

## Background

In addition to seeking feedback from the Health and Wellbeing Board, Adults and Health Scrutiny Committee and Health watch Somerset, the Somerset Safeguarding Adults Board produced two questionnaires, one for the public, the other for professionals.

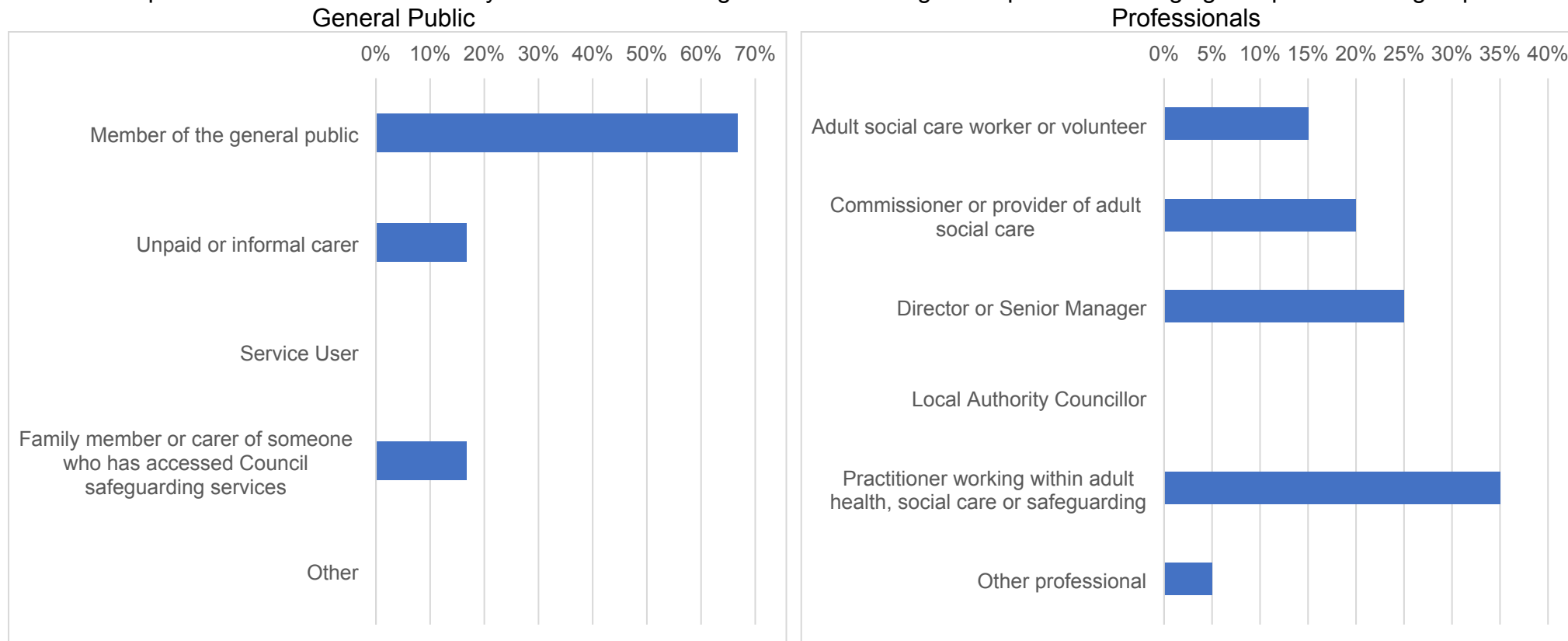
The questionnaires were available for completion from 22/12/2017 through to 26/01/2018 (inclusive).

## Responses

A total of 46 Responses were received; 6 from respondents identifying themselves as being members of the general public (referred to below as “General Public”) and 40 from respondents identifying themselves as belonging to a professional group (referred to below as “Professionals”). Responses to each question are summarised below (please note that not every respondent chose to answer every question, and that some percentages may sum to more than 100 due to rounding):

### Question 1

Respondents were asked to identify themselves as being members of the general public or belonging to a professional group



## Question 2

General Public respondents answering that they were a “Family member or carer of someone who has accessed Council safeguarding services were asked the additional question “To what extent do you agree with the following statement: I was happy with the way the Council dealt with the concern”

