



# Section 4

## Practitioner Toolkit

April 2007 To be reviewed April 2008

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# Introduction

# Introduction

This Toolkit provides a range of checklists and suggestions for consideration by practitioners working in matters relating to Safeguarding Adults.

There are references throughout the Toolkit to relevant Sections within the Procedural Framework.

The Toolkit is constantly developing and therefore subject to change. The Toolkit will be added to as relevant and appropriate practice tools become available to further assist and support practitioners in their safeguarding work.

# **Chairing Safeguarding Adults Meetings**

# Chairing Safeguarding Adults Meetings

## Introduction

The following is a list identifying many of the issues the Chair of any Safeguarding Adults meeting may need to consider. The list is not exhaustive but attempts to provide a comprehensive framework from which to work.

The role of the Chair in the Safeguarding Adults process is a crucial one. Those taking on the role must have an understanding of the Safeguarding Adults Policy and Procedures and be in an appropriate position within their agency to undertake the task. The Chair of Safeguarding Adults meetings, ordinarily, is the Safeguarding Manager identified within the appropriate agency to manage the safeguarding process.

Whilst this list can be seen as a useful tool it cannot take away the need to attend relevant training. Details of relevant training can be obtained by contacting the Safeguarding Adults Team: 0191 566 1736.

**Please Note:** It is important that all relevant Safeguarding Adults documentation is completed at the appropriate time (in accordance with the relevant stage of the process) and promptly forwarded to the Safeguarding Adults Team. All forms and documentation, including templates, are included in Section 3: Forms and Documentation.

Please also refer to Section 1: Procedures; Process – Stages 4 and 5

## Considerations Prior to the meeting

- The Chair of Safeguarding Adults meetings, ordinarily, is the identified Safeguarding Manager within the appropriate agency who manages the safeguarding process.
- Consideration needs to be given whether it is appropriate and relevant for the alleged victim or adult at risk to attend the Safeguarding Adults Meeting(s). If the matter concerns a service, rather than an individual, the needs of all service users must be taken into account.
- If the alleged victim or adult at risk does not have mental capacity, the criteria for the instruction of an Independent Mental Capacity Advocate (IMCA) needs to be considered, (See Section 2: Practice Guidance; Protocols and Procedures).
- Consideration needs to be given to the involvement of carers and family members within the safeguarding process. A decision will need to be made whether it is appropriate or relevant to invite them to attend meetings or to provide feedback, (See Section 2: Practice Guidance; Involvement of Carers in the Safeguarding Process).
- The meeting should involve professionals from relevant agencies and service providers who should have been contacted as part of the initial information gathering. Attendance from individuals with specific knowledge of the situation is recommended. It should not include anyone who may be implicated in the abuse.

- Good practice would dictate that professionals invited to the meeting should be asked for written reports to be submitted prior to the meeting to enable circulation by the Chair in advance. Anyone sending apologies should also be asked to submit a Report, no later than 24-hours prior to the meeting taking place for the Chair to either circulate in advance (if given enough time) or to present at the meeting, (See Section 3: Forms and Documentation for Safeguarding Adults Report Template).
- The Chair should meet with the minute-taker prior to the meeting to inform them of the possible issues to be raised. It would be helpful for the minute-taker to be informed where the minutes will need to be used by an employer to make a referral to the Protection of Vulnerable Adults (PoVA) List and that consequently the names of service users and whistleblowers should be anonymised as far as possible, (See Section 4: Practitioner Toolkit; Safeguarding Adults Minute Taking).
- Practical arrangements regarding venue should be seen as important and take into account the known requirements of individuals attending, particularly those with need for specific provision regarding mobility or communication and the consequent decisions regarding, for example, access, interpretation or advocacy.
- The Chair can restrict or exclude attendance of people at the meeting if they are likely to prevent a full and proper discussion. For this reason, it is important to consider whether all involved in the matter should be invited to the same meeting or it would be more appropriate to hold two separate meetings. For example, where the abuser is also a service user, it would be more appropriate for their needs to be addressed separately to those of the alleged victim. Similarly, it may be possible to consider the needs of the alleged victim or adult at risk and their carer(s) at the same meeting but their distinct, perhaps conflicting needs may make this untenable, and thus a separate meeting would be more appropriate.
- Issues of confidentiality must be taken into account when considering attendance and for this reason, victims and carers should not be present when action against a member of staff or service is being discussed or other confidential information is being disclosed.
- The consideration of who should attend the meeting becomes an even more important issue where the abuse may be of a possible criminal nature. In such cases the Chair must take advice from the Police to ensure that the potential attendance of anyone would not compromise the Police investigation in any way. (See Section 2: Practice Guidance; Involvement of the Police in the Safeguarding Process). Should the attendance of the victim or carers be deemed unsuitable for this reason, it would be necessary for the Chair to either arrange a separate meeting or agree arrangements at the meeting for any relevant information to be subsequently shared with the individuals concerned.
- The Chair should ensure that the reason(s) for the meeting are explained to the alleged victim or adult at risk and representative(s) prior to the meeting and that whatever decision regarding their attendance has been taken is also explained.

