

# A New Approach – Adult Social Care

Debbie Morris/Lynn Turner

# Expectations of Making Safeguarding Personal

---

---

- Working towards outcomes that the person wants to help them manage the risk of abuse and/or neglect; Greater emphasis on ensuring that the person is fully involved with all decisions;
  - Greater autonomy for practitioners to determine the best approach;
  - More tools to help provide the relevant response;
  - A proportionate response to allegations of abuse, meaning gathering evidence to ascertain whether abuse has occurred or not will be required less frequently;
  - Where investigative work is required, there is greater clarity around partner agency roles and responsibilities;
  - Better recording of safeguarding work;
  - A process that is easier to navigate, making it easier to complete appropriately and within timescales.
- 
-

# Impact of Making Safeguarding Personal on Service Users

---

---

- **Empowerment** *“I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.”*
  - **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.”*
- 
-

# Case Studies

---

---

- Young lady with Physical disabilities bullied by family members
- Feeling pressurised into giving them money and them not letting her have control of her life
- Attended Safeguarding meeting with professionals and was able to articulate her personal outcomes
- She wanted bullying to stop and she wanted to lead her own life
- Professionals supporting her to stand up to her family
- Attended second safeguarding meeting and was much happier
- Felt empowered to stand up for her family and say no. She realised she had backing and support of professionals
- Personal outcomes were met

# Case Studies

---

---

- 100 year old lady, housebound with poor mobility
- Concerns of financial abuse by her gardener raised by the Care Agency to Adult Safeguarding team
- Money missing from her account plus possessions from the home
- Lady herself seemed unaware of the issues, presenting as very muddled

# Case Studies

---

---

- Joint visit undertaken by Safeguarding practitioner and Police
  - Care Agency worked well with the lady to support her
  - Family became involved to support with finances
  - Gardener now off the scene
  - Although lady did not appear at outset to recognise what was happening the outcome for her has been positive in that her health and welfare have improved including an increase in her appetite
  - Also a good example of multi-agency working between Police, care Agency and Safeguarding team
- 
-

# Case Studies

---

---

- Elderly lady in her 80's rang Safeguarding team to report Domestic Abuse from her husband
- Was very difficult to engage with as she refused any offer of support or advice and would not make formal complaint to Police
- Safeguarding practitioner did a lot of work involving other professionals and the lady herself.
- Trust was eventually gained and the lady made the decision to move out of the marital home
- She continues to receive support from Adult Social care

# What are our next steps

---

---

- Keep the approach alive and active – promote ownership.
- Greater use of advocacy services.
- Increase the participation of residents at case conferences.
- Ensure outcomes are at the heart of adult care learning and development – not an add on.
- Develop PARIS system to enable us to practice in line with MSP guidance issued.
- Development of processes and procedures including performance reporting.





ISLE *of*  
WIGHT  
C O U N C I L

---

[www.iwight.com](http://www.iwight.com)