General Public

Professionals

No responses received

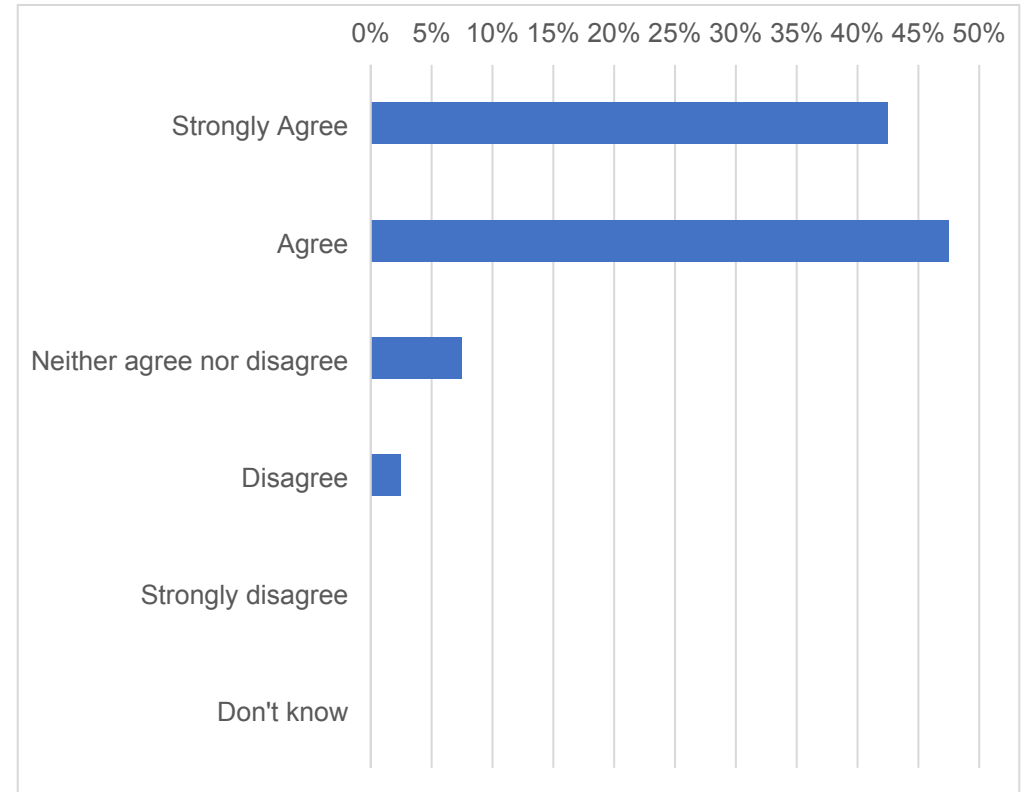
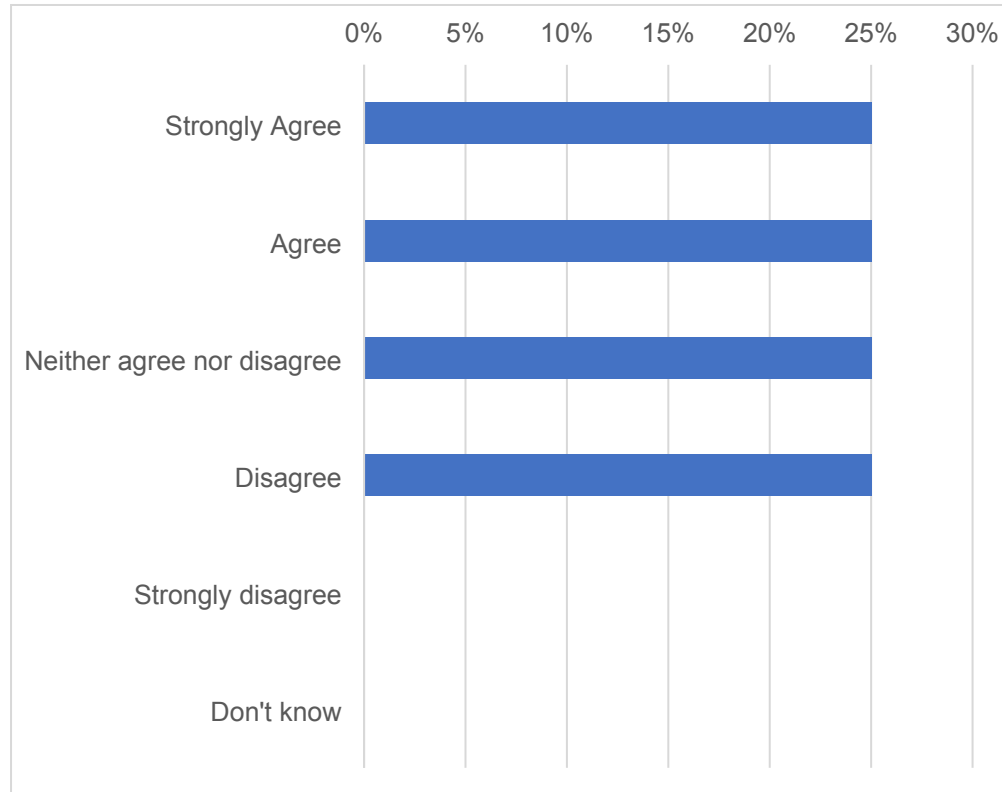
Not applicable