## Considerations During the Meeting

The meeting should generally follow the structure as outlined in the templates to be found in Section 3: Forms and Documentation.

The following considerations are a useful reminder of some of the important issues the Chair should remember:

### Introductory Matters

- Facilitate introduction of all participants: name, title and agency.
- State apologies and where appropriate explain any reason for anyone's partial or non-attendance.
- Read out statement of confidentiality (See Agenda Templates in Section 3: Forms and Documentation).
- Outline the purpose and explain the structure of the meeting.
- Ensure a brief, factual background to the case is given including the date the original concerns were raised. This could be given by an allocated Care Manager or key worker or be given by the Chair, using the information on the original Safeguarding Adults Notification, Outcome & Review Form – Part A (See Section 3: Forms and Documentation).

### Views of Participants

- If the alleged victim or adult at risk has capacity and is present at the meeting, ensure his or her views are communicated. If not having capacity, or not present, views could be communicated by, for example, a care worker, advocate (Independent Mental Capacity Advocate) or carer, as appropriate.
- Facilitate full discussion of the facts and opinions, ensuring the views of all professionals involved are expressed.
- Present any Reports from participants giving apologies.

### Identification of Risk

- Ensure the discussion identifies any possible risk, not just to the adult central to the matter but also to others, and where this is the case any ensuing Safeguarding Plan covers everyone deemed to be at risk, (See Section 1: Procedures; Process - Stage 5 and Section 3: Forms and Documentation).
- Where appropriate, and taking account of the need for immediate action, formulate or review a clearly defined Safeguarding Plan and mechanisms for on-going support arrangements.
- Where appropriate, discuss and decide the need to indicate or inform other local authorities, Care Managers or services regarding the level of concern.

### Actions/Next Steps

- When identifying the need for an Assessment or Investigation be clear about the terms of reference, who is doing what, how and to what time-scale.
- Ensure that other actions such as criminal investigation or disciplinary procedures are taken into account so that the safeguarding process can run simultaneously without compromising either of the other processes.
- Formally record the above in an Action Plan, (See Section 1: Procedures; Process – Stage 5 and Section 3: Forms and Documentation).
- Confirm that everyone involved in any ensuing actions is aware of their role.
- Ensure feedback is provided, if necessary, to anyone not in attendance at the meeting for example, service user, carer and Alerter, and by whom.
- Consider the need for referral to other processes for example, Multi-Agency Public Protection Arrangement (MAPPA), Protection of Vulnerable Adults (PoVA) List, General Social Care Council or Nursing and Midwifery Council.
- Consider the need for Review.
- Ensure that the next meeting date is set, as appropriate.

## Considerations After the Meeting

- Meet with the minute-taker to check and clarify notes and use this as an opportunity to discuss any emotional impact the meeting may have had on the minute-taker.
- Agree minutes to be circulated, amending where necessary.
- Monitor progress of any Action Plans or Safeguarding Plans.
- Ensure all relevant Safeguarding Adults documentation is completed and forwarded to the Safeguarding Adults Team within timescales.
- Consider use of the Audit Tool to evaluate process and assist in personal development and refer to the Safeguarding Adults Reflective Practice Sub-Group as appropriate.



