

# Making Safeguarding Personal in Solihull

## A person Centred and Outcomes Approach to Safeguarding Adults

The following tools are available to help to keep the safeguarding adults process person centred and help individuals to identify the outcome they want.

They can be used on a one to one basis or collectively.

You can use the tools individually in isolation or the set of tools can be used as a whole or any combination in between.

Safeguarding process	Tools
Safeguarding Concern (previously known as referral)	MSP Tool 1 – One Page Profile
Planning (previously known as Strategy)	MSP Tool 2 – Where are we now? (sunshine and clouds)
Enquiry (previously known as investigation)	MSP Tool 3 – Identifying outcomes – Aide-Memoire
Case Conference / Case Closure	MSP Tool 4 – Reviewing outcomes – Aide-Memoire
Safeguarding Plan (previously known as Protection Plan)	MSP Tool 5 – The Doughnut MSP Tool 6 – Happy/Safe Grid
Post Safeguarding	MSP Tool 7 – My Safeguarding Experience
Safeguarding Plan Review (previously known as Protection Plan Review)	MSP Tool 8 – 4 plus 1 questions.

<b>Safeguarding process</b>	<b>Tools</b>
Safeguarding Concern (previously known as referral)	<p><b>MSP Tool 1 - One Page Profile</b></p> <p>At the earliest point in the safeguarding process the individuals must be seen and consulted.</p> <p>The one page profile will help provide a summary of person-centred information that can be used by everyone involved in the safeguarding process to get to know them quickly, and help to provide consistent support in the way that the person wants.</p> <p>Identifying and considering what is important to and for a person, and what good support looks like, will assist keeping the safeguarding process personal.</p>
Planning (previously known as Strategy)	<p><b>MSP Tool 2 - Where are we now? (Sunshine and Clouds)</b></p> <p>The planning stage of the safeguarding adults process is a discussion or meeting which is a multi-agency between relevant individuals involved in order to share information, plan and agree how to proceed with the investigation, considering all the known facts.</p> <p>The “Where are we now? (Sunshine and Clouds) tool will help to identify what is working and not working from the perspective of the person, and others which might be family, provider etc. Identifying what is working will show what needs to be maintained and when planning next actions everyone need to check that their next actions do not negatively impact on what is working.</p> <p>Identifying what is not working helps to clarify the problems and issues.</p>

<p>Enquiry (previously known as investigation)</p>	<p><b>MSP Tool 3 - Identifying outcomes – Aide-Memoire</b></p> <p>This aide memoire has been developed from tools used by other local authorities who participated in the Making Safeguarding Personal project in 2013-14 and has been designed to act as a prompt when discussing desired outcomes with people.</p> <p>Please use discretion and judgement to adapt the suggested questions and statements to suit the person or situation.</p> <p>Use the information given to identify and record the desired outcomes accurately and thoroughly. It is important to ensure the outcomes come from the person themselves and are recorded as such (even if it may take a little negotiation to get there). Care must be taken to not impose jargon into outcomes. 'I want to promote my independence' or 'I would like to maintain adequate nutrition and hydration' are both things that service users are unlikely to express in this way.</p> <p>Record desired outcomes on Carefirst in the SA5 forms.</p> <p>Identify clearly if the desired outcomes are identified by someone other than the individual if they lack capacity.</p> <p>Use them to inform the safeguarding adult's process – if this impacts on procedures then they must be discussed with the Safeguarding Adults Manager, Lead Practitioner or Senior Practitioners.</p>
<p>Case Conference / Case Closure</p>	<p><b>MSP Tool 4 - Reviewing outcomes – Aide-Memoire</b></p> <p>This aide memoire has been designed to act as a prompt when discussing with people if they feel their desired outcomes have been met.</p> <p>This evaluation must be undertaken with the individual who identified the outcome and their perspectives as to if they have been met, partly met or not met. Partly meeting or not meeting an individual's outcome should not be considered a failure.</p>

<p>Safeguarding Plan (previously known as Protection Plan)</p>	<p><b>MSP Tool 5 - The Doughnut</b></p> <p>The Doughnut can be used to help everyone to parts of the Safeguarding Plan which are the core responsibilities – the” must dos”. It will also assist with the areas of the care plan where creativity and judgement can be used and finally it will assist with identifying things that fall out of our responsibility.</p> <p><b>MSP Tool 6 - Happy / Safe Grid</b></p> <p>The Happy/Safe Grid will help you to assess if the actions identify will support the individuals wellbeing and safety or if they conflict.</p>
<p>Post Safeguarding</p>	<p><b>MSP Tool 7 - My Safeguarding Experience – questionnaire</b></p> <p>Individual’s experience of the process is a step up from if their desired outcome has been met, partly met or not met. This process aims to understand what the individual experienced and the outcome that is now experienced by the individual (which may not have been an outcome they identified). This process will also identify if the safeguarding outcomes from the Care Act 2014 have been met.</p> <p>There are three versions of the questions for adults with care and support needs and a version for use with relatives, friends, carers or an IMCA if the individual is not able to participate. The questions seek to identify if the individual:</p> <p style="padding-left: 40px;"><b>felt listened to</b></p> <p style="padding-left: 40px;"><b>felt informed</b></p> <p style="padding-left: 40px;">feels <b>safer</b> and</p> <p style="padding-left: 40px;">were <b>happy</b> with how people dealt with the concerns</p> <p>This feedback should be ascertained:</p> <ul style="list-style-type: none"> <li>• face to face</li> <li>• after the case conference/case closure</li> <li>• Through a guided conversation rather than a formal questionnaire process.</li> </ul>

<p>Safeguarding Plan Review (previously known as Protection Plan Review)</p>	<p><b>MSP Tool 8 - 4 plus 1 questions</b></p> <p>The 4 plus 1 question tool should be used to reflect on what has been tried and learned. What has worked well (pleased about) and what may not have worked so well (concerned about) all of which should inform what is needed next.</p>
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