

Summary for QSG of Safeguarding adults in care homes. NICE guideline ng189.

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Safeguarding Adults in Care Homes. NICE Guideline (NG 189).

The Nice Safeguard Adults in Care Homes document were published on Friday 26 February 2021 and can be found by following the attached link:

[Overview | Safeguarding adults in care homes | Guidance | NICE](#)

These guidelines include details of potential indicators of abuse and neglect alongside the process of raising a concern, through to section 42 safeguarding enquiries.

The guidelines are aimed at a range of organisations as outlined in the main body of the report.

Summary

This guideline covers keeping adults in care homes safe from abuse and neglect. It includes potential indicators of abuse and neglect by individuals or organisations and covers the safeguarding process from when a concern is first identified through to section 42 safeguarding enquiries.

There are recommendations on policy, training, care home culture, and awareness raising which aim to ensure that people can identify and report concerns.

Practitioners are expected to take this guideline fully into account, alongside the individual needs, preferences and values of their patients or the people using their service. The guideline does not override the responsibility to make decisions appropriate to the circumstances of the individual, in consultation with them and their families and carers or guardian.

Local commissioners and providers of healthcare have a responsibility to enable the guideline to be applied when individual professionals and people using services wish to use it.

The guidelines are aimed at the following organisations:

- Care home providers, managers, staff and volunteers.
- Other health and social care practitioners working with adults in care homes.
- Health and social care commissioners of residential care for adults.
- Local authorities and Safeguarding Adults Boards.
- Adults living in care homes, their families, friends, carers and advocates, and the public.

The Care Quality Commission encourages health and social care providers to use NICE guidance to improve the quality of care they provide. Evidence of use and compliance with NICE guidance will help services achieve a Good or Outstanding rating.

Recommendations for Clinical Commissioning Groups (CCG).

Herefordshire and Worcestershire CCG should ensure that all care homes they work with are fulfilling their statutory and contractual safeguarding responsibilities and contribute to improving safeguarding practice in the care homes through implementing the following recommendations:

- clinical commissioning groups should have clear lines of communication in place with safeguarding leads in care homes.
- share key messages from Safeguarding Adults Reviews
- help care homes to learn from their own experience of managing safeguarding concerns.
- ensure that care homes are maintaining records about safeguarding.
- make record-keeping responsibilities clear as part of contract management.

Recommendations for Care Homes

Care home safeguarding policy and procedure:

- Each home to have a safeguarding policy and procedure which is Care Act (2014) compliant. Including tracking and monitoring all aspects of potential harm, preserving evidence from safeguarding concerns and how information is recorded and shared.
- Care home whistleblowing policy and procedure in place with clear contacts for staff and volunteers, this could include an external whistle blowing service.
- Each Home is to have a safeguarding lead and make sure all staff, residents and families/friends know who this is and how to contact them.
- Care homes should be clear about who is accountable for different aspects of safeguarding in the home.
- Safeguarding should be included in the job descriptions of all care workers at all levels.
- Care homes should maintain and regularly audit care records to ensure they are complete and available if safeguarding concerns are raised.
- Induction and training in care homes. Including mandatory responsibilities.
- Care home culture, learning and management. Responsibilities of registered managers and safeguarding leads. Including staff challenging poor practice to be encouraged.
- Line management and staff supervision.
- Multi-agency working and shared learning with other organisations.
- Record keeping.
- Indicators of abuse and neglect in a care home and immediate actions to take when abuse is suspected.
- Working with and supporting the resident at risk during a safeguarding enquiry and how staff are supported.

Recommendations for Safeguarding Adult Boards

These include:

- Safeguarding Adults Boards should be assured that local authorities and clinical commissioning groups have clear lines of communication in place with safeguarding leads in care homes.
- Safeguarding Adults Boards should include specific objectives about safeguarding in care homes as part of their strategic planning.
- Safeguarding Adults Boards should cover issues relevant to safeguarding in care homes as part of their annual report.
- Safeguarding Adults Boards should share recommendations and key learning from Safeguarding Adults Reviews with key stakeholders (including care home providers, staff, residents and their families and carers).

- Safeguarding Adults Boards should be assured that partner organisations are working together to support residents during safeguarding enquiries:
- Safeguarding Adults Boards should ensure that their escalation procedures for resolving safeguarding disputes are applicable to care homes.

The report outlines some of the issues which emerged when considering the above recommendations this included a lack of consistency on data and approach by SABs as well as poor communication and clarity on processes. It goes on to set out a vision on how these guidelines should improve future practice, through the promotion of a culture of greater collaboration and coproduction.

Conclusion

The CCG needs to address the recommendations outlined in the guidelines that apply directly to commissioning organisations that are not already implemented across Herefordshire and Worcestershire. The guidelines also provide greater clarity on the areas which CCGs should seek assurance about.

The CCG working as one of the partners with WSAB/HSAB will also support those recommendations that apply directly to SABs. For example, WSAB has begun to address ensuring learning from SARs is shared with care homes with the preparation for a learning event focused on disseminating learning from previous SARs which relate to Care Homes and Domiciliary care providers. Whilst capacity issues, due to covid, have made this difficult to execute this will go ahead later this year. The findings and recommendations made in this document clearly demonstrate the importance of continuing with this work.

Recommendation

The CCG should review the recommendations and assure itself as to what is already in place and working well, identify areas for development as well as any gaps and take action to address those areas of improvement.