## Question 3

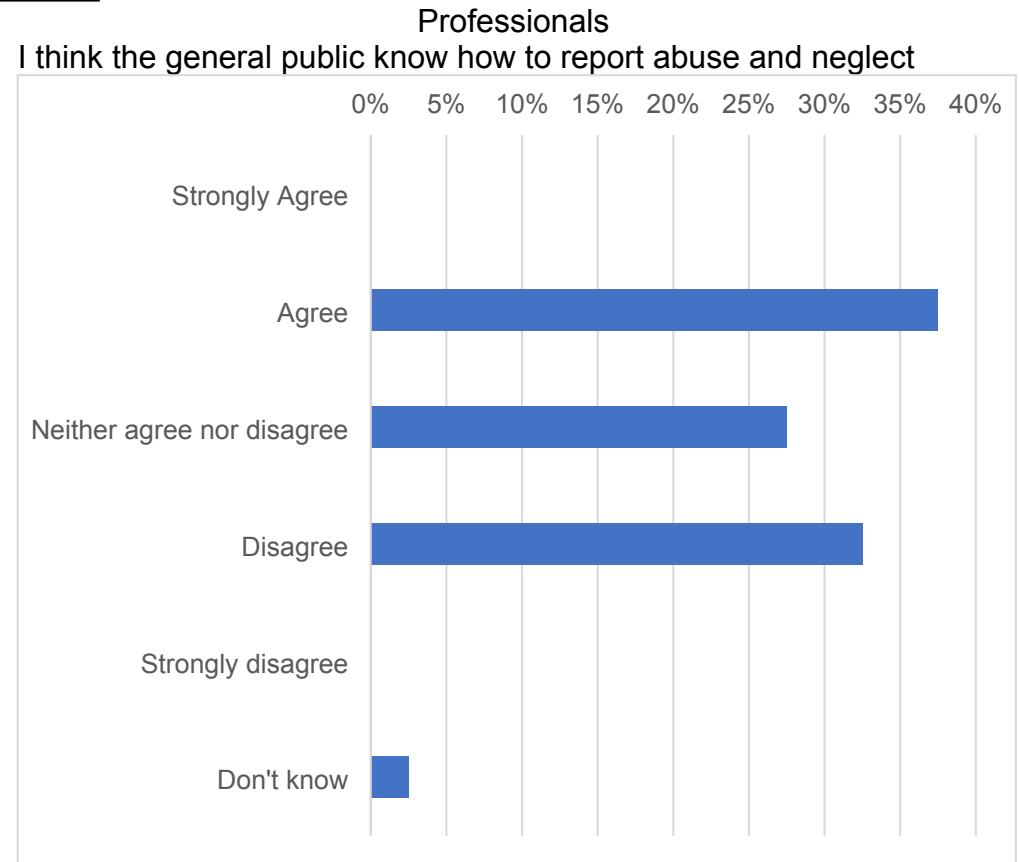
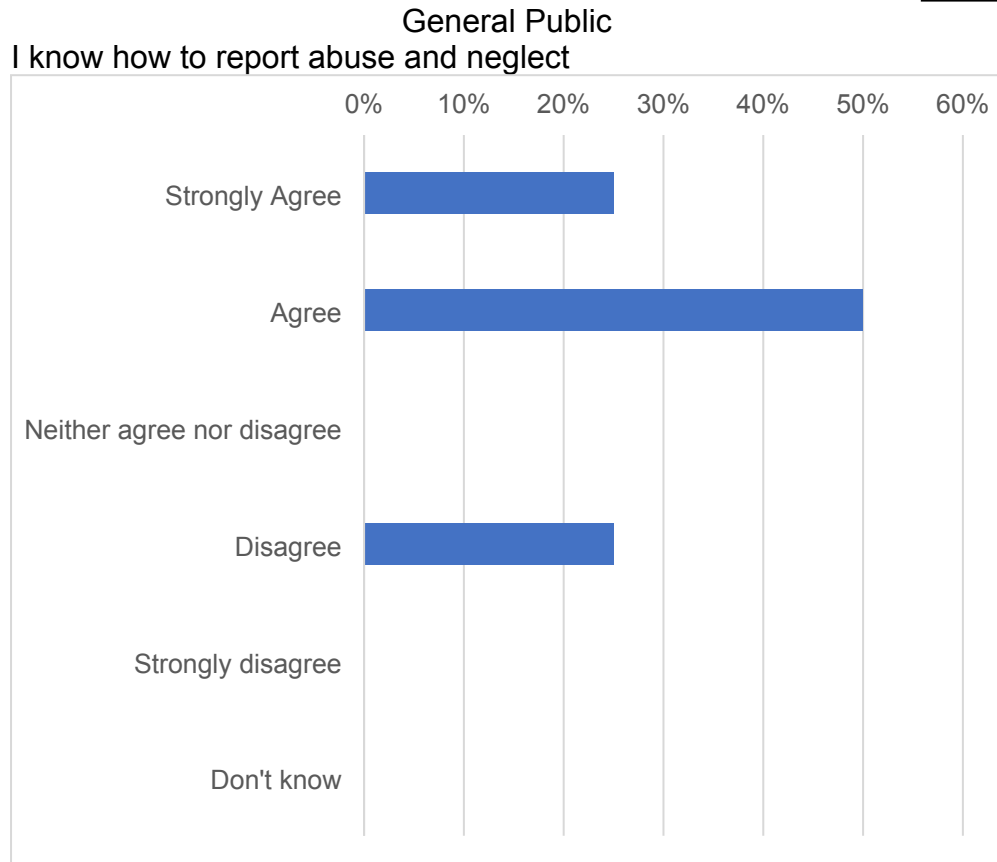
I feel well informed about all forms of adult abuse and neglect

