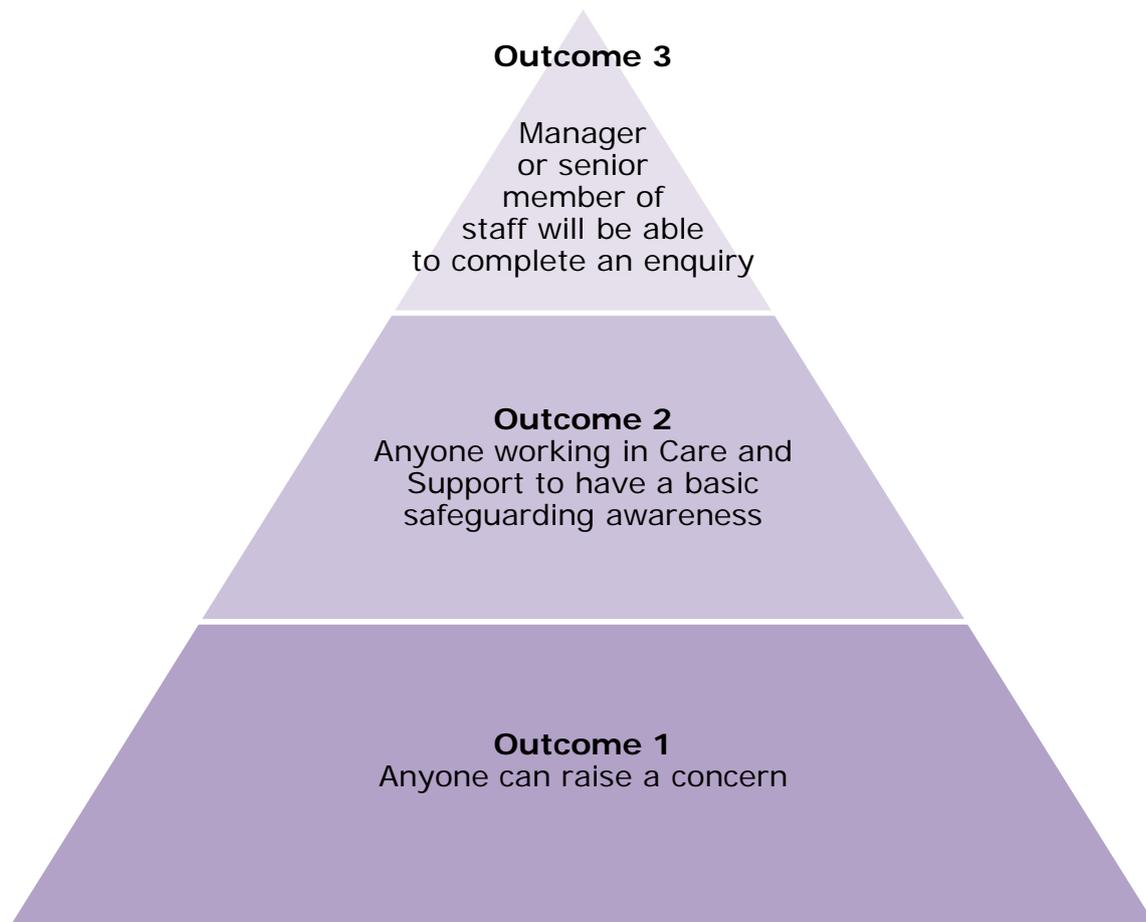




# West Sussex Safeguarding Adults Board

## Safeguarding Together: Raising Training Standards in the private, voluntary and independent sector

**Author:** West Sussex Safeguarding Adults Board



### Guidance on achieving these outcomes

#### Outcome 1:

- Display Safeguarding leaflets and posters
- Understand how to raise a concern
- Explore the SAB website: <http://www.westsussexsab.org.uk/>

