

## HCPA Safeguarding Process Flow Chart for Adult Social Care Providers

This document outlines the general process for adult social care providers who are involved in a Section 42 investigation, to give an overview of what a provider might expect. The process in practice may be short and straightforward or lengthy and complex depending on the circumstances.

Hertfordshire Safeguarding Adults Board is committed to the principles of **Making Safeguarding Personal**, a project developed by the Local Government Association and the Association of Directors of Adults Social Services (ADASS). The aim of Making Safeguarding Personal is to ensure that safeguarding is person-led and focused on the outcomes that the individual at risk of abuse wants to achieve. It engages the person in a conversation about how best to respond to their safeguarding situation in a timely way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.

Hertfordshire Safeguarding Adults Board will:

- ✓ work with people (and their advocates or representatives if they lack capacity) at the beginning to identify the outcomes they want to achieve;
- ✓ include adults in the enquiry process as appropriate throughout;
- ✓ review with the person at the end of safeguarding activity to what extent their desired outcomes have been achieved;
- ✓ record and monitor the results in a way that can be used to inform practice and account to the HSAB;
- ✓ develop a range of social work and other responses that focus on supporting people to meet their desired outcomes and reduce the risk of or recurrence of abuse.

HSAB Safeguarding Policy and Processes documents can be found here : <https://www.hertfordshire.gov.uk/media-library/documents/adult-social-services/herts-safeguarding-adults-board/hcs-666-issue-10-full.pdf>

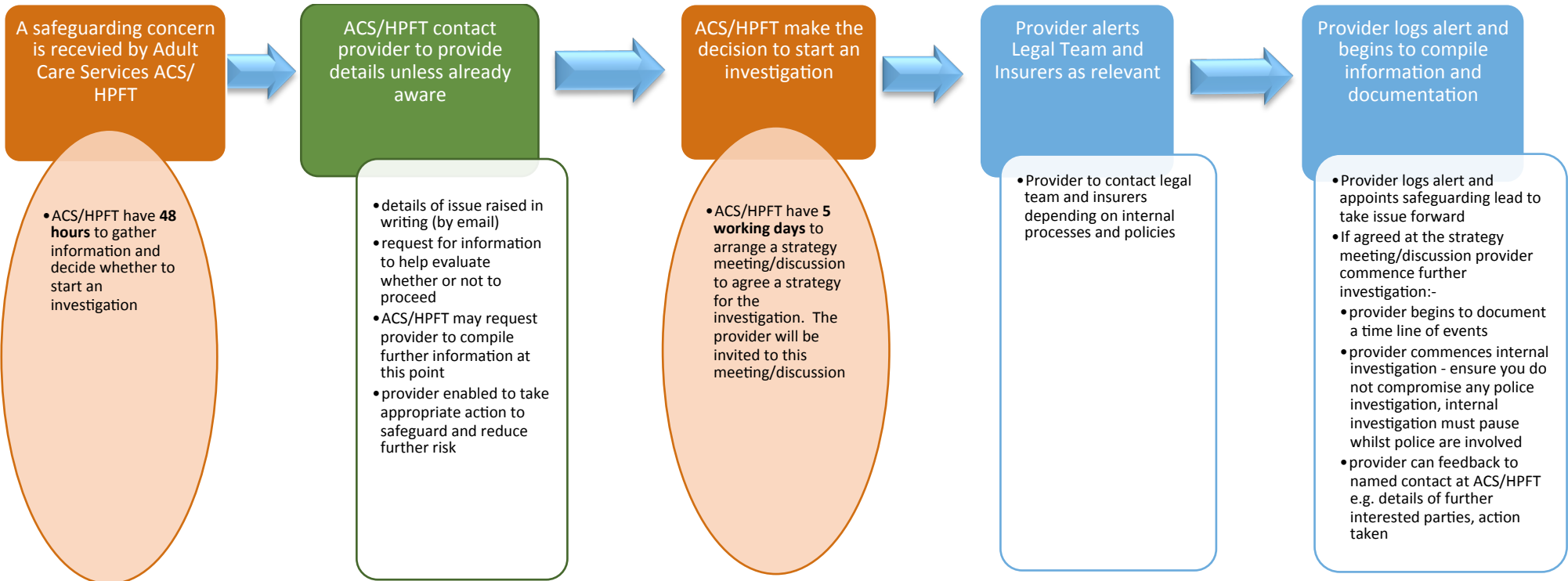
**CARE ACT 2014 SAFEGUARDING PROCESS FLOW CHART FOR ADULT SOCIAL CARE PROVIDERS (SECTION 42)**

Please refer to page 4 for all procedure timings.

