



Knowsley Council

# Safeguarding and Quality Concerns

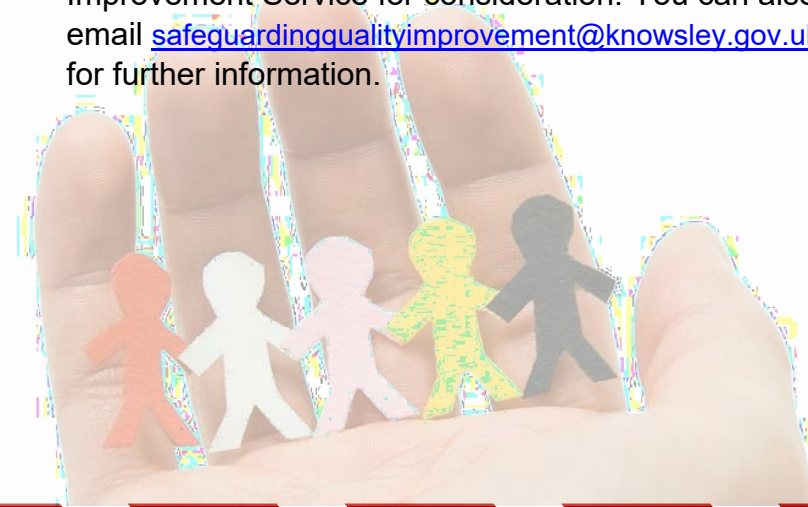
Know which pathway you need to use:

## Safeguarding Concerns

- Safeguarding concerns refer to the possible abuse or neglect of an adult at risk.
- An **adult at risk** is someone who is over the age of 18, who has needs for care and support, and who therefore may not be able to protect themselves from abuse or neglect.
- It is everyone's responsibility to recognise and report abuse and neglect
  - You must not hope or assume that someone else will notice and report it
  - You must not promise to keep the reported information to yourself
- For information on how to recognise possible abuse, see the Knowsley Safeguarding Adults Board [leaflet](#).
- To report a safeguarding concern, use our online form at <https://forms.knowsley.gov.uk/AdultSafeguarding> - this will go through to the Knowsley Multi-Agency Safeguarding Hub (MASH) for consideration.
- You can also speak to the MASH directly on 0151 443 2600, if you would like to discuss a potential concern. You can call this number between 9am and 5pm Monday to Friday, or outside of these times if the concern is urgent.

## Quality Concerns

- There will be occasions when it is appropriate for provider agencies to respond to incidents of poor quality care without the need to initiate safeguarding procedures.
- Quality concerns involve lower level incidents of poor care, which would not constitute abuse or neglect, but which could have had an impact on their quality of life.
- If you are concerned about poor quality from a care service, which does not amount to a safeguarding concern, then it should still be reported so that the service can make improvements.
- To report a quality concern, use our online form at <https://forms.knowsley.gov.uk/qualityconcern> - this will go through to the Knowsley Safeguarding and Quality Improvement Service for consideration. You can also email [safeguardingqualityimprovement@knowsley.gov.uk](mailto:safeguardingqualityimprovement@knowsley.gov.uk) for further information.



## Types of Abuse

What we all need to be looking out for:

Physical

Psychological  
or Emotional

Sexual

Domestic  
Abuse

Financial

Neglect or  
Self Neglect

Discriminatory

Organisational

Modern  
SlaveryExploitation to  
engage in acts  
of Terror



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# Safeguarding and Quality Concerns

Know which pathway you need to use:

	<b><u>Quality Concern (Low Level)</u></b>	<b><u>Safeguarding Concern</u></b>
<b>Falls</b>	<ul style="list-style-type: none"> <li>• Single episode, where the risk assessment was not followed completely, or extra precautions could have been taken</li> <li>• Or a significant injury but risk assessments were comprehensive and followed appropriately</li> </ul>	<ul style="list-style-type: none"> <li>• Recurring events</li> <li>• Significant injury where there was an inadequate risk assessment (or the risk assessment was not followed)</li> </ul>
<b>Moving &amp; Handling</b>	<ul style="list-style-type: none"> <li>• Single episode of poor manual handling practice which has had minimal impact on the person</li> </ul>	<ul style="list-style-type: none"> <li>• Significant injury or loss of dignity caused to the person as a result of poor manual handling</li> <li>• Repeated episodes</li> </ul>
<b>Toileting</b>	<ul style="list-style-type: none"> <li>• Person left without assistance to use the toilet or have pads changed, on one occasion</li> </ul>	<ul style="list-style-type: none"> <li>• Repeated events</li> <li>• Harming dignity or independence</li> </ul>
<b>Nutrition</b>	<ul style="list-style-type: none"> <li>• Missing a single meal or drink</li> <li>• Not given sufficient support to eat or drink on one occasion</li> <li>• Insufficient choice or quality of foods</li> <li>• Poor documentation of intake/weight tracking</li> </ul>	<ul style="list-style-type: none"> <li>• Repeatedly missing meals or drinks</li> <li>• Weight loss or malnutrition which is not responded to with appropriate care plan</li> </ul>
<b>Pressure Areas</b>	<ul style="list-style-type: none"> <li>• Person not moved appropriately to relieve pressure areas, but no pressure sore developed</li> <li>• Poor documentation of turns/skin integrity tools</li> </ul>	<ul style="list-style-type: none"> <li>• No risk assessment made for a person who is at risk of developing sores</li> <li>• Tissue damage developed as a result of inadequate care of pressure areas</li> </ul>
<b>Missed Home Care Visits</b>	<ul style="list-style-type: none"> <li>• Single missed visit, with a reasonable explanation given</li> </ul>	<ul style="list-style-type: none"> <li>• Multiple episodes of missed visits</li> <li>• Missed visit caused the person to come to significant harm</li> </ul>
<b>Medication Error</b>	<ul style="list-style-type: none"> <li>• One or two episodes of medication missed or given inappropriately</li> <li>• The person has not come to harm as a result of the error</li> </ul>	<ul style="list-style-type: none"> <li>• Repeated episodes of medications missed or given inappropriately</li> <li>• The person has come to harm, or could come to harm, as a result</li> </ul>
<b>Resident on Resident Altercation</b>	<ul style="list-style-type: none"> <li>• No physical assault, but lessons could be learnt by the home to prevent recurrence</li> </ul>	<ul style="list-style-type: none"> <li>• Altercation involved physical, verbal or sexual assault to one or both residents</li> </ul>

In some cases, neither is required....

Accidents

Illness

Natural Events

Risk assessments followed appropriately