Learning From Audits
SAB10 – Repeat Concerns
Audit Completed in August 2019

Why did we do this audit?

The Calderdale Safeguarding Adults Board (CSAB) Performance Indicator Report captures data on the number of repeat adult safeguarding concerns reported to Adults Services and Wellbeing but it cannot distinguish if the 'repeat concern' is a re-referral of the same concern, or a referral for a new concern within a 12 month period. The aim of the audit was to identify why there is a large number of repeat concerns within a 12 month period.

Key Findings

- Almost half of the repeat concerns were related and of a similar nature
- Less than 10% were 'true' repeat concerns i.e. the same concern reported on more than one occasion
- 41.0% of concerns were not repeat or related to each other, and warranted a new concern being raised.
- Most (74%) concerns had robust action plans in place, and appropriate and proportionate actions had been taken. However more than a quarter were not as robust and further actions could have been considered.
- Most action plans reduced the risk of the concern to some degree; only a minority of action plans removed the risk completely. The adults at risk's 'compliance' or agreement to the safeguarding action plan impacted on the level of risk especially relating to self-neglect or abuse from family members; likely to result in further concerns being reported as the level of risk still remained.
- Most repeat concerns were from residential Care Homes (most likely because more concerns are reported from these settings than any other), followed by Own Home.
- Most repeat concerns were for falls, and for neglect of care provision. The category with the least repeat concerns was for unexplained injuries such as bruising.
- Service user's views and outcomes were not always explored

Actions for Practitioners:

- Always explore service users views and outcomes.

Actions for CSAB:

- Produce Multi-Agency best practice guidance and protocol around identifying and reporting medication errors/issues to Safeguarding Adults. Safeguarding Champions to disseminate.
- Seek Assurance from Monthly Monitoring Operations Group that they identify and monitor themes, and identify where whole service / systemic concerns may be present e.g. medication issues and address these issues with the agencies
- Adult Social Care new CIS system will provide practitioners with a clearer menu of types of abuse to select at point of referral in order to ensure accurate data is recorded.

Useful Resources

- Making Safeguarding Personal toolkit (revised)
- Myths and realities of Making Safeguarding Personal
- Making Safeguarding case studies and podcasts