

Making Safeguarding Personal - Explaining the safeguarding process and how we will work with you to provide the best care and support possible (also available on our Making Safeguarding Personal page www.kent.gov.uk/social-care-and-health/adult-social-care)

Making Safeguarding Personal

Adult safeguarding means protecting adults from abuse or neglect. Safeguarding is for adults who are aged 18 or over and appear to have care and support needs – when they are unable to protect themselves.

Adult Safeguarding Enquiries

When we think an adult is at risk of being harmed, we may need to start an enquiry. Enquiries are where we ask this person questions and get information from any professionals or people involved to help reduce harm or the risk of harm. Read the **Care Act 2014** to find out more about enquiries.

‘No decision about me, without me’

Throughout an enquiry, we keep the person central to decision making. This approach is called Making Safeguarding Personal. It means we speak to the person to find out:

- how they feel
- what they want to happen next (also called desired outcomes)
- the best way to keep them safe and make their life better.

For the person at risk of abuse, an enquiry helps to:

- reduce harm or risk of harm
- keep the person at the heart of the enquiry and
- make sure the person is involved in every decision

Sometimes the person being assessed lacks the ability to make a decision for themselves about the harm they may have been experiencing. When this is the case, we may need to consider acting in that person’s best interests. We will do this by working with them and/or their representatives to decide what should happen next. Together, we will look for the best way to promote their safety.

How we gather information for safeguarding enquiries

As part of an adult social care safeguarding enquiry, we may need to gather information from other people and professionals. This helps us to best support the individual.

Adult social care always tries to respect the person’s wishes. But, sometimes, we need to share information with other agencies. You can find out the reasons why we may need to do this on our Kenty County Council **Adult Safeguarding Privacy Notice** web page.

We will update the individual, and/or their representative about the enquiry. And, if needed, we talk about the enquiry with people close to the situation. This helps make sure everyone understands any decisions made.

Other helpful safeguarding resources

These resources below can be found on www.kmsab.org.uk/what-is-adult-safeguarding

- Find out how to **protect yourself from adult abuse** in an **easy-read document**.
- **British Sign Language** resources can help you learn about reporting abuse and watch a video about friendships and staying safe.

The Kent and Medway Safeguarding Adult website www.kmsab.org.uk also offers safeguarding leaflets in **different languages**.

Concerns about a specific person or enquiry

Concerned about an enquiry? Contact the named Adult Social Care Community Team or email social.services@kent.gov.uk, call 03000 41 61 61 or text relay 18001 03000 41 61 61.

Feedback

Feedback on working with adults at risk of harm helps us understand the impact our work has on people living a life in a safer environment and helps us make changes to how Kent residents experience adult social care.

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At the end of the safeguarding enquiry, we would be grateful for feedback about your experience of the enquiry process. You can give feedback verbally or in writing to the person carrying out the safeguarding enquiry which can be emailed to our MakingSafeguardingPersonal@kent.gov.uk or by completing our online feedback form: <https://forms.office.com/e/SWZMKiajZ3>.

Please see questions below. All responses are anonymous.

(This form should not be used to tell us about any concerns you have about an adult in Kent)

Date:

Area of Kent you live in: (optional) – please circle

North Kent

West Kent

Ashford & Canterbury coastal areas

Thanet/South Kent Coastal

1. I felt central to the safeguarding enquiry and the decisions that were made.

Yes

Mostly

Partly

Not really

Please add any comments here:

2. I felt listened to and treated with respect during the safeguarding enquiry

Yes

Mostly

Partly

Not really

Please add any comments here:

3. The safeguarding enquiry helped me feel safer

Yes

Mostly

Partly

Not really

Please add any comments here:

4. I am able to see the difference the safeguarding has made to me

Yes

Mostly

Partly

Not really

Please add any comments here:

Optional questions

Could we have found out about your experience in a different way or is there anything else you would have liked to have been asked about?