

Harrow's Safeguarding Adults Quality Assurance Audit Process

What the Audit found

In line with agreed protocols and expectations, the quality assurance audit was able to identify areas of good practice in Harrows approach to Safeguarding Adults. These areas are highlighted below.

Good Practice Areas Identified

- **Initial action and multi-agency discussion should always include the Police where a possible crime may have been committed (this should also be extended to include CQC when a referral / allegation relates to a regulated / registered service)**
- Good evidence of multi-agency and partnership working
- Good evidence of cross boundary / authority working
- Good evidence of working with statutory partners
- Good evidence of User, Carer and Family involvement at each stage of the process, while also ensuring that they received full and appropriate feedback
- Good evidence of the involvement of IMCAs, Advocates and 3rd Sector organisations (i.e. Mencap and Age Concern to represent the views, experiences and wishes of service users and Carers (as appropriate)
- As someone with full capacity, the victims' wishes were paramount at all times even when those wishes (as deemed by others) are potentially "risky"
- A zero tolerance of abuse reinforced with all those involved (as appropriate)
- Timely and prompt actions were taken and timescales of policy and procedure met
- Risk Assessments and initial Protection Plans are carried out and actioned
- Prompt action is taken to ensure immediate protection of service user.
- Appropriate Mental Capacity Act assessments are completed in a timely manner.
- Information sharing and multi-agency working – especially with Police
- Specialist Police (Sapphire Unit) involved and good links developed
- Interfaces between Safeguarding Services and MARAC (Multi Agency Risk Assessment Conference) – A Domestic Violence Forum
- Interfaces between Complaints Dept. and Safeguarding Services

- Evidence of working in partnership with other organisations to provide ongoing structured support for service user.
- Worker who could speak the same language as service user involved (additional point to be noted – Use an interpreter and / or advocate when this cannot be facilitated)
- Home visit on same day / Service user invited into Social Services office to talk confidentially
- Expectations and boundaries are clear and understood
- Positive outcomes for service user and a place of safety identified
- Pre Strategy Meeting ensures all appropriate people involved.
- Where appropriate, action is taken to refer staff to the POVA list
- Action taken to protect for the future by involving the Public Guardianship Office.
- Good evidence that practice has changed as a result of learning from case work and the Safeguarding Adults Process
- Other support and services identified for Carers (and Users)
- On-going work with service users (and carers) to address past, present and future issues and needs (not necessarily within Safeguarding Process)
- The views and experiences of Users, Carers and Partners / Stakeholders (feedback) is sought in terms of the Safeguarding process - These areas were highlighted as key in terms of learning, feedback and development
- Recording is thorough and of a high quality, easy to understand and all the relevant areas of Framework-i are completed