

Lincolnshire County Council
Adult Care
Safeguarding Quality Practice Standards

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Standard 1 – Making Safeguarding Personal

Case records show that the Safeguarding process has been person centred, and has been done with, not to, the adult at risk. People should be fully involved in setting outcomes, with their views and wishes considered throughout.

When assessing a case, consider the points below to form an overall judgement:

- Practice should focus on achieving meaningful improvement to peoples circumstances rather than just on "enquiry" and "conclusion"; involving individuals fully in the process and supporting them in the resolution of the circumstances that put them at risk, resulting in more control, and feeling more informed and involved.
- The person has been seen on their own and where they do not wish this or we are not able to the reasons should be recorded.
- Capacity should be presumed, and adults should be supported and empowered to make their own decisions, giving informed consent.
- Desired outcomes should be clearly recorded at the start of the Safeguarding process, with any changes recorded during the process.
- Communication with the adult at risk is effective throughout the involvement. They are supported with communication difficulties, and consideration is given to the use of Independent Advocacy where appropriate.
- The dynamics of the relationships involved in the case have been considered to ensure that the people acting on behalf of the individual at risk of abuse are acting in their best interests.
- Sensitivity should be given to any relevant characteristics protected by the Equality Act, acknowledging how they impact on the individual's situation and how they may be addressed; promoting choice and flexibility in support planning and brokering.
- Consideration should be given to the adults background, culture, lifestyle (current and past), and experiences, and how these may impact upon the adult and their needs.
- An individual's history and experience review of relevant case history and/or historic information to identify incidents, patterns and concerns where risks relate to people or children involved in the individual's support network.
- Engagement will ensure the principles of dignity, fairness, equality and respect as set out in the Human Rights Act 1998.

GOVERNANCE

Local Government Association: Making Safeguarding Personal 2014 Guidance

Care Act 2014 sections 14.8, 14.11, 14.13, 14.14, 14.15, 14.44, 14.58, 14.77, 14.79, 14.80, 14.81, 14.92, 14.95-96 [Also: 6.54, 6.64, 6.87-66.97, 7.25, 7.5, 7.6]

Human Rights Act 1998

Standard 2 – Mental Capacity Act

It is clearly demonstrated that the legal requirements of the Mental Capacity Act 2005 (MCA) have been adhered to.

When assessing a case, consider the points below to form an overall judgement:

- The five statutory principles of the Mental Capacity Act have been considered at all key stages of the safeguarding enquiry, safeguarding planning and reviewing processes, with written evidence that the worker has considered the individual's capacity and any factors that may affect this.
- Where a capacity assessment is required, other professionals are involved in assessing capacity where appropriate.
- The capacity assessment should clearly identify the impairment or disturbance in the functioning of mind or brain, how this impacts the person's ability to make a specific decision, and the decision to be made.
- Appropriate use of Independent Mental Capacity Advocates (IMCA) and advocacy and support can be evidenced.
- Best interest meetings and decisions are clearly recorded with the decision-maker clearly identified and evidence that the Best Interests Checklist(MCA s.4) has informed the decision.
- The worker has identified and considered existing Lasting Power of Attorneys (LPAs) or Court Orders and obtained copies of the documentation to confirm scope of authority, clearly recording information on the electronic case record.
- The Deprivation of Liberty Safeguards (DoLS) have been considered where the care and treatment commissioned and provided results in the person being under constant supervision and control and is not free to leave. This applies to people in care homes, hospitals and the community e.g. sheltered living accommodation or in their own homes.
- The principles of the doctrine of Inherent Jurisdiction has been considered and addressed where appropriate.

GOVERNANCE:

Mental Capacity Act: 14.108, 14.109

Care Act sections : 14.10, 14.55, 14.79, 14.95, 14.97, [Also: 6.98, 7.3, 7.4, 7.8 - 7.16, 7.24]

Standard 3 –Whole Family Approach

Safeguarding enquiries should adopt a whole family approach, establishing and recording where there are any informal carers or children who reside within the household, or are in regular contact with the individual or carer. Family welfare and the safeguarding of others should be explored and recorded, with support needs being identified and appropriate referrals being made.

When assessing a case, consider the points below to form an overall judgement:

- The enquiry should consider a whole family approach, clearly recording informal carers and children/young carers within the household.
- Full exploration of the impact of the safeguarding concerns on the individual, and on those around them, should be evidenced to ensure a holistic whole family approach.
- The enquiry should identify any concerns (welfare/safeguarding/young carers) related to children, and demonstrate communication, with clear recording, with Childrens Services / Young Carers where appropriate. Due process should be followed with regards to reporting of safeguarding concerns. [Report a safeguarding concern – Lincolnshire County Council](#)
- Where informal carers are identified, they should be involved / consulted in the Safeguarding enquiry, where appropriate, and their views should be clearly recorded.
- Relationships, including carers, should be added to the individual's record as a relationship and there should be a record and an appropriate link to all related people between families in the electronic records.
- Families should receive appropriate support with relevant referrals made (e.g. Childrens Services / Carers Services), and be supported to access community resources, preventative services, information and advice and Family Group Conference, where appropriate to help ensure the safety and wellbeing of people at risk of harm, and sustainability of care and support arrangements.
- There will be an audit trail of clear and accurate decision making, case discussions with line managers, risk assessments.
- Where appropriate, reflect an awareness and understanding of the impact of domestic abuse and the effect of repeated domestic abuse incidents on the whole family and due process has been followed, in line with the Lincolnshire County Council Domestic Abuse Policy [Lincolnshire County Council's Domestic Abuse website](#) .

