



Safeguarding Adults Review

Shared Learning Briefing Paper

Care Homes – Governance Arrangements

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1 Introduction and Background

- 1.1 The purpose of this briefing paper is to outline the multi-agency lessons learned arising from a safeguarding incident and subsequent Section 42 enquiry in respect of a local authority commissioned Care Home.
- 1.2 The incident involved two carers who were attending to and hoisting a Service User when the hoist collapsed. The service user later died.
- 1.3 The Safeguarding Adults Hub progressed the safeguarding concern to a Section 42 enquiry and an investigation was undertaken primarily by the Police and the Health & Safety Executive. The Section 42 enquiry recommendations concluded that there was the potential that the level of training provided to the care staff was not sufficient enough to ensure sound knowledge and skills to safely move the client.
- 1.4 The Section 42 enquiry and associated recommendations addressed the immediate solutions to the findings of the investigation; however it was acknowledged that there was potential further multi-agency learning in relation to the governance of safeguarding systems through the commissioning process in relation to Care Homes.
- 1.5 In response to the above the Chair of the Safeguarding Adults Board commissioned an Internal Audit in order to evaluate the governance arrangements in respect of the adequacy of the contract management arrangements covering the provision of equipment and effective training for Care Home staff.
- 1.6 The results of this Internal Audit have contributed towards identifying multi-agency learning exercise alongside the lessons derived from the safeguarding enquiry.

2 Sharing the Learning

- 2.1 In order to share the learning arising from the Section 42 enquiry and the Internal Audit a summary has been compiled which is attached as Appendix 1 to this briefing paper. .
- 2.2 This briefing paper will now be shared with multi-agency partnership agencies through various channels including; publication on the DSAB website, Training and Workforce Development and the DSAB Annual Report. The latter which highlights learning themes arising from both local and national reviews and reinforces the need for individual agencies to take responsibility to share learning internally.

Appendix 1 – SHARED LEARNING SUMMARY

1. Immediate actions in response to Section 42 enquiry

Following the safeguarding incident the Care Home have worked alongside the Local Authority and CQC to implement improvements. The Care Home continues to be monitored. Immediate actions included the following:

- 1) Purchased new equipment, including a stock of slings suitable for the resident's needs.
- 2) Care staff completed a Moving and Handling induction course and nominated staff completed a Train the Trainer course.
- 3) Care plans and risk assessments were updated.
- 4) Monthly care plan audits are being completed including Moving and Handling.
- 5) Annual moving and handling reviews will be completed by a Senior Moving & Handling Trainer / Advisor.
- 6) New Nursing staff recruited and now fully staffed.

In addition, the Coroner requested that it is important for multi-agency lessons to be learned through the Safeguarding Adults review process.

2. Moving and Handling Plans –

Responsibility for completing moving and handling plans for Care Home service users should rest with the Service Provider and not the Commissioner.

There is a need to clarify the role of Moving and Handling Officers in terms of providing support and assistance to Care Providers and not to prepare and sign off Provider's Moving and Handling Plans which must be undertaken by Care Homes.



3. Contract Monitoring – the need to ensure that contract monitoring activities evidence the following:

- Moving and handling plans.
- Testing of equipment schedules, that testing certificates are LOLER compliant and are in date.
- The Service Provider has undertaken an assessment of the range of skills required and training needs of the workforce i.e. a training matrix.
- An induction programme and expected frequency of review training.
- Risk assessment procedure to demonstrate how the Service Provider assesses, monitors and mitigates the risk risks relating to health, safety and welfare of service users.
- Contract monitoring audit reports include the implementation date in respect of the actions arising from audits along with the responsible officer

5. Commissioning and Contracts

The contract between the Commissioner and the Care Home should be reviewed at regular intervals in order that it reflects the requirements of current legislation and that those involved are clear as to their roles and responsibilities.

Timescales should be specified for its expected completion and anticipated implementation.

4. Risk Management Arrangements

Ensure that any risks associated with safeguarding incidents along with appropriate mitigations are recorded within the commissioning organisation's Risk Register.