General Public

Professionals



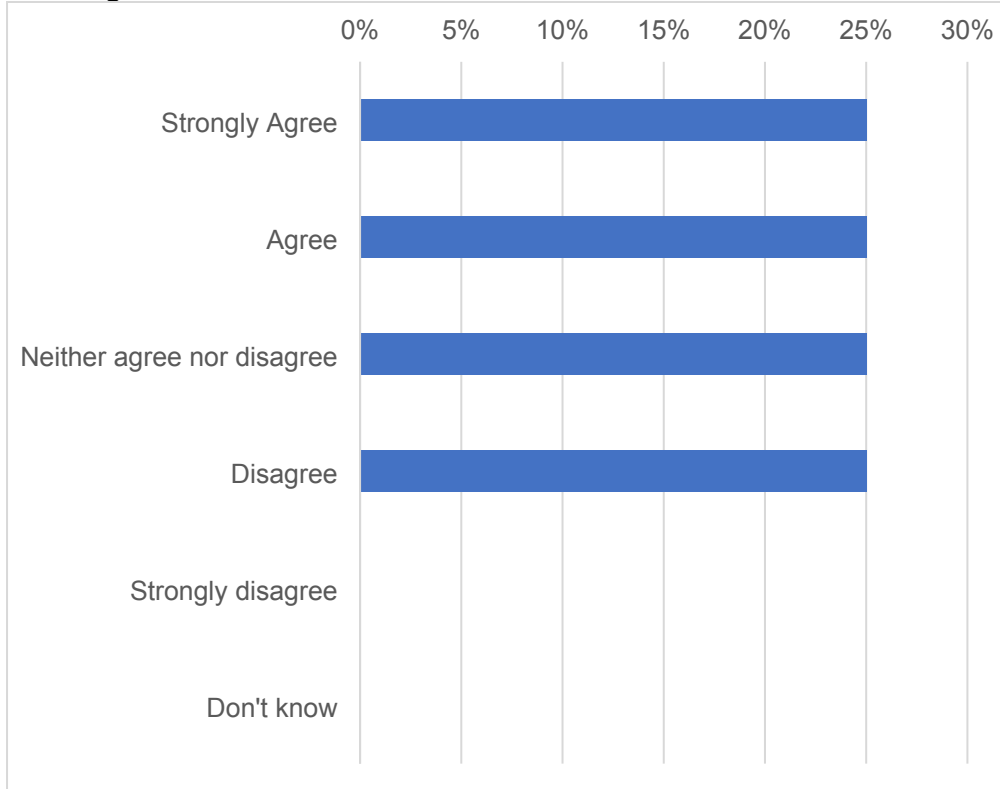
## Question 4



### Question 5

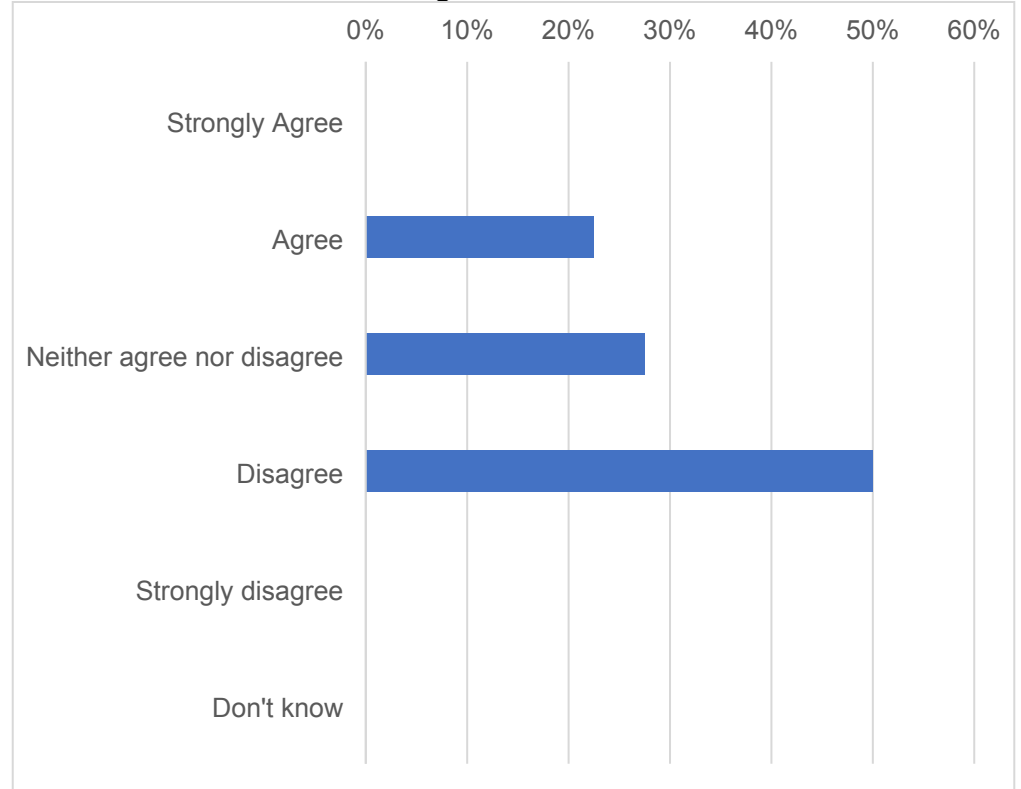
#### General Public

I know how to get appropriate support/help