# **Safeguarding Adults Minute-Taking**

# Safeguarding Adults Minute-Taking

## Introduction

The following identifies many of the issues an administrator may need to consider when asked to take minutes at a Safeguarding Adults meeting. The list is not exhaustive but attempts to provide a comprehensive framework from which to work.

Whilst intended for the administrator, it cannot be forgotten that the role of the Safeguarding Manager, as Chair of the meeting, is crucial in providing support to ensure that the administrator is able to carry out the tasks required.

## Preparation

- Compile details of participants to be invited: Name; Address; Agency.
- Ensure invitations are sent with sufficient notice of the meeting date. Always liaise with the Safeguarding Manager before sending an invitation to a service user or carer. Ensure letters are marked "Private and Confidential" and use a standard letter template.
- Obtain background to the case from the Safeguarding Manager.
- Collate and photocopy any Safeguarding Reports to be presented at the meeting, ensuring enough copies and that pages are numbered, (See Section 3: Forms and Documentation).
- Plan your time to ensure a pre-briefing and a de-briefing with the Safeguarding Manager as well as time to produce the 'first-draft' soon after the meeting.
- Pre-briefing: meet with the Safeguarding Manager to agree the structure of the meeting and anticipated content. The relevant template for minutes will be of use in this task, (See Section 3: Forms and Documentation).
- Clarify with the Safeguarding Manager what arrangements will be in place to ensure you are able to keep track of the meeting and maintain accurate notes. For example, you may need to signal to the Chair in some way if you need a moment to clarify or catch up with points of discussion.
- You may need to consider:
  - waiting room or area
  - pens and paper for participants
  - seating arrangements and name labels on tables
  - refreshments, though please remember that once the meeting begins the minute-taker should not leave the meeting.

## During the Meeting

- Make a note of attendance, apologies and those who have not replied. Pass a copy to the Safeguarding Manager.
- Familiarise yourself with the names and details of those in attendance.
- Sit in such a position to enable communication with the Safeguarding Manager, ideally next to them.
- Introductions should include you, your role and any considerations you or the Safeguarding Manager have made to help keep a good record of the meeting.
- To make your task easier the Safeguarding Manager should provide:
  - structure and time limits
  - summary of information and points made
  - support.
- Follow the structure of the relevant template when taking notes of the meeting, (See Section 3: Forms and Documentation).
- Make use of Reports provided to the meeting where appropriate rather than repeat information.
- If you lose track of the discussion let the Safeguarding Manager know that you are having some difficulty.
- Do not participate in the discussions.
- Ensure that any follow-up meetings are agreed and that a note is made of any date, time and likely venue mentioned.

## After the Meeting

- De-briefing: meet with the Safeguarding Manager to check and clarify your notes. Make sure you both agree and are clear about the discussions and any action that is to be taken. This is also an opportunity for you to discuss any emotional impact the meeting may have had for you.
- Ensure that any additional papers circulated at the meeting are forwarded to you for further circulation.
- Produce a first-draft for the Safeguarding Manager as soon as possible after the meeting, ideally within one working day, using the appropriate template, (See Section 3: Forms and Documentation).
- Distribute only when the Safeguarding Manager has agreed the minutes to be circulated.
- Liaise with the Safeguarding Manager regarding circulation of minutes to service users and/or carers, ensuring any information not shared at the meeting is not included.
- Ensure you meet any timescales set with the Safeguarding Manager for circulating minutes and responding to any amendments subsequently requested.
- Retain your hand-written notes of the meeting until the final version has been agreed by the Safeguarding Manager and all participants.

## What the Minutes Should Include

The template used will give guidance on the areas to be recorded and give prompts for the information required. The information must include the following.

