

MAKING SAFEGUARDING PERSONAL IN LAMBETH



Making Safeguarding Personal is at the heart of all adult safeguarding work. This report considers simple ways all professionals can embed this ethos into practice.



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What is this buzzword,
'Safeguarding'?

How can we engage if you don't
use rational English?

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CONTENTS

01

What is Making Safeguarding Personal?

02

Our aim

03

Who we spoke to

04

What they said

05

Resources and further reading

WHAT IS MAKING SAFEGUARDING PERSONAL?

Making Safeguarding Personal is about ensuring that our professional responses to concerns about an adult who may be experiencing abuse or neglect, are to work alongside that person, rather than 'putting them through a statutory process'.

This shift in focus is at the heart of Adult Safeguarding under the Care Act (2014). It emphasises a personalised, simplified approach to adult safeguarding, which prioritises the individual's wishes and empowers them, wherever possible, to feel they have choice and control. The outcomes must be about improving quality of life, wellbeing and safety.

"What good is it making someone safer if it merely makes them miserable?" - Lord Justice Mundy, *"What Price Dignity?"* (2010)

OUR AIM

We want to ensure the principle of Making Safeguarding Personal (MSP) is embedded in all that we do in Lambeth. All professionals need to feel confident about what MSP means and how to apply this in practice.

Responsibility for this does not lie within with one team or one person. In each adult safeguarding situation, we should think about:

- Who is best placed to work with the individual?
- How can we ask the person upfront about what they want?
- How can we better involve the person's circle of support?

By using the voice of Lambeth residents and service users we want to help those working with adults at risk to think more carefully about the language and approach they use when raising and responding to adult safeguarding concerns.

WHO WE SPOKE TO:

How our respondents identified



- An adult with physical disability (15.38%)
- An adult living with mental health condition (17.95%)
- An adult with learning disability (5.13%)
- An unpaid/family carer of adult with care and support needs (17.95%)
- Family or friend of adult with care and support needs (12.82%)
- None of the above, but a Lambeth resident (20.51%)
- Other (10.26%)

Experience of safeguarding



- Extremely confident (37.04%)
- Somewhat confident (25.93%)
- Not sure (22.22%)
- Not confident (14.81%)



- Yes (62.96%)
- No (37.04%)

In total 28 people responded to our online survey or took part in telephone interview, with representation from a range of service user groups.

Around 30% of our respondent indicated some uncertainty about raising a safeguarding concern.

63% of respondents said that they had previous experience of being involved in an adult safeguarding enquiry.

WHAT THEY TOLD US

This report sets out in detail what our respondents told us about how their perceptions of adult safeguarding. Their feedback has reinforced some [key messages for practice:](#)

- Take time to **clearly explain what we mean by adult safeguarding**. Use simple language that the person will understand - think about using easy-read materials to help where appropriate.
 - Sometimes it is important to take time to **help people understand what has happened and why people are concerned**.
 - Take time to think about how you involve family and carers - **don't use accusatory language**. A safeguarding concern is not raised 'against' someone.
 - **Find out how the person prefers to communicate** . It may be that you need make adjustments for them - for example they might require an interpreter or use a communication device.
 - **Make sure that the person is listened to** and that they and any representative is **involved throughout the process** - take account of the individual choices and requirements of everyone involved.
 - It is also important to **be honest** about what can realistically be achieved and how long the process may take.
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What does 'safeguarding' mean to you?

We started by asking our respondents what safeguarding means to them.

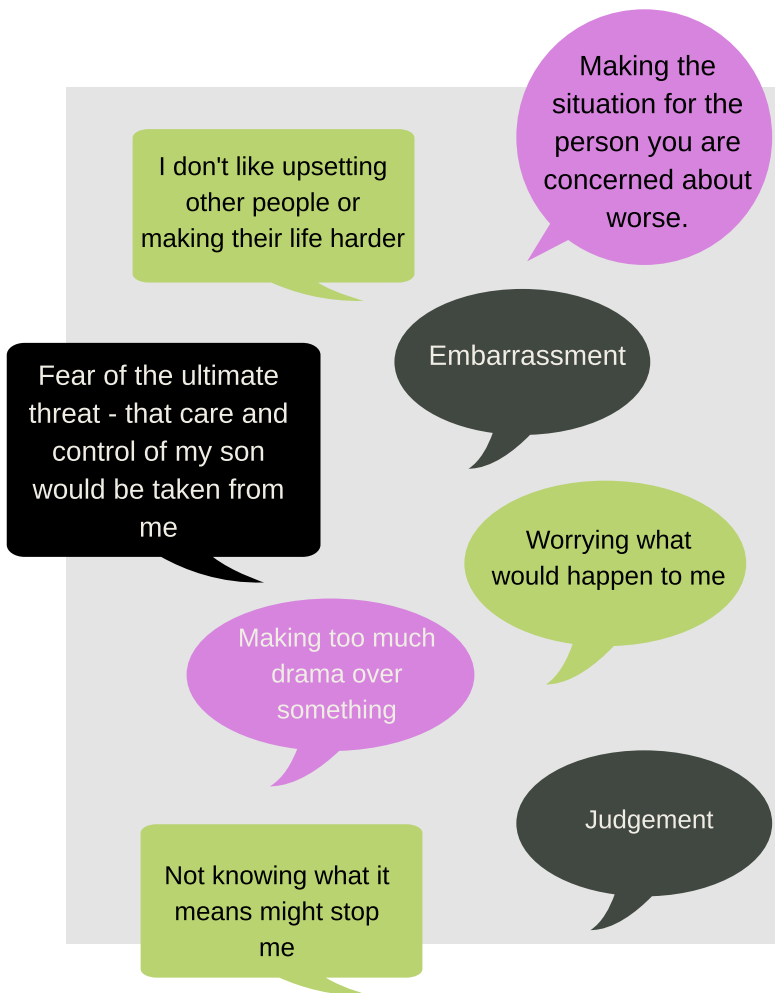
'Safeguarding' carries lots of different connotations, and we need to bear in mind that many of the people we work with might have different expectation of what adult safeguarding processes are for.

