

## Examples of Making Safeguarding Personal

Below are some examples of how Norfolk County Council Adult Social Care staff have changed their safeguarding practice to ensure that the person is consulted about what they want to achieve and is kept at the centre of the safeguarding enquiry. The examples below illustrate how the practitioner listened to what the person said, and quote excerpts of what the person thought and felt as evidence.

Person's View at Beginning	Person's View at End
<p>Mr H's wife was unhappy about the delay in getting to hear about the alleged incident with Mr H. Mrs H reported she was upset by this. Mr and Mrs H were pleased a safeguarding investigation was taking place.</p>	<p>Mr H recalled the "unpleasant incident". He said he had "spoken to the police and agreed to drop the charges against the carer."</p> <p>Mrs H asked about the outcome for the carer. Mr H listened to the actions taken and he made no further comment.</p> <p>Mr &amp; Mrs H both expressed they were OK with the outcome; the best thing was that Mr H moved from care home A to care home B.</p> <p>Mr H reported he likes living in care home B: he feels settled, has made friends, and likes the privacy of his room. He is happy to remain living there, he sees his wife and family often and he has been out with them.</p> <p>Mrs H agreed with the above. She spoke highly of the care staff at care home B and their care and understanding of Mr H's needs.</p>

Person's View at Beginning	Person's View at End
<p>S wanted the police to become involved and speak with M about the incident. She stated that she would like M to stop going to the same day service as her.</p>	<p>S is happy that the police became involved and that M was suspended from the service. She still would like M to be excluded from the service she uses.</p>
<p>K wanted to feel that the carer in question would not be a risk to other, more vulnerable patients.</p>	<p>K is happy that this has been investigated as fully as we could, and feels satisfied that the carer will not be working at [the service] or for [another service] in the future. I explained that he has also been referred to the DBS and that this may mean that any future work in care he wishes to do could be affected - she felt this was appropriate given his unprofessional actions</p>
<p>Mr G did not wish for any involvement regarding the financial incident. I explained to Mr G that we were concerned he may struggle with understanding his finances, which he strongly denied, telling us that he had worked for the post office and he understands it all. I reassured him that I am now aware that he likes his personal affairs to remain personal but there were concerns after he had given money away and I needed to look into what had happened.</p>	<p>Mr G explained that he had made a mistake and he regrets it now as the woman had told him the money was for her children, but she bought a car. He said that she is not allowed to see him any more and that he learned his lesson and does not wish for this subject to be brought up again.</p>

There were also some really good examples of cases where the person lacked capacity, but the practitioner had still taken care to find out the opinions of their carer or family member, or had employed an advocate to try to establish the person's view as far as possible:

Person's View at Beginning	Person's View at End
<p>Mr R was not able to offer a view. Independent advocate could not offer an opinion at the beginning of her involvement due to Mr R's varying presentation and impaired communication.</p>	<p>Mr R has not been able to independently offer a view. His advocate, has been involved in the safeguarding assessment and has also supported with a best interests decision about how his care needs should be met, and has concluded that the actions taken were in his best interests (remaining at the care home and commencing day services).</p>
<p>S unable to express a view - his dad expressed that he was pleased that police would be involved and that his son was being kept safe in the service where in the main he is very happy and well supported</p>	<p>S unable to express a view - his dad said that he was happy with the outcome, he understood that the carer would not be able to work with vulnerable people in future due to the caution and referral to DBS and he felt this was an appropriate outcome</p>
<p>D informed me that he felt happy and safe when asked following the incident, however, because D appears to lack capacity around the safeguarding process, his mother was asked for her views. Mrs W stated that she was concerned that [the alleged perpetrator] may be "targeting" D and was concerned for his safety. Mrs W wanted reassurance that D was safe and that [the alleged perpetrator] would receive further input around her behaviour.</p>	<p>Mrs W informed me that she was reassured by the actions taken and feels that D is safe and well. D appears to be settled and happy.</p>