

Provider-Led Enquiry Report

This is a guidance document is designed to assist with completion of Provider-Led Enquiries into low level incidents in provider services. Integrated Adult Safeguarding Unit has designed this form with prompts for the information we require to ensure appropriate actions have been undertaken by the service provider to ensure the safety of the adults who use the service and minimise any risks that have been flagged in the Provider-Led Concern Form. Please use this form to provide adequate reassurances around that lessons have been learnt which increases the safety of the adult and decreases risk of incident occurring again; we require this information with in the 14 day time frame to ensure actions have been completed in a timely manner.

SECTION A	
<p>Details of incident (as described in Provider-led Concern: What happened?</p>	<p><i>This may be copied from the Concern Form.</i></p> <ul style="list-style-type: none"> - <i>Did harm occur?</i> - <i>Is this a one of incident or has there been previous similar incidents?</i> - <i>Was there measures in place to reduce the risk of this incident happening?</i> - <i>Were the measures in place relating to the incident in the persons care plan/risk assessments and were these followed?</i> - <i>Could these documents be shared to help us gather a better picture?</i> - <i>Has this person been seen by the falls team?</i> - <i>If a care visit has been missed – what tasks should have been undertaken on the missed visit? How long was the adult without a care call for? Was medication missed?</i> - <i>If this is abuse of a service user by another service user – do those involved have capacity? Is this a one of occurrence? Was there any intent behind the incident?</i> - <i>If medication was missed was this a controlled drug and therefor was the CDAO informed?</i>
<p>Why did it happen?</p>	<p><i>Please provide your findings into why this incident may have occurred. Things to consider:</i></p> <ul style="list-style-type: none"> <i>Change in adults needs</i> <i>Heightened Behaviour</i> <i>Adequate equipment/ resources not in situ/ not working correctly</i> <i>Unexpected change in staffing (such as staff sickness, shortage of staff)</i> <i>Staff Error</i> <i>Staff Training Need</i> <i>Lack of communication</i> <i>Staff Conduct</i> <i>Etc.</i>
<p>What immediate action was taken?</p>	<p><i>This may be copied from the Concern Form</i></p> <p><i>Please outline what measures have been taken to ensure the person is safe and reduce risk of this occurring again.</i></p> <p><i>Things to consider:</i></p> <ul style="list-style-type: none"> <i>Was medical advice sought? What was the outcome of this?</i> <i>Is appropriate equipment/ resources now in situ?</i>

	<p><i>Have risk assessments/care plans been updated?</i></p> <p><i>Have relevant referrals been made such as requests for a review or a referral to the falls team?</i></p>
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Making Safeguarding Personal

Guidance note: The Adult at Risk's wishes and outcomes must be established at the beginning, middle and end of the Enquiry. If the Adult lacks capacity to make decisions in respect of the Enquiry then a relative or friend should be consulted

What outcomes do the Adult at Risk, or their representative, want from this Enquiry?

Please seek to obtain views and desired outcomes of the enquiry of the adult or their representative at the beginning and during the enquiry. Some example statements:

I don't want this to happen again

I want to assurance my needs will be met

I want to feel safe

I want more constancy in my staff team

SECTION B

1. Assessment/Enquiry

Views of those involved, including Adult at Risk (or their representative) and staff

At the end of this enquiry has the adult's (or their representative's) views and desired outcomes been met; was the person satisfied with the outcome? If not why?

Staff thoughts and feelings?

Who did you speak to?

What was your approach?

2. Was the care/support plan person centred? Were any risk assessments appropriate?

Not just a yes/no answer please. Things to consider:

Did the adult have up-to-date support plan/risk assessments in place?

If appropriate have these now been updated to reflect their current needs following the incident of concern; what changes have been made?

Please include new care plans/risk assessment if appropriate.

3. Involvement of other Professionals/Agencies

Were other agencies involved in supporting this person? Was this involvement appropriate?

Does this person have an open worker/team?

Is this person supported by multiple provider agencies?

Is the adult under any services which relate to the concern?

*Have appropriate referrals been made?
Has appropriate medical advice/intervention been sought?*

4. Conclusion

Do you consider that the concerns were substantiated?

Yes/no answer please.

5. Lessons Learnt

What lessons can your agency learn from this?

Please provide details of what relevant changes have been made to ensure the safety of the adult at risk and ensure risk of this happening in the future has been reduced. What could have been done differently and why?

How will this information be circulated across the organisation?

Are there learning and improvements that can be shared across the service; has this been communicated to staff team?

6. Action Plan

What is your action plan for ensuring that this situation is not repeated? Please list all actions with timescale and how these will be monitored?

Action & Improvement Plan

Why did this happen?	Actions to prevent it happening again	How will this be monitored	By whom/when
<i>Brief summary of what happened and why?</i>	<i>Summary of actions taken as part of the enquiry to reduce risk and ensure safety and any evidence of how this is working.</i>	<i>What evidence can be collected to ensure changes are working e.g. Regular Reviews and conversation with adult? Staff Meetings? Regular check in's with family members?</i>	<i>Who will monitor this? Staff Team? Team Leader? Manager?</i>

Making Safeguarding Personal

Guidance Note: The person's desired outcomes must be checked throughout an Enquiry. It is recognised that outcomes may change as the person becomes more confident, develops insight into their situation and their expectations change.

During this enquiry has the person, or their representative, been asked if they feel that their wishes and outcomes were met? **Yes/No** *(delete as appropriate)*

Have their outcomes changed since the start of the investigation? **Yes/No** *(delete as appropriate)*

Please note the comments and views of the person or their representative:

At the end of this enquiry has the adult's (or their representative's) views and desired outcomes been met; was the person satisfied with the outcome? If not why?

Date views sought:

Who was spoken to:

Representative (if applicable):

By whom:

The form should be completed electronically and emailed to careconcerns@halton.gov.uk

Should you require any advice or guidance, please contact the Integrated Adults Safeguarding Unit on 0151 511 8555