in relation to adult abuse and neglect

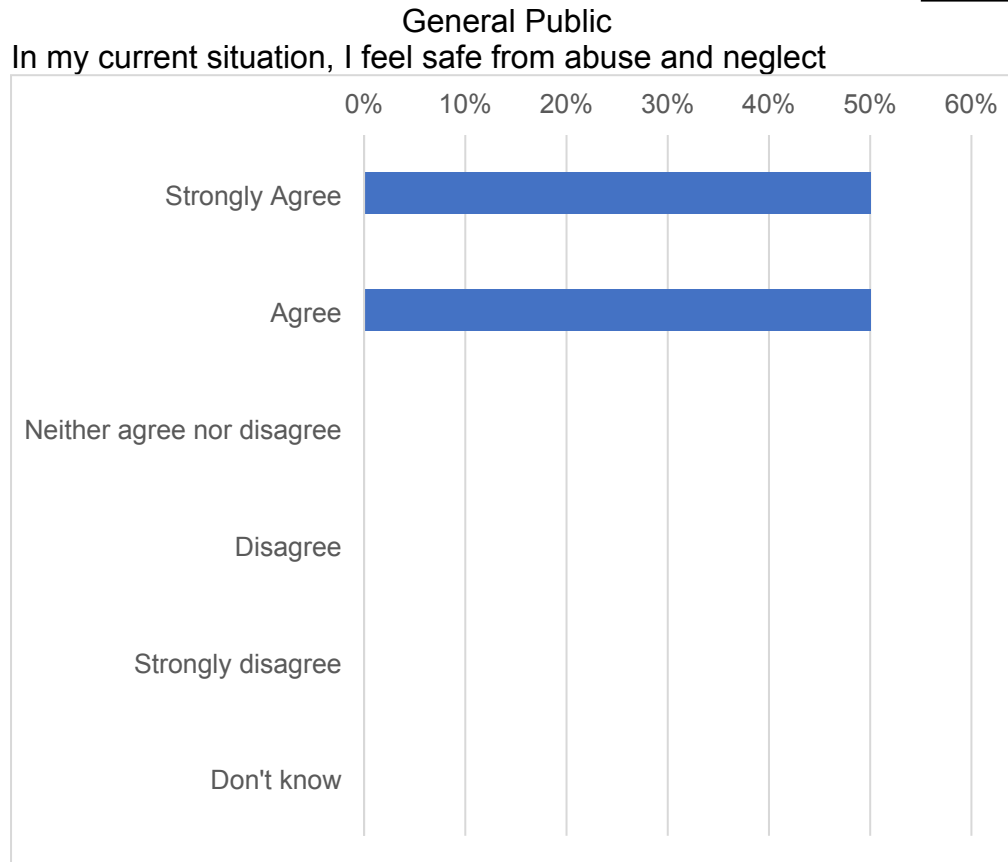


#### Professionals

I think the general public know how to get appropriate support/help in relation to adult abuse and neglect



