

Background:

This briefing raises awareness of why quality and safety is important across care settings. It can be used for professionals, individuals and family members to assess what is good enough care.

Service user safety is the avoidance of unintended or unexpected harm to individuals during health care. It is about duty of care, quality of care, good practice and working together to prevent errors in healthcare.

Individuals should be cared for in a safe environment and protected from harm and abuse.

Why it matters:

The Care Act (2014) places a legal duty on organisations that care for individuals. A duty of care is a legal responsibility, it means promoting wellbeing, making sure people are kept safe from harm, abuse and injury. The duty includes sharing your concerns.

The basic principles of care include compassion, dignity and respect. Person centred care means putting the needs and values of the patient first and working with professionals to get best outcome

What to do?

Use your professional curiosity. Alert professionals to concerns promptly and to someone with responsibility. Seek advice from your Safeguarding Lead and consider raising a safeguarding alert on **0300 303 8886**.

More information can be found at www.rbsab.org

Questions:

Is the care good enough for you or your loved ones?

Do you know where to take your concerns, and do you need any support?

Is the complaints process visible to visitors, service users or their carers?

Are MCA and DoLS used appropriately?

Remember your duty of care



Information:

Use your senses, judgement and intuition.

What do you hear? Are calls/call bells answered? Are individuals and carers listened to? Are they content or distressed?

What do you feel? Is the environment comfortable, is it too hot or too cold?

What do you smell? Is it clean/offensive?

What do you see? Is the environment free from clutter, well maintained and friendly?

Is there a person of responsibility and do individuals and family members know how to contact them?

Is there a high turnover of staff?

Do staff appear knowledgeable and familiar with the individual?

Information:

Do the residents know the staff names?

Are individuals well supported?

Is there access to appropriate activities and stimulation?

Are care plans accurate and reviewed?

Do they include best interest decisions?

Are decisions lawful?

Are MCA and Making Safeguarding Personal being recognised and implemented?

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