GOVERNANCE

Care Act sections : 14.45, 14.46, 14.49, 14.77, 14.98 [Also: 6.65 – 6.68]

Lincolnshire County Council Domestic Abuse Policy

Lincolnshire Multi-Agency Domestic Abuse Protocol

Raising Concerns about a Vulnerable Child or Adult at Risk

Carers

Lincolnshire Childrens Services Referral Process

LCC Adult Care – Recording Guidance

Standard 4 – Collaborative Working

Collaborative working with partnership agencies is evidenced throughout the Safeguarding enquiry, with clear roles and responsibilities, and communication between parties recorded.

When assessing a case, consider the points below to form an overall judgement:

- Where collaborative working and required co-operation of partner agencies is identified, this is explicitly asked for during the enquiry.
- Early sharing of information is the key to providing an effective response where there are emerging concerns.
- Sharing of information, for collaborative working, should be in line with the General Data Protection Regulations, and ensure confidentiality is maintained in line with section 14.187 of the Care Act.
- There should be effective, timely and secure information sharing which is accurate, proportionate, necessary and only shared with those who need it to allow a full consideration of the risks to children and victims living with domestic abuse at the earliest opportunity.
- Information sharing should reflect the protocol of [Report a safeguarding concern – Lincolnshire County Council](#)
- Where an enquiry involved an adult still receiving children's services, this enquiry should also involve colleagues from children's services.
- Referrals to other agencies are made, where appropriate.
- Collaborative working should provide timely and effective prevention of and responses to abuse or neglect; ensuring organisations/individuals are clear about their roles and responsibilities, with actions allocated to those best placed with appropriate skills and knowledge.
- Multi-agency working should support positive learning environments, breaking down risk-averse cultures seeking to scapegoat or blame practitioners.
- Where criminal activities are disclosed, Police should be informed and their early involvement is likely to have benefits in many cases. A criminal investigation by the police takes priority over all other enquiries, although a multi-agency approach should be agreed to ensure that the interests and personal wishes of the adult will be considered throughout, even if they do not wish to provide any evidence or support a prosecution.

GOVERNANCE

Care Act sections :6.56, 14.12-14, 14.29-32, 14.43, 14.48, 14.61, 14.75, 14.77, 14.82-84, 14.86, 14.91, 14.92, 14.187, 14.188, 14.191 [Also: 15.15, 15.25 – 15.28, 16.75]

[Safeguarding Adults \(trixonline.co.uk\)](http://trixonline.co.uk)

Standard 5 – Strengths Based Safeguarding Enquiries

Safeguarding enquiries are completed with evidence of strengths based approach, demonstrating the individual's own strengths and capabilities. Consideration of relationships and community resources is also evident, seeking to meet outcomes and promote adults wellbeing.

When assessing a case, consider the points below to form an overall judgement:

- Safeguarding enquiries are proportionate and mirror the 6 key principles of Making Safeguarding Personal as outlined in section 14.13 of the Care Act 2014;
 - *Empower, prevent, protection, Proportionate, Accountability, Partnership*
- Adult Care Safeguarding Policy and Procedures have been followed.
- The safeguarding enquiry has been completed in line with Care Act 2014 (Section 14)
 - The facts have been established, as far as possible, including if any other adult or child is at risk of harm, and the safeguarding risks are outlined.
 - Clear evidence of the individuals views and wishes and the outcomes they want to achieve.
- Decisions made are proportionate to the situation, with a clear risk management plan, sound professional judgement and rational, taking into account the adults strengths, protective factors, existing and potential support networks, that ensures the enquiry;
 - Assesses the needs of the adult for protection, support and redress has been completed, and gives consideration to how this might be achieved
 - Protects the adult from the abuse and neglect, in line with their wishes;
 - Enables and supports the adult to achieve resolution and recovery.
- Decisions are made as to what follow-up actions should be taken with regard to the person or organisation responsible for the abuse or neglect.
- A review of relevant case history and/or historic information to identify incidents, patterns and concerns where risks relate to people or children involved in the individual's support network.
- Risks and benefits of different courses of action are discussed with the individual or their advocate, promoting positive risk taking and the best means of meeting the agree outcomes; where the individual has exercised their right to make decisions they are able to do so.
- Domestic abuse issues will be addressed in line with Lincolnshire's Domestic Abuse procedures Lincolnshire County Council's Domestic Abuse website.
- The individual should be given a copy of the enquiry outcome, providing a clear statement of the Safeguarding planning and arrangements for support.
- Appropriate warnings and alerts have been recorded in the individual's record, and any related records of both victims and perpetrators will flag specific risks. Historic warnings have been reviewed and amended.

