



Strategic Partnership Boards
SAFETY SAFEGUARDING WELLBEING



Bitesize video guide: Making safeguarding personal

Hello, my name is John and I'm a manager within Adult Social Care and I am going to be talking to you about making safeguarding personal or MSP for short. MSP is central to any safeguarding activity from the beginning to the end.

The Care and Support Guidance says that "Safeguarding should be person-led and outcome-focused. This means in practice that we should engage the person in a conversation about how best to respond to their safeguarding situation in a way that involves them and gives them choice and control over what happens and results in improving their quality of life, wellbeing and safety.

To illustrate this, I want to tell you about a situation from a service user's perspective:

My name is Jo and my neighbour called the Local Authority to tell them that my daughter has been taking my money. I am worried that my neighbour has told people about this situation and am not sure what will happen now.

I am told that under MSP, I will know what is about to happen and know who to contact if I have any concerns or want to speak to someone. I will be asked which professional I would prefer to have a conversation with about what has happened.

The first thing this person does is find out my views and what I want the outcomes to be from the safeguarding process. I chose to speak to my District Nurse, and they supported me to make my own decisions, they listened to me and made sure that my views and the outcomes I wanted informed what happened. Doing it this way helps me deal not just with this situation but future situations too. I am reminded of my strengths and resources and that I can change my mind at any time during the safeguarding process.

I had no one in my family or friendship group that could appropriately support me, and I had substantial difficulty being involved in the safeguarding process. An independent advocate was arranged to support me.

I was invited to attend any meetings but if I had chosen not to attend the professionals would have made sure this was not because I was worried about attending, but for

some other reason. The meetings were held in GP Surgery and at my house which was good for me. Even when I didn't attend the professionals made sure that I knew what had been discussed and the outcomes. My view was always conveyed at the meeting, and I got a copy of the minutes which were jargon free and in a format I understood.

My District Nurse talked to me about how I am best placed to know what a positive or negative risk is and say how any action or inaction would impact on me. It is important that professionals remember that as service users we are all different and that safe means different things to different people. Adults have different family and social networks, and professionals need to value difference. We will all have different views on what we think should happen, but my view is the most important as it is my life and I have a right to choose.

There are times when the risks are so high that my views on what should happen or on sharing information may be overridden. This needs to be balanced between my right to live free from abuse or neglect, taking account of any undue pressure I may be experiencing, with my right to autonomy and privacy.

All of this takes issues of mental capacity into account but remember that if I don't have mental capacity that my past and present views must still be taken into account.

At the end of the safeguarding process, you need to remember to ask me my views on whether my outcomes were achieved and to find out about my experience in order to improve practice.

Here are three messages to take away

1. MSP is about making all safeguarding person-led and outcome-focused, so you need to ask the person what they want the outcome to be and how they want that to happen.
2. If the service user does not have anyone to support them in their family/friendship group and they have substantial difficulties being involved, then they need to have an independent advocate.
3. Risks can be positive and negative, and it is important to explore them all in detail with the service user, value difference and remember that their view is the most important.

That's it, thank you very much for watching and goodbye.