

# Quality Assurance

How do we know the process has been helpful?

There are a range of methods for looking at the quality of actions taken under the Safeguarding Adults process. Some are happening now; others are in the planning stage.

The referral and monitoring information collected tells us what type of abuse is happening, who it is happening to and where it is happening. It will also tell us what the outcome of a process was.

A file audit will show how well a process was followed and recorded.

Feedback from service users will tell us what the experience was like and how it could be improved.

Involvement of service users, carers and paid staff in the development and review of every aspect of the Safeguarding Adults process will help to make sure it is an experience that makes a positive change to people's lives.