## Question 6



Professionals

Professional respondents were not asked this question

## Question 7

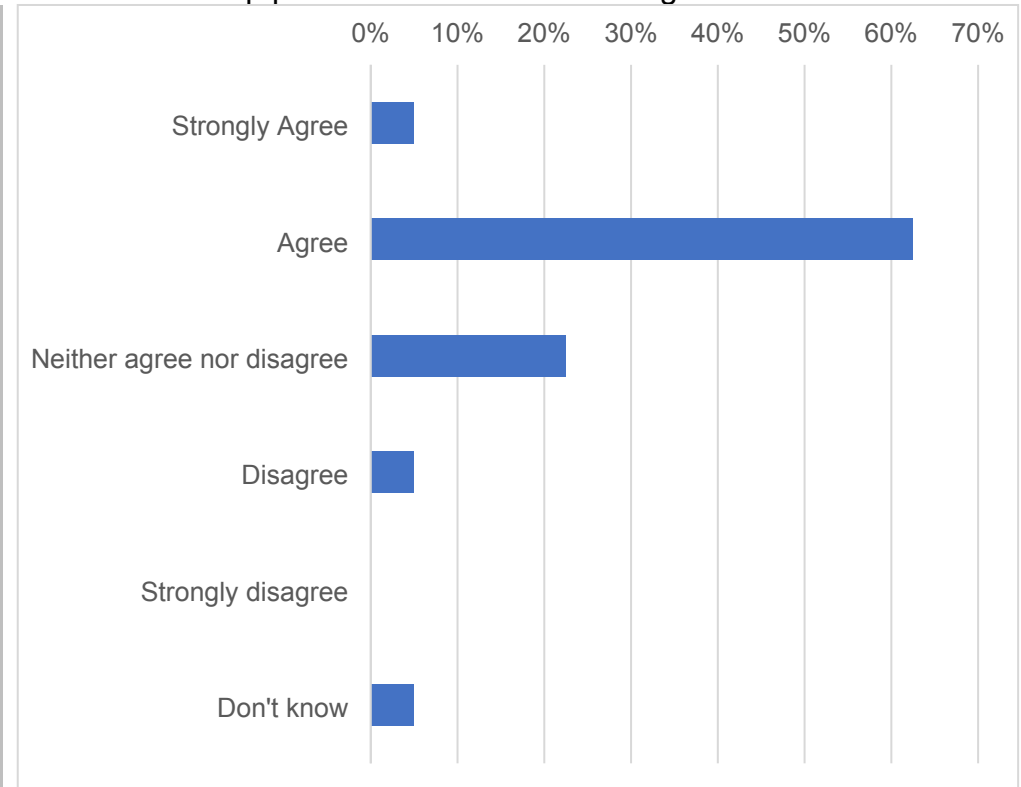
General Public

General public respondents were not asked this question



Professionals

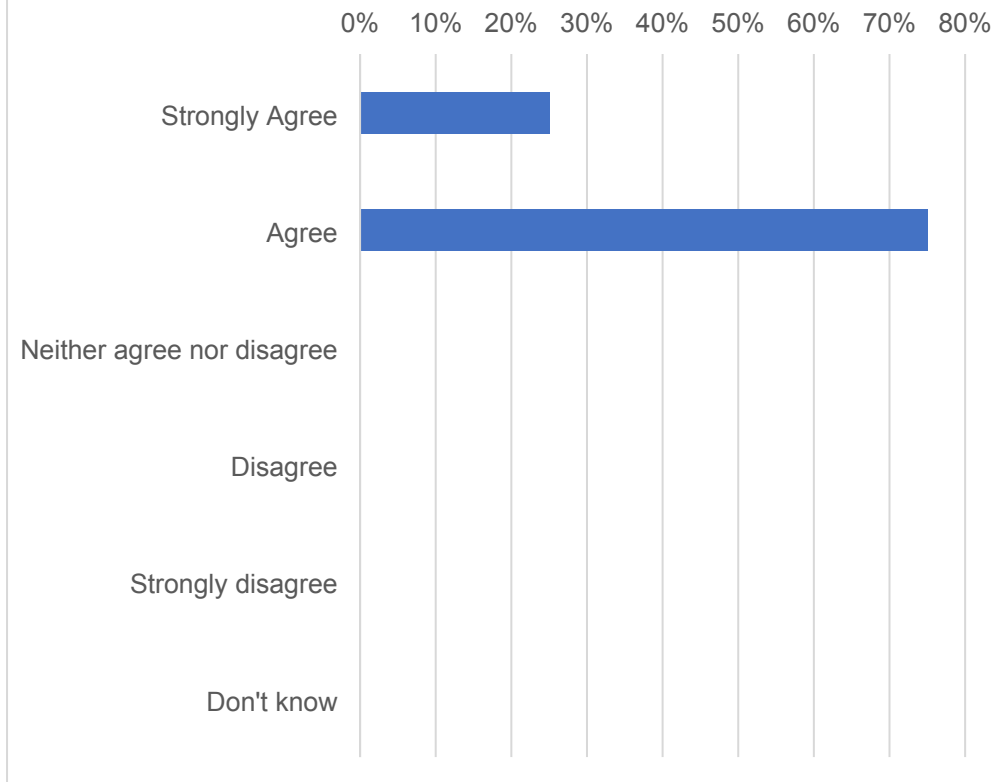
I think the Somerset Safeguarding Adults Board is making a difference to help prevent adult abuse and neglect



## Question 8

General Public  
I know how to protect myself from all forms of abuse and neglect