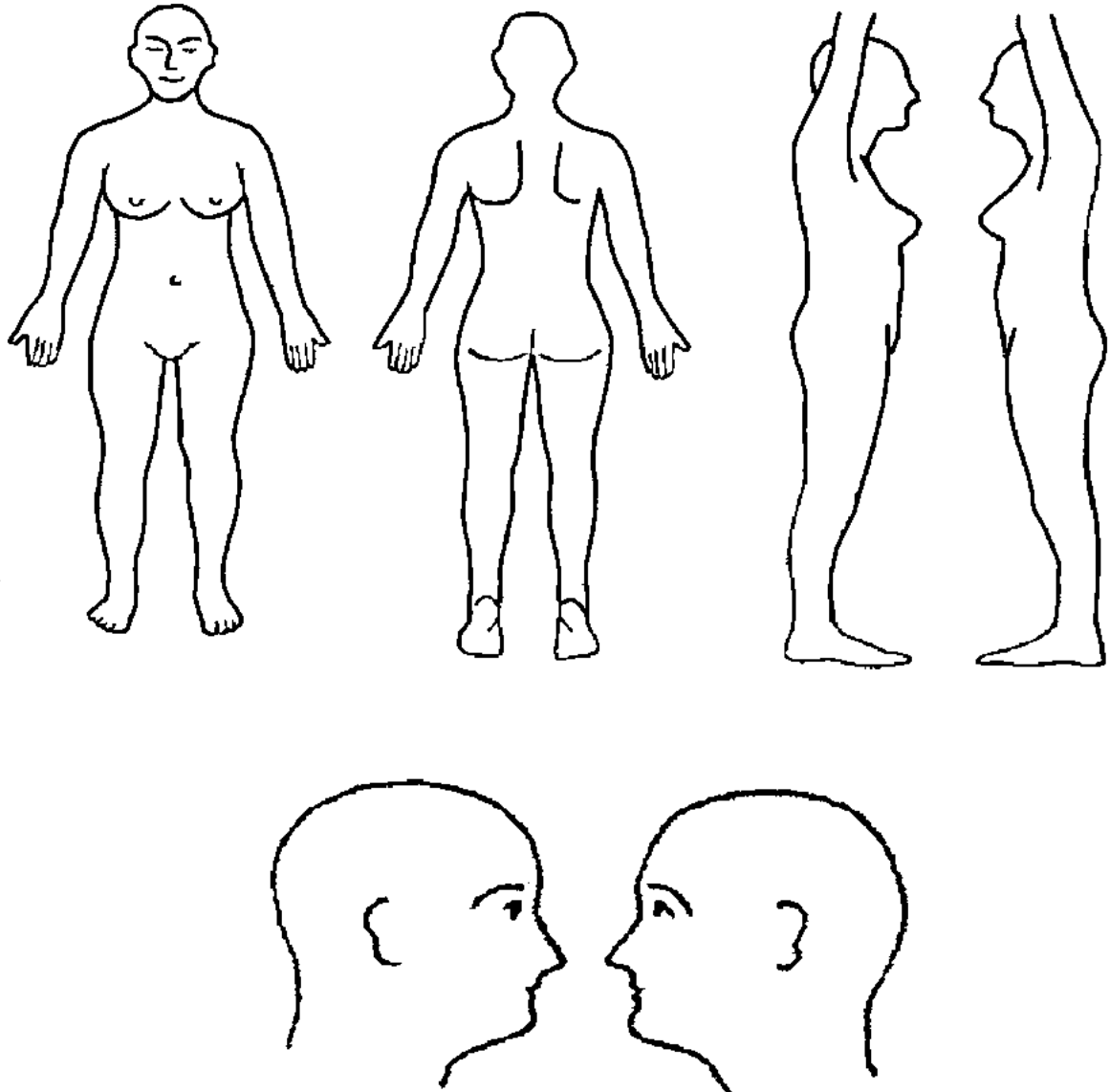
- Record of attendance.
- Apologies and details of any Reports submitted in lieu of attendance.
- those not present but invited.
- Purpose of the meeting.
- Factual information provided by participants, not duplicating information in Reports.
- Any dispute of facts, noting who and what.
- Professional opinions.
- Opinions, views of alleged victim or adult at risk and carers/family members.
- Summary.
- Any dispute of summary, noting who and what.
- Recommendations and reasons for recommendations.
- Conclusion and any actions identified, noting by whom and by when.
- Date of next meeting where appropriate.

Where Action Plans or Safeguarding Plans are to be produced, information from the meeting must provide the detail for their production. Action Plans or Safeguarding Plans, although separate to the minutes, must be included (where appropriate) with the minutes.