It is important to **clearly explain what we mean by adult safeguarding** using simple language.



What would prevent you from talking to someone about a safeguarding concern?

Making Safeguarding Personal is about ensuring that safeguarding enquiries are not about pointing the finger but about person centered outcomes. Nonetheless, Adult Safeguarding processes can be daunting. Take time to think about how you involve family and carers - **don't use accusatory language**. A safeguarding concern is not raised 'against' someone.



If you were involved in a safeguarding concern/enquiry, what would you expect to happen?

The main things our respondents wanted was to be listened to, respected and involved.

We must make sure that the person is listened to and that they and any representative is **involved throughout the process**, taking account of the individual choices and requirements of everyone involved. It is also important to **be honest** about what can realistically be achieved and how long the process may take.

I would expect to be listened to and my concerns to be taken seriously to initiate enquiry. When raising a concern as a friend of someone, I felt that my motives for raising the concern were questioned and not taken as seriously as they would have been if I was a professional.

To be taken seriously and any procedures and outcomes to be clear and transparent

Listened to, respected and thought about

Some service check on me and take all actions needed to protect me

Someone questioning me

James lives at home with his wife Susan, who is his main carer.

James has limited mobility and needs support to reposition himself.

Following an admission to hospital after James has a fall, there are concerns that Susan is not following correct procedures for manual handling, and that this could be causing harm to James.

How would you feel if you were in Susan's position?

How would you want to be involved in the safeguarding process?

I might feel guilty and/or resentful at being criticised or worried about whether I had hurt James or angry that people didn't understand how hard it was

I would feel hurt that I was being blamed for not looking after my husband properly. I would like to be shown the correct procedures for manual handling that would keep myself and my husband safe

I would want to have the chance to explain what had happened

I would want to be able to tell people what our lives were like and to ask for help and to have people understand that

I'd want them to listen to me rather than just assume I didn't know what I was doing

I would feel let down and unsupported. I would feel abused myself

I would like to be involved in the decision making process with professionals and get further support

Maria is 84 and lives alone. She has hearing loss and mobility difficulties. She told her home care worker that over the past few months her son has been asking her to give him money, and recently he has started to ask for money on a more frequent basis. Maria does not always have enough money to pay for essentials but does not want her son to get in any trouble.

How would you feel if you were in Maria's position?

What would you want from the safeguarding response?

I would feel very worried and perhaps frightened about what might happen to my son, and about how he might react and whether he would be angry with me.

I would want someone to find out what my son's money problems are and to offer him some support through them.

Maria would be feeling anxious and guilty. There needs to be a meeting with other members of the family.

I must be seeking help if I've actually told someone. Maybe just some non-judgmental discussion to help me see the situation differently. I would resent someone telling me what I should do.

I would want to support my son. I wouldn't want social services to ruin my relationship with my son.

I would be nervous that my son might visit less often.

How would you prefer to communicate with professionals when discussing sensitive, potentially distressing, issues such as the above?

RESPONSES



FACE-TO-FACE

20



PHONE CALL

15



EMAIL

11



VIDEO CALL OR
TEXT MESSAGE

7

FINDINGS:

Many respondents stated that they would be happy to use a range of communication.

Think about the individual - what adjustments need to be made to include them in the safeguarding process?



RESOURCES & FURTHER READING

- [*Making Safeguarding Personal toolkit*](#)
This web-based resource from the LGA includes narrative around specific areas of practice, tools and case examples to support learning and development
- [*Lambeth Adult Safeguarding Masterclass 2018: Making Safeguarding Personal*](#)
This resource provides an overview of MSP masterclass session led by Jane Lawson, a leading figure in the world of adult safeguarding.
- [*Busting myths that surround Making Safeguarding Personal*](#)
Eleven episodes exploring and busting the myths that can prevent practitioners from making safeguarding personal for service users. Led by Esi Hardy and Michael Preston-Shoot



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