



## Learning from Safeguarding Adult Reviews

**Alan** (Name has been changed for reasons of confidentiality)

Alan whilst in a care setting suffered an injury which required hospital admission where he later died. A summary of actions relating to the case to ensure anonymity are provided.

### **Key Findings / Actions Taken**

#### ***Medical Care and Training:***

- Baseline assessments are now included within an individual's care plan information so that usual presentation is known on admission to acute care.
- Provider Management and Market Development (PMMD) Team have oversight of care setting providers' policy and procedures and quality assure that these are maintained and updated, and that relevant training is undertaken.
- Tier 2 referrals are monitored by PMMD and reported to WSAB to highlight emerging trends around similar themes so that they can be addressed at the earliest opportunity.
- NICE Care Home Self-Assessment provided a Safeguarding health check of local providers as an additional layer of assurance.

#### ***Discharge Pathways***

- Transfer of Care Hub (TOCH) is now in place to ensure coordinated care for people who require formal care and support after discharge from hospital.

#### ***Communication and Information Sharing***

- The CMS system in acute care (HIS) is now available in all appropriate care settings so that clinical information is shared in real time.
- Quality Assurance of service user outcomes is being developed in the Positive, Safe, Effective Practice Work Programme across Adult Social Care which will include a fresh look at capturing making safeguarding personal outcomes with an objective to monitor impact and improve outcomes across Adult Services.
- The Tier Training Programme continues to be delivered to stakeholder organisations across the borough to ensure providers and services are consistently referring into safeguarding at the appropriate levels.
- A pathway for Tier 2 referral oversight for private providers has been established with ICB and assurance is provided to WSAB quarterly.
- Safeguarding awareness is promoted continuously via the WSAB through a number of campaigns and media approaches, including a presence on social media, posters around the borough, targeted media / newsletters, WSAB training and learning sessions, etc.