

IDENTIFYING OUTCOMES- AIDE MEMOIRE

**Quality of Life/Safeguarding Issue**

**Are you aware a concern has been reported about your safety?**

*Consider: Are there any confidentiality issues?*

**How do you feel about this and discussing the concerns (harm/abuse) with me?**

*Consider: What help and support can be given to the person so they can tell us what has happened/to understand what has happened?*

*Do they need :*

- *Information about what abuse is*
- *Advocacy*
- *Assessment relating to Mental Capacity*

**Is there anyone else you would rather talk to or have support you?**

*Consider: Would advocacy help, are there any concerns about the person they want to support them in relation to this safeguarding?*

**Tell us about your situation/what happened?**

**How do you feel about the concerns/what has happened?**

*How can I help the person understand the risks?*

*Consider/prompt:*

- *How often has this happened*
- *How have they previously managed it?*
- *Is anyone else at risk?*

**What is important to you at the moment?**

*How can I help the individual to identify what is important to them at this time?*

*Consider:*

- *Safety*
- *Risks*
- *Relationships*

## Process

**Do you understand OUR concerns?**

**Do you give your consent for an enquiry (investigation) to take place?**

**Is there anything that concerns you about an enquiry (investigation)?**

**Do you understand what this means?**

*How can I explain the investigation process in plain language that will not upset the individual?*

*Does the individual know their rights?*

*Consider:*

- *Police/criminal implications*
- *Is anyone else at risk*
- *CQC regulatory actions*

**What will help you to feel in control of what's happening?**

**How involved do you want to be?**

*How can I empower the individual to take control?*

*How will I ensure the individual has real control?*

*What will happen if the individual's control impacts on the process?*

*How can I explain the process and how they can control it?*

## Outcomes

**What would you like to be the outcome/result of the safeguarding action?**

**Possible outcomes could be:**

- I want the abuse to stop and to feel safe
- I want help to protect myself in the future
- I want to feel more confident
- I want to be involved in what happens next
- I want people involved in my case to do what they say they will do
- I want the police to prosecute
- I want help to access any support that might be available to me
- Other.....

*Consider*

- *The benefits and risks that might be associated with their desired outcome.*
- *What would other people's views be to their desired outcome?*

**What would you like not to happen?**

*As important as identifying outcomes is to identify what the individual does not want to happen.*

*Consider:*

- *Risks to the individual*
- *Risks to others*

**Is there any information you need?**

*What information can I give to help the individual make informed choices and understand the process and be safe?*

**What do you think might be the BEST thing to come out of this?**

**What do you think might be the WORST thing to come out of this?**

**What can we do to make you feel safe from abuse or harm in the future?**