Professionals  
Professional respondents were not asked this question



### **Question 9**

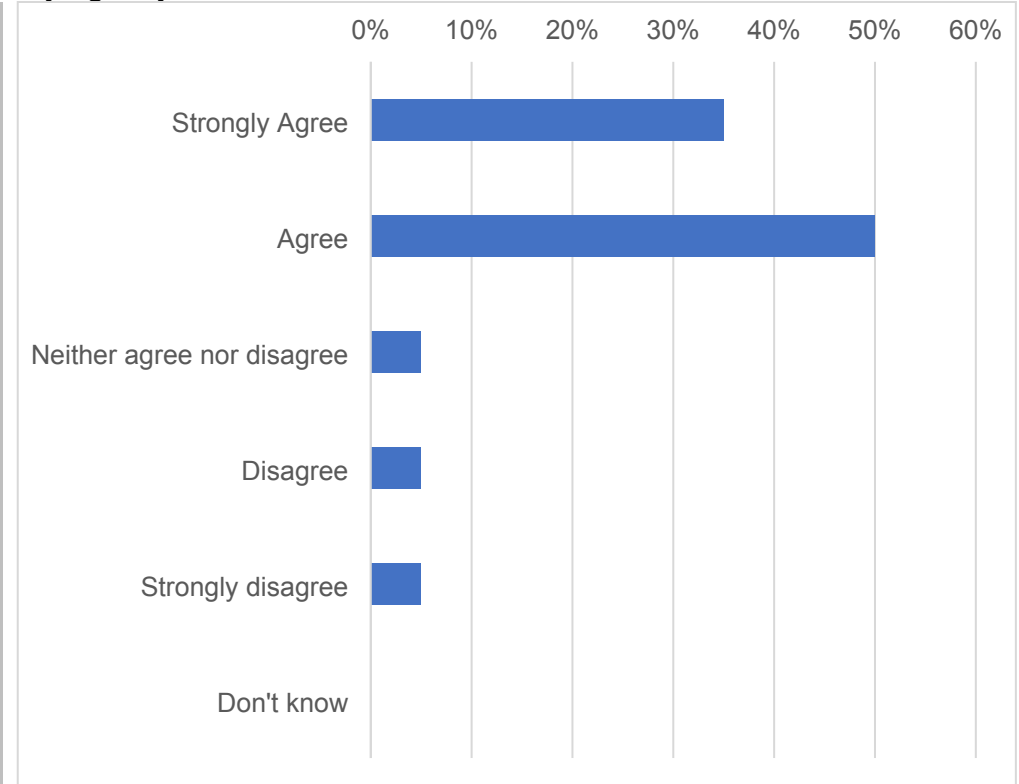
General Public

General public respondents were not asked this question



Professionals

Making Safeguarding Personal (MSP) principles are embedded within my agency

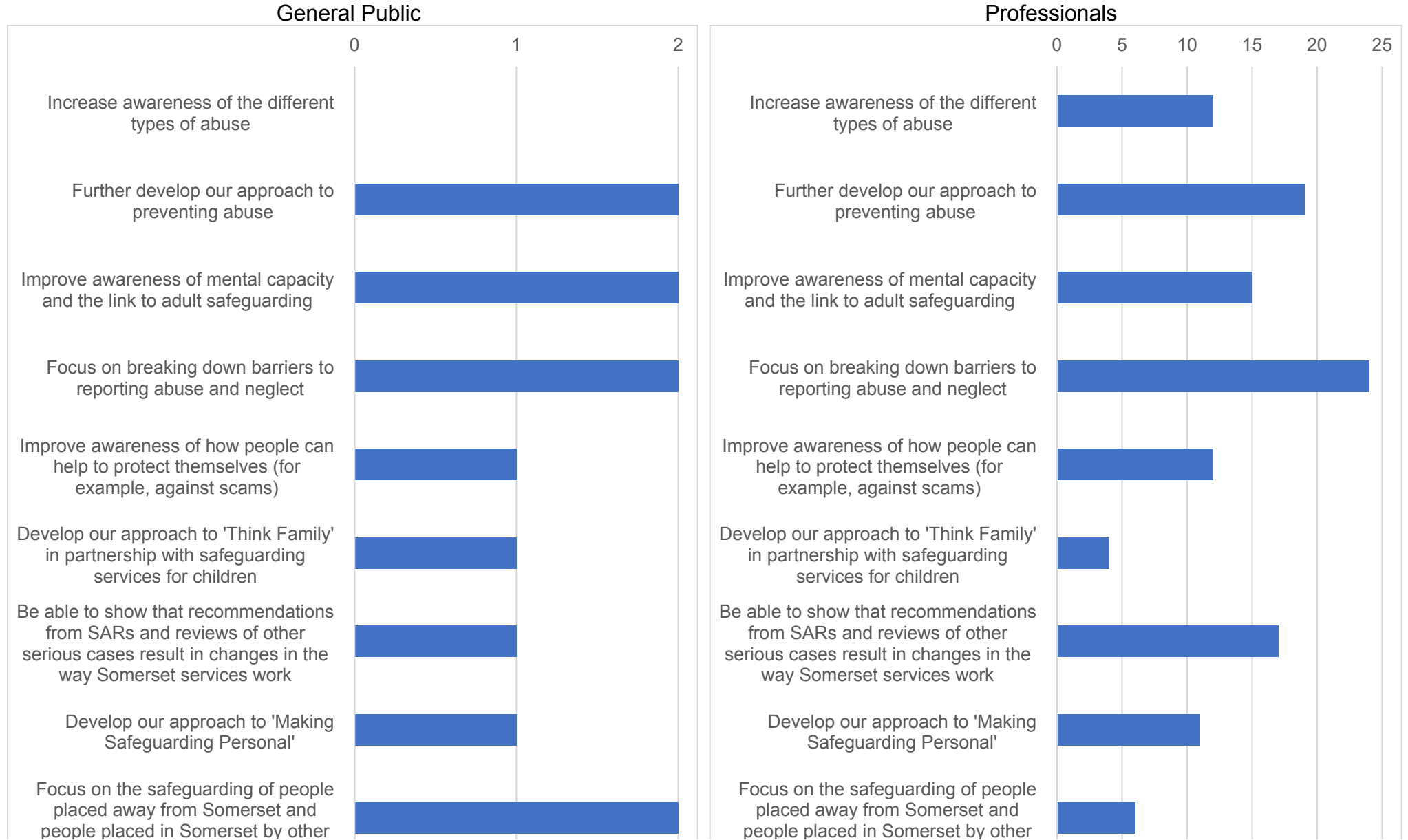




## Question 10

What should the Board's priorities be for 2017/18?

(Respondents were asked to indicate the three areas that they thought would make the most difference)



## Question 11

General Public

Please give us any information that may be helpful or, if you have any questions, please ask them below  
No responses

Professionals

Professional respondents were not asked this question

## Question 12

General Public

General public respondents were not asked this question

Professionals

What do you think the Board should do to help and protect adults?

**Please note that while some of the responses appear to be directed towards organisations that are members of the Board, rather than the Board itself, they will be followed up.**

1. Raise public awareness of how to make referrals
2. Front line teams/services are where changes in practice can happen. The Board could seek more assurance from front line teams/services of how they have effected change. Would suggest that while the Board may set priorities, frontline teams/services should formulate approaches that work in practice to respond to the priorities.
3. Explore options to include carers and vulnerable people in its work streams better.
4. promote the good work that takes place across agencies to make a difference.
5. Continue to highlight the SCR and the learning for all agencies- this is vital to the progression and information that the public arena have access too. Highlight the importance of keeping safeguarding personal to that individual, their views, wishes and outcomes, even if the learning from those experiences may be difficult for the agencies involved. Focus on the people that are in other local authority homes. To link in with the LA especially when there are/have been safeguarding concerns.
6. Promote more multi agency co-operation
7. from a provider's point of view provide or work with relevant others to provide cost effective training and updates - so that training is provided on a cost only / not for profit basis. Make

sure there are sufficient staff available to take calls - even out of hours - and to be responsive in a timely manner. Have an input into the strategy re commissioning services - ie ensure services are proactive rather than reactive - and thus avoid safeguarding issues occurring in the first place.