**STAGE 1 – CONCERN RECEIVED FROM ADULT CARE SERVICES BY A CARE PROVIDER**

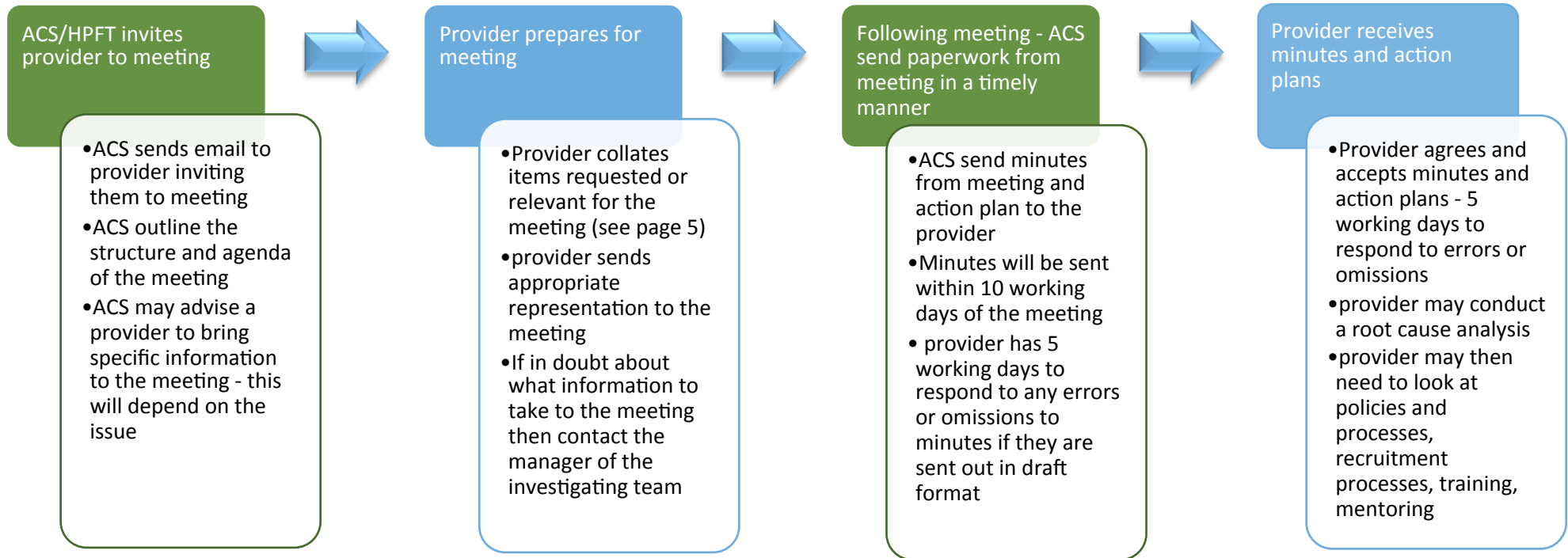
	= ACS/HPFT
	= Adult Social Care Providers

Note : ACS = Adult Care Services; HPFT = Hertfordshire Partnership Foundation Trust. All procedures will be implemented in line with the Hertfordshire Safeguarding Adults Board (HSAB) Timescales see page 4.