#### Outcome 2:

- Undertake a DBS check, if required?
- New staff, on appointment, to receive Basic Safeguarding Induction Training, either via Learning Gateway online training or a similar training session (*see frequently asked questions*)
- Complete the Basic Awareness course (Care Certificate: Standards 10 & 11) within first 3-6 months
- Receive regular refresher training
- Review Safeguarding knowledge at annual appraisal/supervision (refer to Care Certificate 10)

#### Outcome 3:

- Training on how to complete an enquiry to be completed in first 6 months, as appropriate
- Referring to the enquiry checklist
- Establish Train the Trainer in safeguarding
- Establish a Safeguarding Champion

## Frequently asked questions

### 1. Who needs safeguarding training?

All staff should be confident to raise a safeguarding concern, everyone who works in the private, voluntary and independent sector must have basic safeguarding training, including: office staff, receptionists, cleaners, gardeners, home workers etc. Use the Care Cert standard for 10 and 11 (listed below) to ensure that what you use to develop people will meet the outcomes described, i.e. "learner will be able to ..."

Supervisors and senior managers should check staff understanding of safeguarding regularly, through supervision and annual appraisals. Please refer to the Care Certificate Standards 10 & 11 as a guide to inform questions and discussions.

### 2. What external safeguarding training is available to the PVI Sector?

Most safeguarding training is delivered through the West Sussex Learning Gateway. There are private training companies out there, but the Safeguarding Adults Board cannot assure the quality of training and how Care Act compliant they are.

For more training information please click here to the SAB website:

<http://www.westsussexsab.org.uk/>

'**Train the Trainer**' may be the most cost effective way for the PVI sector to deliver safeguarding training internally to staff. Train the Trainer is a practical two day course designed for anyone who is new to delivering formal training sessions to groups and those who are looking for fresh ideas and a structured approach to training. The aim of this course is to provide the skills, tools and techniques necessary to develop your ability to deliver focused and motivational training sessions.

Following the '**Train the Trainer**' course, the **Train the Trainer - Safeguarding Adults** is a one day workshop that focuses on supporting in-house trainers to deliver Safeguarding Adults Basic Awareness training within their organisation. The workshop provides the underpinning knowledge to meet Skills for Care and Care Quality Commission minimum training requirements for safeguarding adults.

**Please Note:** It is important that you read and meet the requirements of the Course Pre-Requisites before attending this workshop.

### 3. How do I access Safeguarding Adults Training on the Learning Gateway?

In order to do this you will need;

- A user name and log in password
- To know the name of your line manager

\*Please note that courses are free through the Learning Gateway, but you may be charged for non-attendance.

**How do I get started?** Click [here](#) to request a user name and log in password. This should take no more than three working days. You do not need your line manager's permission to request this.

**How do I search for a course?** Using the search box, type the name of the course and select 'Search'. The course should appear on the screen with training dates. Click [here](#) to book.

#### **4. What should I include in Safeguarding Adults Induction Training?**

Do refer to the outcomes listed within the Care Certificate when considering what training is required. The on-line Basic Awareness training, which can be accessed through the Learning Gateway, may be a useful resource to use. This takes 30 minutes and is a way to introduce new staff to safeguarding and to refresh learning for existing staff. Other resources are also available through the Safeguarding Adults Board website, which includes leaflets and publications: <http://www.westsussexsab.org.uk/>

#### **5. What is a Safeguarding Champion?**

A Safeguarding Champion raises awareness of and promotes a person-centred approach to safety with 'front line staff', which will enable the person being supported to remain in control of their lives and so maintain their well-being. The staff member will have dedicated specialist time to learn in depth about Person-Centred Approaches to Safeguarding and provide support to staff about the various personalisation tools, practice and approaches. For more information, please contact: Care and Business Support Team [CareandBusinessSupportTeam@westsussex.gov.uk](mailto:CareandBusinessSupportTeam@westsussex.gov.uk)

#### **6. How might I be involved in a Safeguarding Concern?**

The Local Authority has the lead responsibility to carry out a safeguarding enquiry, however they may delegate this responsibility if they feel that your agency has the better relationship with the individual concerned. This is why it is vital that senior members of staff complete the enquiry training through the Learning Gateway.