8. Increase provision of care/support workers to ensure concerns/reports of safeguarding are followed up and investigated
9. Make more information aware to the general public
10. Make themselves more visible,
11. Be more proactive and hold specific provider meetings to discuss cases / issues being experienced and improve professional working relationships. Different Providers could host these events (venues) for Safeguarding. We need to build trust and have faith in our support teams. We need to improve our external professional relationships and be able to support one another externally, no matter which Provider employs us.
12. Respond quickly to reported situations and questions
13. you are generally reliant on others reporting and from my personal observation you probably do what you can
14. Social workers are not always skilled sufficiently in understanding mental capacity and abuse. Social workers should be more responsive and aware.
15. Roadshows for the public on 'making safeguarding personal', to raise awareness of the subject, how to report abuse and how to identify abuse happening.
16. Investigate every concern raised
17. Increase community awareness to the general public.
18. promoting preventative streams of work in all agencies, hold agencies to account on what they are doing to improve safeguarding related practice within their organisation
19. Champion the cause, raise the profile and get counsellors and all partners fully signed up
20. As above [assumed to be response to question 10]

### General Public

General public respondents were not asked this question

## Question 13

### Professionals

1. The level of self-neglect appears to be increasing in the last few years, possibly connected to the lack of social care available for domestic services is there something we can do to help people earlier with this? Once it becomes overwhelming the service users become embarrassed and refuse to engage.
2. We have had a number of residents over the past few years that have moved to us after being found to have pressure wounds claiming that they were unable to be healed due to poor health, once with us however they have been reduced and at times fully recovered. We do not get to hear what outcome of inquiry occurs and may be able to help reduce this type of unintentional abuse if we could show that the wounds were able to be healed or at least improved on. It might encourage the other homes
3. For care homes is there a threshold matrix for reporting incidents to safeguarding? We are a very open and transparent organisation and report all incidences even when risk is extremely low/negligible and has resulted in no harm