## STAGE 2 - ENQUIRY

### STRATEGY DISCUSSION OR STRATEGY MEETING TO PLAN FURTHER ENQUIRY AND CREATE SAFEGUARDING PLAN

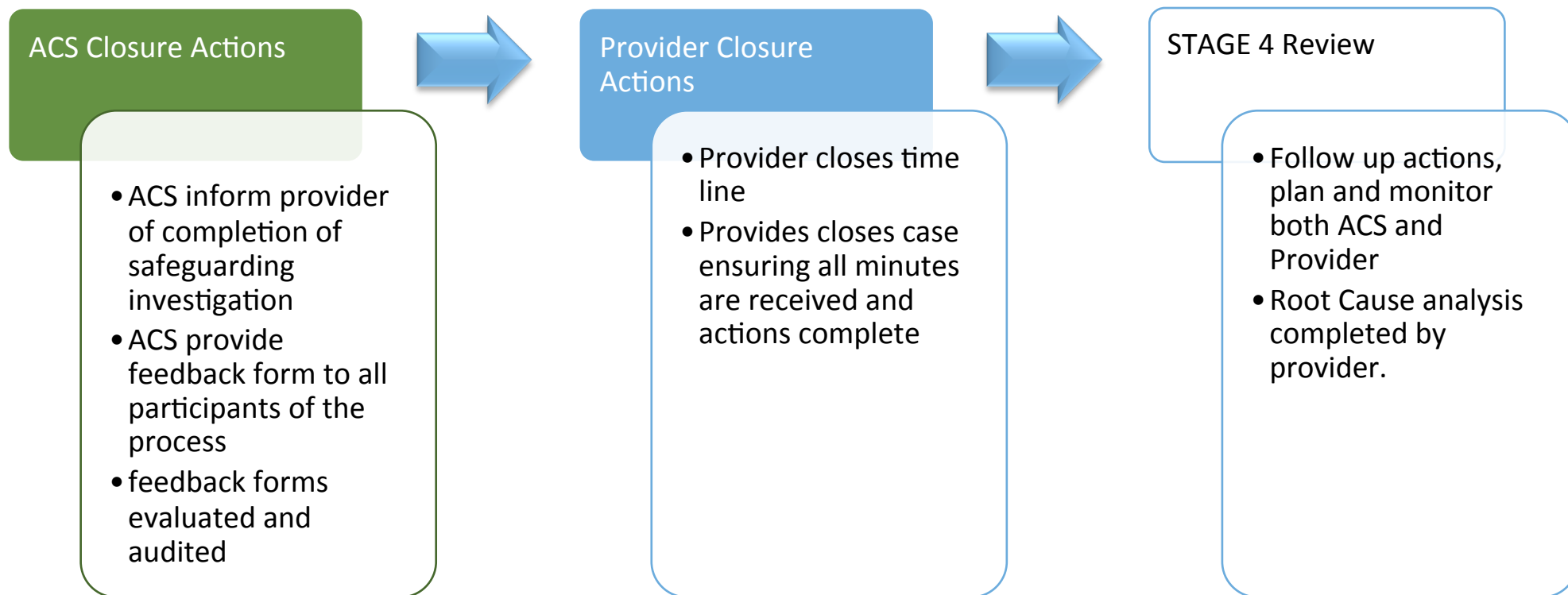


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= ACS/HPFT
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## STAGE 3 – CLOSURE OF SAFEGUARDING EPISODE and REVIEW

= ACS/HPFT
= Adult Social Care Providers



Any outcome/decision reached as a result of a Section 42 investigation is not open to appeal, as set out in the Care Act 2014, the decision-making responsibility lies with the local authority,. To reach any decision there is an agreed process that the decision-making manager should follow. If this process is not followed or there are concerns about the practice of an individual then a formal complaint can be raised in line with HCC or HPFT complaint procedures. If it is found due process was not followed and this could have impacted on the outcome of a S42 enquiry then the enquiry may be reopened. Any such complaint should be directed to the manager of the investigating team and if there is no resolution then escalated to the Head of Service

## Hertfordshire Safeguarding Adults Board – Procedure timelines

Stage	Action	Timescale
<b>Concern</b>	<ul style="list-style-type: none"> <li>• Raise concern with HCC or HPFT</li> </ul>	Immediate action in emergency Within 24 hours if non urgent
<b>Enquiry</b>	<ul style="list-style-type: none"> <li>• Decision on how to proceed</li> <li>• Initial conversation with adult</li> <li>• Strategy meeting/ discussion</li> <li>• Investigation</li> <li>• 1st Case conference</li> <li>• Subsequent Case Conferences</li> <li>• Distribution of approved minutes</li> </ul>	Within 2 working days Within 2 working days  Within 5 working days from decision to proceed  Agreed at strategy stage  Agreed at Strategy (within 3months)  Maximum time between case conferences 4 months. Within 10 working days of meeting. <i>If draft minutes are sent out an additional 5 days can be added to ensure accuracy.</i>
<b>Closure</b>	<ul style="list-style-type: none"> <li>• Closing the enquiry</li> </ul>	On completion of enquiry.
<b>Review of Safeguarding Plan</b>	<ul style="list-style-type: none"> <li>• Review of Safeguarding plan</li> </ul>	Within 3 months of closure.

Useful Contacts:-

HCPA – 01707 536020 – email [contact@hcpa.info](mailto:contact@hcpa.info)

## HCPA Safeguarding Useful Information

### WORK PRODUCTS TO CONSIDER FOR SAFE GUARDING ALERTS

When a safe guarding alert is raised it is important that all information is shared in an open and transparent way to ensure an accurate and complete picture is available to the professionals involved. If in doubt contact the Safeguarding Lead Officer for more advice on what to take to a meeting.

Below is a list of the work products that care providers should be able to produce in line with their ACS contracts and CQC regulations and guidelines and which may be of help and not all may have been considered before as being potentially useful.

FOR AN INDIVIDUAL EMPLOYEE	FOR THE SERVICE USER	GENERAL WORK PRODUCTS FOR A CASE
Completed reference checks	Care Plan, Assessment, CAR 400 and risk assessment	An index of all the information being provided
DBS information and any risk assessment paperwork attached	Call Monitoring records	A complete timeline of events
Previous and current employment history and any previous concerns, any letters of concern or disciplinary action during employ	Daily care records	Relevant correspondence by email, phone, text and letter plus hand written notes
Up to date training records including Care Certificate and mentoring programme	Statement from service user/ Family member/ representative / other professionals	Relevant policies and procedures in place
Care Rotas	Database history of service user	Care worker handbook
Supervisions/ spot and competency checks	Service user's care schedule with any care notes	Relevant Training material
Evidence of employer support of care worker	Photos/ body maps (with written consent)	Mentoring programme details for care staff
Details of any action taken with employee to remove any risk to a service user	Drawn layout of home / room/ area	Actions taken and lessons learned- changes in policy, procedure, extra monitoring, re- training etc
Statement from employee		
Photos (with the individual's consent- for example to show bruising or a bite)		