\* Please refer to the enquiry checklist in this pack

#### **7. How often will the Training Outcomes be reviewed and by whom?**

The Training Outcomes will be reviewed annually by the Safeguarding Adults Board Training Sub Group, which consists of representation from key agencies. The purpose of the Training Sub Group is to establish systems for monitoring, reporting and evaluating training across organisations with regard to safeguarding adults, leading to improvements and consistency in training.

**In line with the Care Certificate, it is important for all staff to demonstrate understanding around the following safeguarding practice:**

<b>Standard 10: Safeguarding Adults</b>	
<b>Outcome – The learner is able to:</b>	<b>Assessment – The learner must:</b>
<b>10.1 Understand the Principles of Safeguarding Adults</b>	<p><b>10.1a</b> Explain the term safeguarding adults</p> <p><b>10.1b</b> Explain their own role and responsibilities in safeguarding individuals</p> <p><b>10.1c</b> List the main types of abuse</p> <p><b>10.1d</b> Describe what constitutes harm</p> <p><b>10.1e</b> Explain why an individual may be vulnerable to harm or abuse</p> <p><b>10.1f</b> Describe what constitutes restrictive practices</p> <p><b>10.1g</b> List the possible indicators of abuse</p> <p><b>10.1h</b> Describe the nature and scope of harm to and abuse of adults at risk</p> <p><b>10.1i</b> List a range of factors which have featured in adult abuse and neglect</p> <p><b>10.1j</b> Demonstrate the importance of ensuring individuals are treated with dignity and respect when providing health and care services</p> <p><b>10.1k</b> Describe where to get information and advice about their role and responsibilities in preventing and protecting individuals from harm and abuse</p>
<b>10.2 Reduce the likelihood of abuse</b>	<p><b>10.2a</b> Describe how care environments can promote or undermine people's dignity and rights</p> <p><b>10.2b</b> Explain the importance of individualised, person-centred care</p> <p><b>10.2c</b> Explain how to apply the basic principles of helping people to keep themselves safe</p> <p><b>10.2d</b> Explain the local arrangements for the implementation of multi-agency Safeguarding Adults policies and procedures</p> <p><b>10.2e</b> List ways in which the likelihood of abuse can be reduced by managing risk and focusing on prevention</p> <p><b>10.2f</b> Explain how a clear complaints procedure reduces the likelihood of abuse</p>
<b>10.3 Respond to suspected or disclosed abuse</b>	<p><b>10.3a</b> Explain what to do if abuse of an adult is suspected; including how to raise concerns within local whistleblowing policy procedures</p>
<b>10.4 Protect people from harm and abuse –</b>	<p><b>10.4a</b> List relevant legislation, local and national policies and procedures which relate to</p>

<b>locally and nationally</b>	safeguarding adults <b>10.4b</b> Explain the importance of sharing information with the relevant agencies <b>10.4c</b> Describe the actions to take if they experience barriers in alerting or referring to relevant agencies
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<http://www.skillsforcare.org.uk/Documents/Learning-and-development/Care-Certificate/The-Care-Certificate-Standards.pdf>

**In line with the Care Certificate, it is important for all staff to demonstrate understanding around the following safeguarding practice:**

<b>Standard 11: Safeguarding Children</b>	
<b>Outcome – The learner is able to:</b>	<b>Assessment – The learner must:</b>
<b>11.1 Safeguard Children</b>	<p><b>If they work in Health:</b> Meet the national minimum training <b>standards</b> for Safeguarding Children at Level 1 as set out in "<i>Safeguarding Children and Young people: roles and competences for health care staff.</i>" (Intercollegiate Royal College of Paediatrics and Child Health 2014).</p> <p><b>If they work in Social Care:</b> Explain what they must do if they suspect a child, young person (met in any circumstances) is being <b>abused</b> or neglected.</p>

