

What are my duties as a Responsible Manager?

(Refer to 12, page 17 for information regarding a responsible manager)

As the Responsible Manager you are responsible for the overall co-ordination and management of a safeguarding adults case and chairing any meetings that may be necessary.

You should delegate the task of assessment/investigation to an appropriately trained and experienced staff member who will report back to you. This person will be referred to as the investigating officer. You will need to be available to provide support, supervision and advice to the investigating officer and ensure that they have the resources necessary to carry out their task. (Resources include time, clerical support and another person with whom to share the task of interviewing).

If you are the RM managing the case you are responsible for:

- Seeing that there is a completed alert form on the file. (SS29 see page 97)
- Ensuring that steps are taken to keep the vulnerable adult safe while initial inquiries are made.
- You will need to decide from the information available from the initial inquiries if the vulnerable adult is at continuing risk of significant harm. These initial checks with other agencies and departments will also be necessary to determine whether there are other vulnerable adults or children who may be at risk. It is important that any contracts or visits by care managers, social workers, health staff or regulatory staff do not alert possible perpetrators to the issues of concern unless this is unavoidable.
- Consulting the police if there is a possibility that a criminal offence has been committed. Any emergency action to protect the vulnerable adult may alert the alleged perpetrator resulting in evidence being removed or altered. Hence the police may wish to be involved in any emergency action to preserve forensic evidence or documentation.
- In the event of the death of a vulnerable adult where safeguarding adults concerns already exist or are raised around the time of death, you should ensure that the coroner's office is informed of the adult protection issues as a matter of urgency, if the police have not already done so. The coroner will make arrangements for any investigations considered necessary.
- If abuse is alleged against a staff member who is providing ongoing care or support to vulnerable adults it will be necessary to consider, prior to any planning meeting, if action needs to be taken to reduce any further risk that this staff member might pose to any vulnerable adults. This may also serve to protect the staff member from further allegations being made against them. You should inform the service's manager as soon as possible about the issues to enable them to take appropriate action to protect all the vulnerable adults within their service. If it is possible they are implicated in the abuse issues, protective actions will need to take this into account.
- Arranging an appropriate planning process within 5 days or as soon as practicably possible. The planning process will need to involve all appropriate professionals, agencies, services and departments and any other person who has information essential to the case.
- A formal planning meeting will allow a full discussion of actions already taken and allow for future planning. Where the allegations involve a staff member from any organisation or agency providing services, a senior representative of the service should be invited to the meeting unless they are implicated in the abuse allegations. If, in exceptional

circumstances, the service provider has not already been made aware of the allegations of abuse, you will need to ensure that a decision is taken, during the meeting, about informing the service provider of the issues that need to be investigated/assessed.

- Liaising with the contracts service, where appropriate, regarding the status of the contract and deciding with them whether any action is needed in relation to the contract, either before or after the investigation has taken place.
- Ensuring that, where appropriate, placing authorities are informed of safeguarding adult concerns in a care setting which might affect their clients. This will enable them to be involved in meetings and assessments as necessary.
- Ensuring that a complete record of all contacts, meetings; phone calls, interviews and decisions are kept in the closed/restricted part of the client's file.
- Ensuring that there is a record of the decisions taken as a result of a formal planning meeting and/or recording the outcome of initial post alert consultations.
- Ensuring that any assessment/investigation carried out with or without the support of other agencies is fully recorded and that there is a written summary of the findings on which to base decisions.
- Chairing the Safeguarding Adults conference and ensuring that full support is available for any vulnerable adults attending the conference. This is a major responsibility and the RM should have appropriate training and support to undertake the task.
- Ensuring that the minute-taker is appropriately trained and skilled at this task. They should be identified in advance of the meeting and be updated regarding the case and possible issues that are likely to arise.
- Ensuring that appropriate pre-conference support has been provided to the vulnerable adult and/or his/her representatives in the case conference. You have the authority, in consultation with the vulnerable adult and other representatives, to restrict or exclude attendance of people at the conference if they are likely to prevent a full and proper discussion. This should be clearly recorded in Safeguarding Adults conference notes.
- Ensuring that decisions taken at a Safeguarding Adults conference or other review meetings are minuted including decisions concerning:
 - The vulnerable adult(s) or children;
 - The person responsible;
 - The service setting/agency;

As the chair of the planning meeting or case conference, you should take responsibility for checking that the employer has made the referral to POVA.

- If the Care Quality Commission (CQC) who will take responsibility for following this up with the employer.
- The chair of the meeting should also liaise with the employer to ascertain what decision POVA made regarding the referral.

- This information should then be recorded in the adult protection papers for the client(s) who was the subject(s) of the safeguarding adult case(s). See further guidance page 56.