

Safeguarding Adults in Care Homes – the NICE way

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Safeguarding adults in care homes

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Your responsibility – Providers and Commissioners

- ▶ When exercising their judgement, professionals and practitioners are expected to take this guideline fully into account, alongside the individual needs, preferences and values of their patients or the people using their service. It is not mandatory to apply the recommendations, and the guideline does not override the responsibility to make decisions appropriate to the circumstances of the individual, in consultation with them and their families and carers or guardian.



Your responsibility – Providers and Commissioners

- ▶ This guideline can be used together with the Making Safeguarding Personal resources published by the Local Government Association and ADASS, including understanding what constitutes a safeguarding concern and how to support effective outcomes.
- ▶ Supplements legislation, statutory guidance and other NICE Guidelines

Safeguarding Adults – legislation and statutory guidance

- ▶ The Care Act 2014 statutory guidance states that:
- ▶ ***'Effective safeguarding is about seeking to promote an adult's rights to security, liberty and family life, as well as about protecting their physical safety and taking action to prevent the occurrence or reoccurrence of abuse or neglect. Any restriction on the individual's rights or freedom of action that is involved in the exercise of the function is kept to the minimum necessary.'***
- ▶ The local authority is the lead agency for adult safeguarding and should be notified whenever abuse or neglect is suspected. They will decide whether a safeguarding enquiry is necessary, and if so who will conduct it.



Safeguarding action – the guiding principles

- 1. **Empowerment:** People being supported and encouraged to make their own decisions and informed consent.
- 2. **Prevention:** It is better to take action before harm occurs.
- 3. **Proportionality:** The least intrusive response appropriate to the risk presented.
- 4. **Protection:** Support and representation for those in greatest need.
- 5. **Partnerships:** Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse
- 6. **Accountability:** Accountability and transparency in delivering safeguarding.

Need and Purpose of the Guidelines

- Despite the legal framework and the associated statutory guidance, safeguarding procedures and practice vary at the local level. In particular, care homes often struggle to understand:
- **the difference between safeguarding issues and poor practice**
- **when and how to make safeguarding referrals to the local authority.**
- The Safeguarding Adults 2019 Annual Report reported that care homes (including homes with and without nursing) accounted for 34% of all safeguarding enquiries conducted under section 42 of the Care Act 2014.

Need and Purpose of the Guidelines

- This guideline makes action-orientated recommendations to improve safeguarding for residents of care homes.
- Recommendations encompass the following:
- Safeguarding and Whistleblowing policy and procedures
- **Roles and responsibilities of Care Home Providers, Local Authorities, clinical and other commissioning groups and Safeguarding Adults Boards**
- Induction and training – including training content, methods and evaluation of learning transfer
- **Care Home Culture, learning and management (more on that to come !!!!)**
- Multi-Agency working and shared learning

Recognition and response

- Various sources of guidance highlighted some of the challenges faced by individuals and organisations when there is no clear safeguarding procedure. This has implications for:
 - **the safety and wellbeing of residents, because abuse or neglect may go unreported**
 - **the wellbeing of staff, because they can feel anxious and unsupported when they do not know what to do about safeguarding concerns.**
- The committee made a recommendation on ensuring that the safeguarding policy is accessible, easy to find and understand because safeguarding is everyone's responsibility, and people with little experience of safeguarding (such as visitors) may need to read it.



Care home and care home provider roles and responsibilities

Care homes should:

- have a safeguarding lead and
- make sure everyone knows who this is, what they do, how to contact them, and who to speak to if they are unavailable
- Care homes and care home providers should make it clear who is accountable for different aspects of safeguarding within the home, in addition to the roles and responsibilities of the safeguarding lead



Care home and care home provider roles and responsibilities

- Safeguarding responsibilities should be included in the job description of all care home staff, including at board level
- Care homes and care home providers should ensure that all staff understand how to meet their safeguarding responsibilities in their day-to-day work within the care home
- Care homes should maintain and regularly audit care records



Indicators NOT Evidence of Abuse

- ➔ **BE AWARE** ... None of the indicators are proof of abuse or neglect on their own. Instead they are signs that you should
 - ➔ **CONSIDER** that abuse or neglect is one possible explanation for the indicator before you
 - ➔ **SUSPECT** abuse or neglect which means you have a serious level of concern about the possibility of abuse or neglect.
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For example, Skin integrity compromises

- ***Be aware*** that not all skin pressure damage is abuse
- ***Consider*** what other explanations there might be for the breakdown in skin integrity and the degree of damage
- ***Suspect*** abuse if no medical or nursing advice and guidance has been sought or suggested interventions adhered to