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<http://www.skillsforcare.org.uk/Documents/Learning-and-development/Care-Certificate/The-Care-Certificate-Standards.pdf>

## Raising a Concern Checklist

Abuse or neglect discovered or suspected		
1	Is the adult in immediate danger? Has a crime been committed?	
2	If <b>Yes</b> :	
A	Contact emergency services (e.g. Police, Ambulance or GP) by dialling 999 (or 101 if less urgent) or advise your line manager immediately. If this is likely to cause delay, contact Adult Social Care - CarePoint immediately on 01243 642121.	
B	If your manager may be implicated, contact another manager in your service or Adult Social Care - CarePoint immediately on 01243 642121.	
C	Protect forensic evidence.	
3	If <b>No</b> :	
A	Have a conversation with the adult on their desired outcomes	
4	Contact Adult Social Care – CarePoint without delay and follow their advice	
5	If working with the adult at risk, advise your manager and record your actions	
Note	If manager(s) suspected or implicated, consult Adult Social Care – CarePoint before you advise them.	

### Contact Numbers/Additional Information:

Adult Social Care - CarePoint: 01243 642121

The online contact form can be found at:

<https://www.westsussex.gov.uk/social-care-and-health/how-to-get-social-care-help/adults/contact-adults-carepoint/>

West Sussex Connect to Support:

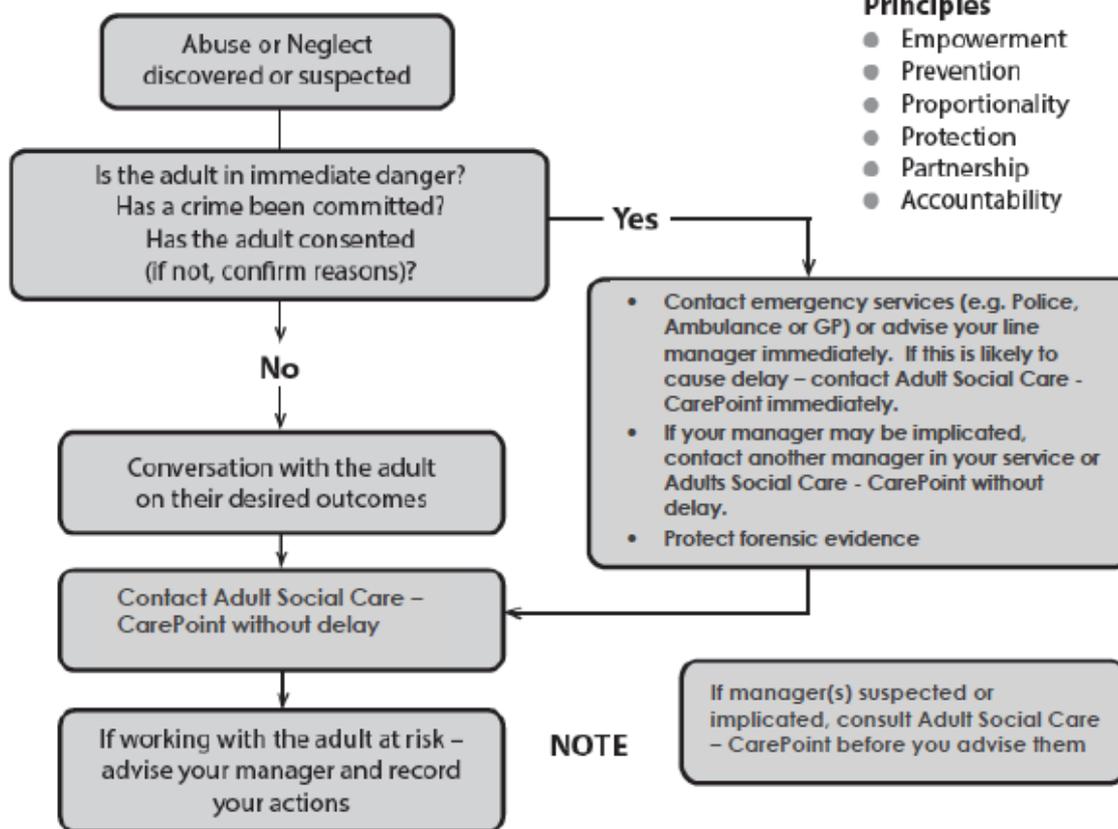
<https://www.westsussexconnecttosupport.org/>