# Body Maps

# Body map - female

Please ensure injuries are clearly marked on the body map and details are accurately recorded



Name of person injured: \_\_\_\_\_

Date of birth: \_\_\_\_\_

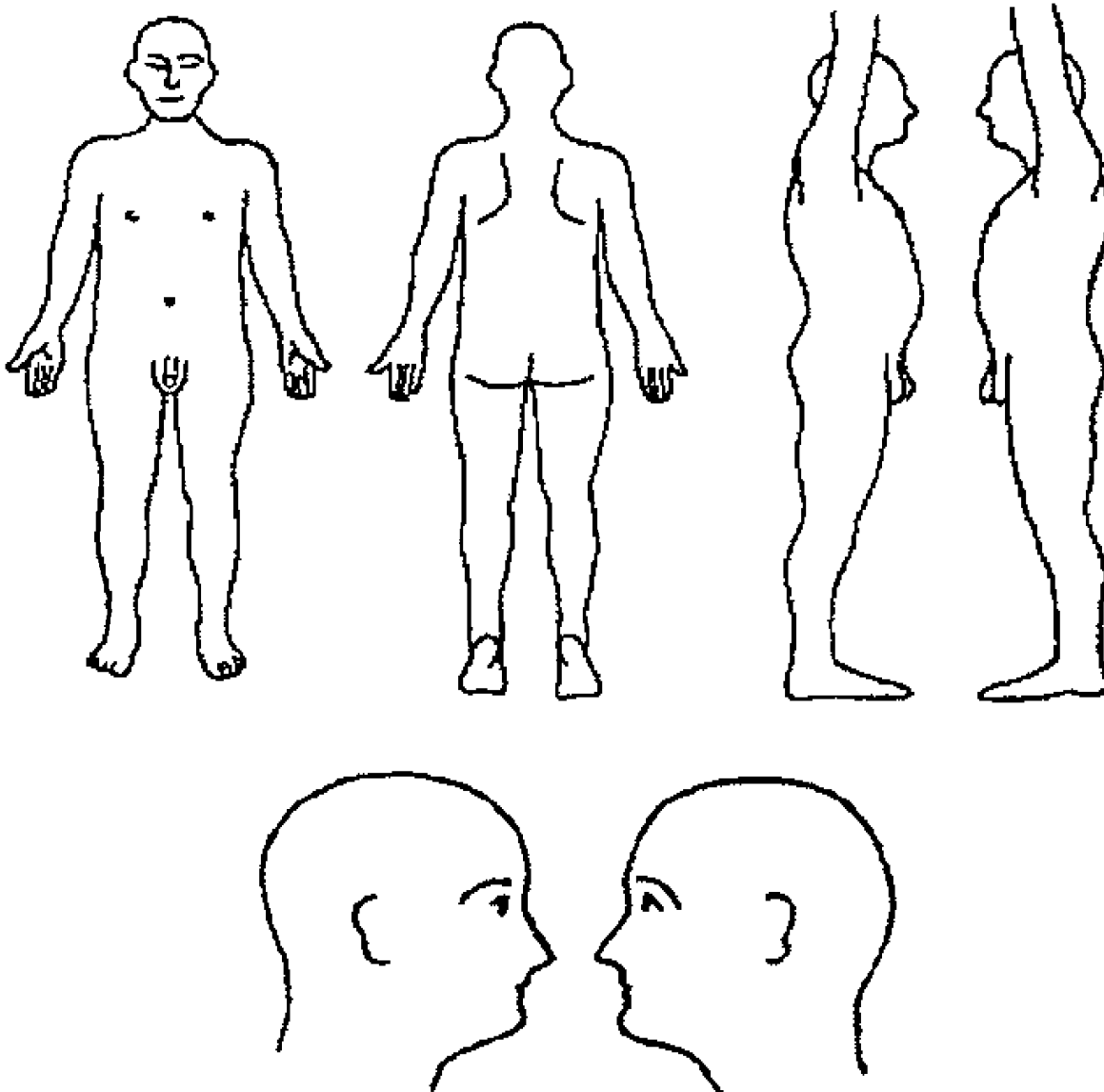
Name/Job title of worker/s: \_\_\_\_\_

Date/time injuries witnessed: \_\_\_\_\_

Signature/s of workers: \_\_\_\_\_

# Body map - male

Please ensure injuries are clearly marked on the body map and details are accurately recorded



