

7 Minute Briefing: MAA Qt1 Neglect by Provider

7 Conclusion

A large proportion of the audit focussed on the process of safeguarding, quality of case recording, decision making and making safeguarding personal. The 6 safeguarding principles of Empowerment, Prevention, Proportionality, Protection, Partnership and Accountability was considered for each case with areas of good practice highlighted, practice improvements noted, and remedial actions followed up outside of the audit by single agencies identified. The panel was assured that in all cases the risk was reduced or removed following the safeguarding enquiry.

6 Areas for Improvement

- Information sharing and strategy discussions
- Sharing outcome with agencies
- Involvement of GP's
- Use of multi-agency risk assessment and use of Multi-Disciplinary Team meetings
- Process and feedback between Adult Social Care and Quality in Care Team
- Provision of information to service users and their families
- Best use of family and whether to use independent advocate

5 Good Practice:

- Adult's views taken on board with understanding of outcomes they were hoping to achieve.
- Case recording proportionate, timely and robust.
- Thorough investigation evidenced.
- Risk determined and approach considered.
- Adults' own capacity taken into consideration.
- DASH risk assessments completed.
- Signposting to agencies.

4 Good Practice:

- Engagement with family evidenced.
- MCA and clear recording of best interests' decisions.
- Information exchanged with agencies and providers good, timely and thorough.
- MDT and information sharing
- Adult involved and engaged from the beginning of the process.
- Advocate involvement throughout.

3 Audit Findings

Based on the evidence, the multi-agency audit panel judged:

- 3 cases to be Good
- 1 case Inadequate
- 1 case was unable to be graded due to insufficient partnership information.

There were no practitioners or care providers involved in the audit, however some practitioners did participate through contribution with their manager to completion of the audit forms.

1 Introduction

This audit considered referrals where the concern was determined as 'Neglect' or 'Acts of Omission'. The audit focussed on safeguarding concerns which met the threshold for section 42 Enquiry and the safeguarding episode.

2 Breakdown of providers to whom the audits relate:

Case	Type of provider	CQC Rating	LA undertook S42 Or Caused enquiry
1	Supported living	Good	LA
2	Hospital	Requires Improvement	Caused Enquiry
3	Nursing Home	Good	Caused Enquiry
4	Domiciliary Care	Good	Caused Enquiry
5	Domiciliary care	Requires Improvement	Caused Enquiry

