



QUICK GUIDE

Making Safeguarding Personal (MSP)

Hearing the person

- We give the person time and space to talk
- We listen to them
- We take what they say seriously
- We make sure they do not have to keep repeating the same thing to different people
- We ask what their priorities are
- We ask whether they want any help from us
- We ask what they think that help might look like.

Respecting the person's choices

- We support the person to make their own choices and decisions
- We give them as much information as possible in order make their own choices
- We respect their values and decisions
- We do not make the person feel judged or punished for the choices they make or the things they tell us
- We support the person to be as safe as they want to be
- We always act in line with the Mental Capacity Act where choice and decision making is impaired.

Understanding the person

- We communicate with the person in ways they understand, without using jargon
- We get a sense of what matters most to them and why
- We take steps to understand their culture, background and community
- We are curious, not because we want to take control of their life, but because we care about what happens to them
- We try to understand who they feel they can trust and to keep those people around them.

Being honest with the person

- We discuss our concerns with the person before deciding what to do
- We are open about any worries we have for them
- We keep them informed about who is doing what and why
- We are honest if it is necessary to act against their wishes or expectations
- We seek consent before sharing any information about them
- When we do share information, we explain who we are sharing it with and why.

'No decision about me without me'