

for **you**

Safeguarding Adults Experience

Our commitment to you

Includes Safeguarding Adults
Experience Feedback form



Safeguarding Kent & Medway



Case ID number:

Your main point of contact is:

They can be contacted on:

This publication is available in alternative formats and can be explained in a range of languages.

Please call 03000 416161 or Text relay
18001 03000 416161 for details.

Adult Protection and Me

You have been given this publication because Kent County Council have concerns for you or the person you represent.

This may be because of something they have been told or something they have seen.

The person who gives you this publication will tell you what these concerns are.

This publication tells you what will happen next.

What will happen next?

We will discuss with you what you want to happen.

We will then gather the facts about what has happened and what may need to be done to make sure you and others are safe.

We will agree with you how we keep you up to date through each stage of the enquiries.

As part of our enquiries we will gather relevant information from others such as your family, district nurse, doctor, care support worker, the police or anyone else we feel can help.

While your wishes will be respected there may be occasions when we will have to share information with other agencies.

How we will reach conclusions

Once we have gathered all the necessary information we will discuss our findings with you.

This may take place in your own home or another location that is convenient for you.

And/or

It may take place during a meeting called a case conference, to which you will be invited.

You will have the opportunity to invite people of your choice to support you.

There may be other people/professionals who have been involved in the enquiries present.

Where abuse is confirmed or not possible to prove either way the necessary steps can then be taken to prevent or reduce the risk of abuse from happening again.

Please be assured if someone lacks the mental capacity (are unable) to make their own decisions in any area of the enquiries, a 'best interest' decision will need to be made.

We understand that this may be worrying for you, so here are our commitments to you:

1. We will ask you at the beginning what you want to happen
2. We will listen to you
3. We will be polite and respectful
4. Your privacy will be respected
5. We will tell you what we are doing and why
6. We will make our enquiries carefully and sensitively
7. We will tell you what we find out and provide you with the support you require.
8. We will ask for your views again at the end of our enquiries to see if we have met these standards.

Case ID number:

Safeguarding (Adult Protection) Experience Feed-back Form

Following the closure of the adult protection enquiry we would welcome your feedback on the process and outcome. You can also complete this online at: www.kent.gov.uk/adultprotectionfeedback

Was the adult protection concern about you?

Yes

No

If you are completing this as a family member/friend/carer/advocate or other, please could you tell us what your relationship is to the person that the concern was about?

Q1 Were you asked at the beginning what you wanted to happen?

Yes

Partly

No

Any comments you wish to make

Q2 Were you listened to?

Yes

Partly

No

Any comments you wish to make

Q3 Were we polite and respectful?

Yes

Partly

No

Any comments you wish to make

Q4 Did you feel your privacy was respected?

Yes

Partly

No

Any comments you wish to make

Q5 Were the people you wanted involved?

Yes

Partly

No

Any comments you wish to make

Q6 Did you know what was happening and why?

Yes

Partly

No

Any comments you wish to make

Q7 Were you told what we found out?

Yes

Partly

No

Any comments you wish to make

Q8 Are you satisfied with the safeguarding conclusions reached?

Yes

Partly

No

8a If you are not satisfied please could you tell us why

Q9 Do you feel safer now?

Yes

Partly

No

Any comments you wish to make

Please use this space to give any additional comments or suggestions.

Please return the completed form in the stamped addressed envelope.

Thank you for providing feedback.
We will use the information to improve services for others.

KCC Adult Social Services Safeguarding Unit
Kent County Council
Sessions House
County Hall
County Road
Maidstone
Kent
ME14 1XQ

You can contact us between 8:30 - 17:00

Telephone: 03000 41 61 61

Text relay: 18001 03000 41 61 61

Out of hours: 03000 41 91 91

Out of hours minicom: 01233 642669

Email: MakingSafeguardingPersonal@kent.gov.uk

www.kent.gov.uk/adultprotectionfeedback

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and languages. Please call: 03000 421553 Text relay:
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