a mix of responses to enable people to achieve safety, resolution, recovery and access to justice.



# Adults should be assured that.....



- Their views, needs and well being are held to be central in any enquiry/investigation, protection planning, or other process
- Their human and civil rights, including the right to self determination, will be upheld throughout the process
- They will be supported to access the same services and have the same rights as all other citizens, or those rights and services will be accessed on their behalf if they are unable to do this with support
- Information about them will be shared only under safeguarding adults information sharing protocols.

# Adults should be assured that.....



- Any safeguarding enquiry or planning done with them, or on their behalf, will be multi-agency, accessing the best possible and most appropriate resources and expertise
- Responses will be timely and proportionate
- There is a built in planning and reviewing process which will mean that their protection is paramount in the minds of all involved, until the need for such protection has finished
- Actions stated in any safeguarding plan will be carried out and professionals will be held to account for these.

# Making Safeguarding Personal in practice



- The way the person experiences safeguarding reflects the values of user involvement, including respect, partnership, equal relationships
- Supporting the person to understand what happens during the process and what to expect
- Supporting the person to understand be able to participate in discussions/and meetings
- Access to advocacy when needed
- Accessible meeting format, including times and locations, and offer translation and interpretation as needed.
- Using plain language and checking out with the person what certain terms mean to them.
- User friendly and easier to read versions of documentation – other formats?
- Understanding positive approaches to risk and supported decision making
- Encouraging people involved to think about recovery as well as resolution using a range of creative responses
- Assigning a lead practitioner to brief and support the individual throughout the safeguarding process

# Practical ways of involving the adult



- Meeting the conference chair
- Pre-meeting visits to the venue
- Pre-meeting discussion of what to expect
- Pre-meeting discussion of areas of concern
- Being asked choices
- Access to advocacy
- Using of communication aids
- Support to provide written or verbal contributions in advance
- Participating in decision making

# Discussions prior to the meeting



- What is the purpose of the meeting?
- Can you attend the meeting?
- Who else will be at the meeting?
- What happens if you disagree with the decisions at the meeting?

# Involving carers, family and friends



- Personalisation involves designing systems of support that work well for the person and, where they wish it, their family or circle of support.
- Recognises the uniqueness of each person's lifestyle and relationships.
- Carers, family members and friends can bring knowledge and experience to help identify risks and strategies for balancing risk and choice.
- Assessment process should identify the level of caring that families wish to provide and any risks to their health and well-being of doing so.
- Support plans should consider how to ensure that everyone can positively participate in family life, social networks and in the wider community.
- Carers have a right to an assessment of their own and these assessments should similarly be self-directed allowing the carer to identify their priorities and aspirations and consider risk and safeguarding.

# Outcomes for adults at risk



‘Outcomes-focused support aims to achieve the aspirations, goals and priorities identified by adults at risk.

A focus on both how people experience safeguarding and the difference that it makes (through outcomes and through experience of the process).

## 2 measures:

Was the person asked at the onset?

Were these outcomes fully or partially met?





# MSP 'toolkit'



- Achieving Best Evidence skills
- Building resilience, confidence, assertiveness, self-esteem
- Motivational interviewing
- Peer support, survivors networks, forums and circles of support
- Family group conferencing
- Therapeutic support
- Counselling support
- Mediation and conflict resolution
- Support for people causing harm
- Family and domestic abuse support
- Restorative justice

# MSP and safeguarding the principles



- **Empowerment** *“I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens next”*
- **Prevention** *“I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help”*
- **Proportionality** *“I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed”*
- **Protection** *“I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want”*
- **Partnership** *“I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me”*
- **Accountability** *“I understand the role of everyone involved in my life and so do they”*

# For more information



[Making Safeguarding Personal - a toolkit for responses  
\(4th edition 2015\)](#)

[www.hampshiresab.org.uk](http://www.hampshiresab.org.uk)



Any comments  
or questions?