

# 7 Minute Briefing – Adults Multi-Agency Audit on Caused Enquiries

## What can you do now?

- ✓ If you receive a caused enquiry, check you have received and understand the Terms of Reference and the accompanying template to complete and return
- ✓ Ensure you are liaise with the enquiry officer to request any further information or to notify of any potential delays
- ✓ Ensure Caused Enquiry Terms of Reference are recorded on the adult social care file
- ✓ Consult the [West Midlands Multi-agency policy & procedures](#) more information on S42 Enquiries

## Areas for development

- ✓ Timeliness of completing and returning the enquiry, in one case this was still outstanding.
- ✓ Communication could be improved between the enquiry manager and the person caused to undertake the enquiry
- ✓ The enquiry template provided by the LA needs to be used as this ensures the enquiry addresses all required areas
- ✓ Sharing of outcomes from safeguarding

- work to relevant agencies
- ✓ Improved communication with the GP with regard to notifying of safeguarding concerns

- ✓ Learning identified and actions taken to improve practice in two cases
- ✓ Making Safeguarding Personal well evidenced throughout with families informed and involved in four cases
- ✓ Good communication between the enquiry officer and the provider and family in two cases
- ✓ Good clear decision making to close the case was evident in two cases, one of which the Social worker undertook further work which was robust and concluded the enquiry and review
- ✓ Good detailed record keeping by the hospital ward relating to the patient who had been found on the floor
- ✓ Documents outlining bruising completed (body maps) with supporting information was provided by the hospital
- ✓ Good application of MCA in one case

## Background

As part of the Walsall Safeguarding Partnership multi-agency audit calendar for 2021- 2022 an audit to assess the quality and timeliness of S42 enquiries that have been caused to another agency to complete all/part of the investigation. The topic was chosen due to an emerging theme within the multi-agency dataset which highlighted that there is a high percentage of reports that do not meet the agreed return timescale. The audit took place during April - June 2021 and the panel

met to analyse the findings on 7 July 2021

Responses from agencies that had involvement were received from:  
**Adult Social Care (ASC) Black Country Healthcare NHS**

**Foundation Trust Walsall Healthcare Trust Black Country and West Birmingham CCG (GPs) Care Providers**

## Aim of the audit

The purpose of the audit is to ascertain safeguarding information from all agencies that know the respective individual to quality assure the caused enquiry process and identify any further learning by responding to the following questions:

- Was there evidence of effective application of Making Safeguarding personal (MSP)
- Was the enquiry report completed as per the guidance given by ASC? If not, please explain why
- Were the timescales met as laid out in the guidance provided by ASC?
- Was any learning reflected back (by ASC) to the agency whom the enquiry was caused to?

## Overview

The sample comprised of 5 cases to be audited and discussed. All adults selected had a Section 42 Enquiry which was caused to either the Hospital, a Care Home or Domiciliary Provider (as these agencies have the highest number of enquiries caused to them).

- ✓ Over all the multi-agency audit team judged 1 case to be inadequate and 4 cases that required improvement

## Good Practice

## Key Findings

This audit identified some good practice with agencies identifying learning whilst carrying out the enquiries which then resulted in practice change.

Some improvements need to be made so that agencies are receiving the caused enquiry terms of reference and that this is recorded on the Adult's file by ASC.

There was also a number of cases where the report was not sent to ASC within the timescales laid out in the terms of reference or the provided template used therefore not all areas of the enquiry were always responded to.

There were also some improvements required in relations information sharing with partners not party to the caused enquiry but with a need to know this information, such as GPs and also feeding back outcomes to the agency that has undertaken the caused enquiry.

