

Safeguarding Adults Investigations Service user and quality feedback

- Communication for staff in all partner agencies including providers, and for service users and carers.

Devon's multi agency Safeguarding Adults Board and the Safeguarding Adults Team want to learn about how all organisations involved in safeguarding adults work together and implement the multi agency procedures and guidance to safeguard vulnerable adults.

When a Safeguarding Adults Officer (SAO) from the Safeguarding Adults Team chairs a final meeting at the end of a safeguarding adults investigation, they will be asking all partner agencies to complete a feedback form on how they think they and their own organisation implemented the procedures and guidance, and how they think other organisations worked together and implemented the procedures and guidance.

In order to gather information on service user and carer experience of safeguarding investigations the SAO chair will also be asking the meeting to plan how service users and carers can be enabled to give feedback on their involvement in the process.

The meeting will have to consider who will be the best person to explain the purpose of the feed back and provide any help needed to enable the service users and carers involved to provide the feedback. This communication and the feedback for can form the basis of this work with service users and carers but neither should usually be used on their own without the personal explanation and support necessary for the individuals involved. This could include the use of advocacy services.

The multi agency group involved in the investigation should have already decided which service users and carers needed to have been involved in the investigation and made aware of it. Feedback will usually only be sought from service users and carers who were involved in and aware of the investigation.

There will be separate Safeguarding feedback and quality forms for

- case conference chairs,
- Partner agencies involved in investigations including service providers,
- service users
- carers

Feedback forms should be returned within two weeks of being received to Helen Brookes at the Safeguarding Adults Team, County Hall, Exeter, EX2 4QR

Information from this feedback will be reported to the Safeguarding Adults Board and Safeguarding Adults Team and all other partner agencies involved.

The information will be used to improve and develop the procedures and guidance and the way in which all organisations involved in safeguarding adults work together to safeguard vulnerable adults. The planning and implementation of these improvements will also be reported to all partner agencies through the Safeguarding Adults Board.