Safeguarding Policy and Procedure recommendations

- Care home and care home provider safeguarding policies should:
- be clearly written and in line with Accessible Information Standard requirements to meet the communication support needs of individual residents
- be easy to find, so that all residents, staff, visitors and service providers can request and read it when they need to



Safeguarding Policy and Procedure recommendations

- ▶ include clear and transparent arrangements for identifying, responding to and managing safeguarding concerns, and involve residents (and their families and carers) in designing and reviewing these arrangements
 - ▶ explain how to respond to safeguarding concerns, and how to report suspected abuse or neglect
 - ▶ be based on the principle of collaborative working, because safeguarding is everyone's responsibility.
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Local authorities, clinical commissioning groups, and other commissioners

- ▶ Local authorities and other commissioners should ensure that all care homes they work with are fulfilling their statutory and contractual safeguarding responsibilities.
 - ▶ Commissioners should contribute to improving safeguarding practice in the care homes they work with, by:
 - ▶ sharing key messages from Safeguarding Adults Reviews and
 - ▶ helping care homes to learn from their own experience of managing safeguarding concerns.
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Local authorities, clinical commissioning groups, and other commissioners

- ▶ Commissioners should:
 - ▶ ensure that care homes are maintaining records about safeguarding
 - ▶ make record-keeping responsibilities clear as part of contract manage
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Business case for culture: the importance of a positive workplace culture

- **improve the quality, consistency and personalisation of your service**
- **help you recruit and retain a stable and skilled workforce with the right values**
- **Reduce costs**
- **improve health and wellbeing in your service**
- **improve your reputation and market share –**
- **help you to meet CQC regulations**

What is workplace culture?

- It's the character and personality of your organisation – it's what makes your organisation unique and is made up of the values, traditions, beliefs, interactions, behaviours and attitudes of the people within it.
- Culture is the way people behave, what they say and do based on the 'customs and practices' that are in place.
- Think about your own personality – what has shaped who you are ?



Organisational influences

- your vision, aims and objectives
- your leaders and how they communicate and influence your staff
- the way your organisation is managed – it's systems, structure, procedures and policies
- workplace practices, such as recruiting, selecting, rewards and benefits, learning and development, performance management and wellbeing

If your aims and objectives align closely with your workplace culture, they'll be easier to achieve. For example if you aim to deliver flexible and innovative care and support in people's homes, your culture should focus on seeking creative options and integrated work roles (rather than process and clearly defined job roles)

Social influences/ people

- ▶ personalities
 - ▶ beliefs
 - ▶ values
 - ▶ skills and experience
 - ▶ cultural heritage
 - ▶ own aspirations
 - ▶ roles and responsibilities
 - ▶ relationships with others.
- ▶ **Organisations that employ people from different background benefit from a more diverse way of thinking, which can bring fresh ideas, new solutions to problems and drive innovation and creativity.**
 - ▶ **No matter what their background, if your staff values align with your workplace values, this can ensure that the people you hire fit into your workplace.**

Environmental influences

- structure of the building
 - accessibility
 - atmosphere, such as lighting, noise levels, personal space and temperature
 - décor, such as displaying your organisations history, achievements and values
 - allocation of desk space.
- **Staff spend lots of time at work and many social care organisations will be people's homes, so it's important to have a pleasant environment that's energetic and fun – this can improve people's moods and make them happier.**



Communication and Culture

“Two monologues **do not** make a dialogue”

“The art of effective listening is essential to clear communication and clear communication is essential to management (**relationship**) success”

So What's Your Story ?

What's the management narrative – listen to yourselves, the staff, the visitors and the clients

What's the staff narrative – listen to the worker, and your clients and their visitors

What's the clients narrative – listen to the person and their visitors

Communication is improved when we.....

Listen to understand not to reply

Effective listening exercise

- It's important that you do well in this and make your own efforts
- Pencils and paper down and be ready to listen
- I will play a 4 minute audio clip and then ask you 8 questions about the contents of that clip



Abbott & Costello
"Who's On First" -
YouTube

Poor practice or Organisational Abuse

- Margaret Flynn – author of the Serious Case Review into Winterbourne View Hospital identified some myths in safeguarding practices
- What is written into contracts will be implemented...
- NHS commissioners know what they are purchasing...
- Decisions about contract renewals are based on hard data...
- Commissioned services will take the actions required by the regulators...
- Clinical governance and elaborate QA systems keep people safe



They also show that service level issues leak into the practice of individuals and teams

- “an extensive reliance on the “bad apple” model.”overlooking contribution of staff cultures, management failings and isolation ... yet there appears to be a tendency ...to undervalue these factors and to over emphasise the importance of individual failings...
- **So formal and informal cultures matter**
- **Specialist Knowledge and Ordinary Humanity**



Thank you for your Participation
and Listening

Any questions/comments/observations