

## Carmarthenshire County Council

### Draft interim

### Adult Safeguarding arrangements - Summary

The new Wales Adult Safeguarding Policies and Procedures are currently in development and the existing All Wales Policies and procedures are no longer fit for purpose. In the interim, Carmarthenshire County Council have drafted a summary of the way in which it manages safeguarding concerns. These arrangements reflect the Social Services and Well Being Act and will be further amended when the new Wales Policies and Procedures are released.

All safeguarding enquiries and interventions will focus on the wishes and desired outcomes of the individual. Decisions to override those wishes will only be taken when there is a risk to others or when a criminal offence has been committed. Individuals will be supported to make informed decisions on all safeguarding matters. An offer to assess the persons Care and Support needs will be made in any event.

The process for managing safeguarding cases is described below. Not all cases will progress through all of these stages.

1. Making a report
2. Screening
3. Enquiry
4. Strategy meeting
5. Adult Protection Case conference
6. Investigation
7. Strategic overview
8. Lessons learned

### Making a report

All safeguarding reports must be directed to [adultsafeguarding@carmarthenshire.gov.uk](mailto:adultsafeguarding@carmarthenshire.gov.uk) . Professionals should use the regional Multi Agency Referral Form to report a concern. <http://cysur.wales/media/128249/-ENG-CWMPAS-Adult-Safeguarding-Referral-Form-MARF-APPROVED-July-2018.docx> . The general public and professionals seeking advice should contact the safeguarding duty officer on 0300 333 2222.

## Screening

Safeguarding reports will be screened within one working day. The screening process will seek clarification on the report and check for accuracy. A decision may result in immediate action taken or further enquiries under s.126 of the Social Services and Wellbeing Act. A strategy discussion may take place at this stage. The Mid and West Wales safeguarding threshold document will be used as a guide to decision making.

<http://cysur.wales/media/128266/CWMPAS-Regional-Adult-Safeguarding-Threshold-Guidance-APPROVED-July-2018.pdf>

## Enquiry

The purpose of the enquiry is to determine if the person is an adult at risk requiring safeguarding. It will assess the safeguarding risk and determine what actions are necessary to protect or prevent the person from abuse or neglect. A strategy discussion will take place at this stage.

As per the Social Services and Wellbeing act duties (s.126) all such enquiries should be completed within a 7 day timescale. The enquiries should not be rushed and there may be legitimate reasons for the enquiries to take longer than recommended 7 days. The reason for any delays will be clearly documented.

The local authority is able and expected to carry out whatever enquiries it feels necessary, or cause others to carry out such enquiries and decide what action if any should be taken. The local authority may ask the professional or organisation most appropriate or qualified to assess the presenting risk to undertake these enquiries. Strategy discussions with relevant agencies may take place at this stage where appropriate.

Assessments will be person centred and will focus on the wishes and views of the individual at risk rather than on the allegation and/or perpetrator.

In practise, most safeguarding referrals have easy to achieve solutions which can be addressed by prompt intervention and support from professionals, or they relate to service delivery or practise issues. The latter will be addressed with the service provider or by referring to the commissioning body contracting team to take action to ensure improvement to quality. Concerns of this nature can be reported to

[adultsafeguarding@carmarthenshire.gov.uk](mailto:adultsafeguarding@carmarthenshire.gov.uk) using the Service Concern/Incident Report Form. [link](#)

When more than 3 adults are at risk or potential risk of abuse or neglect in a service setting, e.g residential/nursing care home.

If more than 3 adults are at risk or potential risk of abuse or neglect in a service setting then only **one** safeguarding referral is required. Referrals such as this are indicative of a potential service failure. Concerns of this nature will be managed collaboratively with the commissioning agency, regulatory body and relevant professionals. A collective decision will be made on how to address the concerns via a strategy meeting. The concerns raised may also trigger the provider performance process.

### Strategy meeting

If further or more detailed safeguarding actions are required beyond those agreed at the screening /enquiry stage then a strategy meeting will be held. The purpose of the strategy meeting is to agree actions necessary to make the person/s as safe as possible. The meeting will include the most appropriate individuals or agencies, including the person/s at risk if appropriate. The actions agreed will be recorded in a safeguarding plan (Adult Protection Plan). The strategy meeting will be held within 7 days of the decision to proceed to such a meeting. This could be achieved at a round table meeting or via telephone (Vol.6 guidance).