Name of person injured: \_\_\_\_\_

Date of birth: \_\_\_\_\_

Name/Job title of worker/s: \_\_\_\_\_

Date/time injuries witnessed: \_\_\_\_\_

Signature/s of workers: \_\_\_\_\_



# **Audit Tool: Evaluation of the Safeguarding Adults Process in Individual Cases**

# Audit Tool: Evaluation of the Safeguarding Adults Process in individual Cases

This audit tool has been developed to enable professionals in all agencies or services to evaluate the effectiveness of the Safeguarding Adults process and outcomes for service users, carers and professionals.

It can be used to evaluate the effectiveness of the safeguarding process in individual cases, which in turn, can help Safeguarding Managers to evaluate their own skills and abilities within this process and identify, where necessary, any development needs. Individual agencies or services may want to use the tool in this way, as well as at service level, to evaluate or monitor agency performance in Safeguarding Adults cases.

When the audit is completed a copy should be forwarded to the Safeguarding Adults Team, as the information is useful for on-going Safeguarding Adults monitoring and quality assurance.

Name of person alleging abuse or at risk of abuse	
Date of Alert	
Name of Safeguarding Manager addressing the Alert	
Name of person completing this Form, if different to above	
Address and telephone number of person completing this Form	

## Safeguarding Adults Process

	Yes	No	N/A
<b>1 Alert</b>			
A – Was the Alert raised at the right time?			
B – Was there a timely response to the Alert?			
C – Was the safety of the adult addressed?			
D – Were any problems encountered during this part of the process?			
<p>If problems were encountered, please explain here:</p>           <p>Other:</p>			

	Yes	No	N/A
<b>2 Decision</b>			
A – Was a line manager accessible?			
B – Was a more senior manager accessible in line manager's absence?			
C – Did lack of access to a line manager or more senior manager affect the ability to make a decision within time constraints?			
D – Were any problems encountered during this part of the process?			
<p>If problems were encountered, please explain here:</p>           <p>Other:</p>			

	Yes	No	N/A
<b>3 Notification (Part A)</b>			
A - Was the Part A completed appropriately?			
B - Was the Part A completed to timescale?			
C- Was the Part A forwarded to the Safeguarding Adults Team within timescale?			
D - Were any problems encountered during this part of the process?			
<p>If problems were encountered, please explain here:</p>    <p>Other:</p>			

	Yes	No	N/A
<b>4 Strategy Discussion Meeting</b>			
A - Did this take place within 5 working days of the Notification?			
B - Were there any difficulties or delays in arranging this?			
C - Did all relevant agencies take part?			
D - Was an Assessment or Investigation agreed?			
E - Was an Action Plan produced?			
F - Were any problems encountered during this part of the process?			
<p>If problems were encountered, please explain here:</p>    <p>Other:</p>			



	Yes	No	N/A
<b>7 Multi-Agency Involvement</b>			
A – Was the input from each relevant agency appropriate?			
B – Did a representative from each agency attend a safeguarding meeting when requested?			
C – Were representatives at the appropriate level?			
D – Did the matter necessitate the involvement of the Police?			
E – Was the response from the Police appropriate?			
<p>If problems were encountered, please explain here:</p>           <p>Other:</p>			

	Yes	No	N/A
<b>8 Alleged Victim's and Carer's satisfaction</b>			
A – Was the alleged victim or adult at risk satisfied with the safeguarding process?			
B – Was the alleged victim satisfied with the outcome?			
C – Was the carer satisfied with the safeguarding process?			
D – Was the carer satisfied with the outcome?			
<p>If problems were encountered, please explain here:</p>           <p>Other:</p>			

## 9 Significant Issues

A – List any strengths and/or weaknesses noted throughout the process:

B – From the above can you identify any areas of practice to be referred to the Safeguarding Adults Reflective Practice Sub-Group for wider consideration?

C – List any training needs highlighted through the process:

Please attach additional sheets if necessary.