Safeguarding Adults Board: <http://www.westsussexsab.org.uk/>

## Raising a safeguarding concern

### Principles

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability



<b>Enquiry Checklist for PVI Sector to support the completion of the Enquiry Form:</b>	
If a safeguarding enquiry is raised in relation to one of the people you support and the local authority asks you to undertake an enquiry, this is what you may be asked to do to complete the enquiry, plus some things you should do to demonstrate candour, positive learning and good practice.	
<b>1. Understand your role</b>	<b>Initials</b>
a. What does the 'Lead Enquiry Officer' want you to find out?	
b. Who do you contact if you have any questions?	
c. What paperwork/information do you need to gather?	
d. When are you expected to complete this by?	
Remember the six key principles that support all safeguarding adults work: <b>Empowerment, Prevention, Protection, Proportionality, Partnership, Accountability.</b>	
<b>2. Speak with the person to identify their outcomes:</b>	<b>Initials</b>
a. What does the person want to happen?	
b. What can they change on their own/without support? What would they like to change, with support?	
c. Is there any reason to doubt the adult's capacity? Does the person need a representative such as an advocate or support from friends and family?	
d. Has the adult been involved in the safeguarding plan to achieve the desired chosen outcomes?	
e. Has the enquiry focused on reducing the risk for the adult (and others) and supported the person to achieve these outcomes?	
You may not be able to support all these 'outcomes' on your own – Making Safeguarding Personal is about working with other agencies to get the best outcomes for individuals. You may need to discuss these with the Lead Enquiry Officer before they are agreed.	
Sometimes the outcomes will not be realistic or achievable (wanting someone to go to prison for losing a pair of socks) and you may need to explain what 'reasonable' outcomes may be expected.	
<b>3. The person thought to be the Cause of Risk's Views:</b>	<b>Initials</b>
a. Has the Person thought to be the Cause of risk been given the opportunity to respond to the concerns (unless there is good reason not to e.g. would exacerbate the risk)	
<b>4. Identify a timeline (proportionate/relevant chronology):</b>	<b>Initials</b>
a. What led up to the incident happening?	
b. Who was on shift? How many staff? Was all training up to date?	
c. Were guidelines/support plans/risk assessments in place and being followed?	
d. What happened immediately after – how was the adult protected?	

5. Gather information	Initials
a. You may need to provide copies of support plans, incident reports, rotas, training records, or other paperwork to support your enquiry and findings, but keep the focus on making a positive difference to the adult.	
b. You may need to keep the paperwork, checklist and answers to the questions as evidence for 7 years.	
6. Share your findings	Initials
a. Meet with the adult/representative to share your findings and the changes you have made – How do the actions you have taken match the outcomes that were agreed? Is the adult/representative satisfied with the actions you have taken? Has the risk to the adult been reduced? What more would the adult like to change?	
b. Discuss with the Lead Enquiry Officer – inform them of your findings and arrange to share the evidence. Are there additional actions that need to take place?	
c. Update any procedures, support plans, risk assessments and other information that may be improved because of this concern being raised.	
d. Give feedback and support to any staff who may have been involved.	
<b>PLEASE KEEP THIS DOCUMENT AS REFERENCE</b>	