GOVERNANCE

Care Act sections : 14.13, 14.76-82, 14.94, 14.110, 14.181 [Also: 6.63, 7.6]

Multi-Agency Domestic Abuse Protocol

Mental Capacity Act

Standard 6 – Monitoring, Reviewing and Reassessing Safeguarding arrangements

Safeguarding arrangements will be monitored and reviewed to ensure they are meeting outcomes, and that safeguarding plans continue to meet needs and support the individual to achieve their outcomes, with any changes or actions reflected.

When assessing a case, consider the points below to form an overall judgement:

- Cases will be monitored and remain open to practitioners until they are reviewed
- Cases with significant risks should be closely monitored and reviewed through robust line management supervision.
- Appropriate communication should be made with the adult, their representative/advocate and involved services/agencies to monitor and establish the effectiveness of Safeguarding arrangements.
- When undertaking a review there will be communication and engagement with the adult, representative/advocate, or services/agencies where appropriate.
- Reviews should focus on the plan outcomes to ensure relevance, measure effectiveness and should revisit the adult's desired outcomes.
- All communication between Adult Care Practitioners and Safeguarding Practitioners will be clearly recorded by the case worker who initiated the contact and any agreed actions and advice will be clearly recorded.

Where appropriate Safeguarding plans will:

- Be developed as far as possible with the person, providing support where appropriate.
- Focus on the outcomes the individual wants to achieve from their Safeguarding enquiry.
- Reflect the strengths and assets of the individual and their support networks.
- The individual will be given information, advice and access to support to enable the individual to achieve resolution and recovery.
- Evidence partnership working, involving the individual, all other relevant people, professionals and agencies.
- Show who is responsible for the agreed actions and when and how this will be monitored and reviewed.
- Clearly state that the individual is in full agreement with and has a copy of their Safeguarding plan and any revised plan.
- Safeguarding planning should consider any current or potential future difficulties the individual or carer may have in balancing their responsibilities for caring for children with their own care and support needs or carer role, with consideration to longer term preventative measures and contingency plans being evident.
- Ongoing monitoring and reviewing of cases, should give consideration to mental capacity, and fluctuations within this.
- The 6 key principles of making safeguarding personal should be incorporated into the ongoing monitoring and reviews of a Safeguarding Enquiry.
- Adults and their advocates are involved in decision making about them, and planning for their future safety and well-being; this should be clearly recorded and embedded in reviews.

GOVERNANCE

Care Act sections : 14.13,14.58, 14.104-107 [Also: 7.5, 7.6]

Mental Capacity Act

Standard 7 – Closing cases

The decision to close cases/ end duties under section 14 Safeguarding (Care Act 2014) is clear with a closure summary, decisions and move on support is clearly recorded in the individuals record.

When assessing a case, consider the points below to form an overall judgement:

- Decision making rationale is clear and recorded accurately to evidence an audit trail of the decision making process which will stand up to scrutiny.
- There should be evidence that case closures have been agreed with line managers, and that this decision is clearly recorded.
- Appropriate discussions have taken place with the individual or their representative in relation to their desired outcomes to determine the extent to which the Safeguarding activity achieved the outcomes.
- Where appropriate the individual will be advised that involvements are ceasing or transferring and advised what they would next expect from Adult Care and who to contact if any issues arise with their support.
- All parties /partner agencies involved have been informed that the case is closing.
- Involvement closures and case transfers will be completed at the appropriate point and will not be completed without the worker carrying out the tasks expected of them prior to closure.
- The correct case closure workflow process will be followed in the electronic record.
- Consideration for management of risk post closure, including preventative or protection measures to reduce the risk of future escalation.

GOVERNANCE

Care Act section 14.13 [Also: 7.5]

Standard 8 – Evidence of defensible decision making

Defensible decision making is clear and recorded throughout the Safeguarding process, with the quality of the case recording conforming to the [Recording and Keeping Records \(trixonline.co.uk\)](http://trixonline.co.uk). It shall be evident that the Safeguarding process has been followed effectively and proportionately in accordance with Adult Care Safeguarding Policy and Procedures

When assessing a case, consider the points below to form an overall judgement:

- Evidence that all decisions, linked risk assessments, decision rationale and people involved in making decisions are clearly recorded; outlining risks and mitigating factors.
- Where decisions have been made with oversight or input from Line Managers, this is clearly recorded.
- Records include only information which is relevant to that case.
- All communication between Adult Care Practitioners and Safeguarding Practitioners will be clearly recorded by the case worker who initiated the contact and any agreed actions and advice will be clearly recorded.
- Clearly identify risk factors, with clear information on where risks remain despite involvement or protection plans.
- Records should be clear, concise, factual and proportionate with any opinion expressed clearly distinguished and attributed.
- Decision making should be person centred and recorded in a way that would be meaningful to the individual if they were to request access to their record.
- To have clear evidence of following the safeguarding workflow on the system.

GOVERNANCE

Care Act section: 14.54 [Also: 7.8]

Lincolnshire County Council Quality of Recording Policy [Recording and Keeping Records \(trixonline.co.uk\)](http://trixonline.co.uk).