The strategy meeting and associated actions will focus on what is necessary to make the person as safe as possible, and based on the individuals desired outcome. It will not decide if an allegation is founded or not. In practise, most cases require action to be taken by other organisations to address performance or delivery issues.

### Professional concerns strategy meeting

Where there is an allegation about the actions or behaviour of an individual who is employed in role working with vulnerable adults or children, a professional concerns strategy meeting will be convened. This meeting will consider any actions required to address the potential risk posed by the professional to the individuals they work /live with.

Such meetings will also be convened when a safeguarding referral identifies an employee as the alleged perpetrator of abuse or neglect. The participants of the professional concerns strategy meeting may decide that an appropriate investigation is undertaken and/ or a referral to a professional body. [See investigations](#)

The person's employer will have a significant role to play in this process.

### Adult Protection Case Conference (previously known as Reconvened Strategy Meeting)

The purpose of the case conference is to confirm that the necessary actions have been taken where appropriate, a safeguarding plan is in place and the person is as safe as possible. Attendees will agree at what point the ongoing management and monitoring of the safeguarding actions/plan will be discharged to the most appropriate professional or agency.

However, it may be that the person at risk does not wish actions to be taken that would promote safety, and having exhausted all offers of support, this may have to be accepted by professionals. At this conference/ meeting it would be made clear that the purpose of safeguarding is exactly that, to make the person as safe as possible, not to judge or allocate blame.

This conference/meeting will be held within 14 days of the initial strategy meeting. The whole safeguarding process should be concluded within 28 days with any immediate actions to protect taken within the screening/enquiry stage.

The case conference will also agree any investigations to be carried out or if referrals will be made to regulators or professional bodies. Feedback mechanisms from investigations would be prescribed by the investigation procedure being used not safeguarding. For example, if it is agreed that a HR investigation or a CIW investigation is most appropriate then those procedures must be followed and will include feedback to the individual or organisation.

### Investigation

The purpose of an investigation is to determine if there are organisational, individual, professional or practise issues requiring improvement or correction. Investigations are carried out by the relevant, appropriate and empowered organisation.

The types of investigation will typically be as follows: disciplinary, complaint, further enquiries, escalating concerns, referral to professional body, regulatory action, criminal investigation, inquest, etc. Attendees at the strategy meeting will collectively agree the most appropriate type and method for investigation.

Safeguarding teams may monitor the investigations if appropriate, but cannot practicably be responsible for ensuring that they are carried out or for their quality. This would require the local authority to be in control of other organisations disciplinary investigations and professional conduct investigations and the subsequent improvement plans or actions required.

Where the allegation is against an individual and is investigated under the relevant disciplinary, professional conduct or criminal procedures, their Article 6 rights (HRA) will be promoted by those procedures. Allegations about Individuals will not be investigated by the local authority safeguarding team.

A further Adult Protection Case Conference may be held following an investigation, if or when appropriate.

### Strategic Overview

The purpose is to carry out regular analysis and evaluation to identify themes, trends or hotspots in type of abuse, settings, persons or perpetrators, then to determine whether there should be a referral to other organisations such as employers, commissioners, regulators, professional bodies, etc. to examine whether there are wider or preventative safeguarding issues that should be addressed.

### Lessons to be learned

The purpose is to create an environment in which practitioners and their agencies can learn from their own and others' casework and from sources, such as audits, research and inspection. The Mid and West Wales Regional Safeguarding board, supported by Local Operational Groups have clear pathways for ensuring such cases are considered for an Adult Practice Review or a Multi-Agency Practice Forum. <http://cysur.wales/media/119320/CWMPAS-Adult-Practice-Review-Protocol-APPROVED-July-2017.pdf>

Such reviews should be routinely undertaken and will identify any multi-agency lessons to be learned including areas of good practice. The emphasis is very much on constructive and supportive learning. They are not a means of apportioning blame or criticism.