**Business Process for the Management of Stage 4 Contacts**

**Safeguarding Concerns-----**Safeguarding concerns refer to the possible abuse or neglect of an adult with care and support needs but to meet the criteria for safeguarding, the concern must have had (or is likely to have) a **significant impact** on the adult at risk. An **adult at risk** is someone who is over the age of 18, who has needs for care and support, and who therefore may not be able to protect themselves from abuse or neglect. It is **everyone’s** responsibility to recognise and report abuse and neglect.

**Quality Concerns ---** There will be occasions when it is appropriate for provider agencies to respond to incidents of poor-quality care without the need to initiate safeguarding procedures.Quality concerns involve incidents of poor care, which are not known to have had a significant impact on the adult and where there is little on-going risk to the adult of re-occurrence. There remains a responsibility that care services are required to continuously improve their standards of care delivery. To monitor improvements is the core duty and responsibility of the Quality Compliance Team within Sefton Council.

We are required to provide a proportionate and timely response to concerns raised within the borough of Sefton about the safety or welfare of an adult at risk.

**It is not possible to cover every scenario and guidance should be sought from senior officers where necessary**

**Examples of when it is appropriate for the Contact to be directed to a Stage 4 Quality and Care Concern**

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| **Issue**  | **Quality Concern** |
| **Impact of Challenging Behaviour of a Service User on Another i.e. Pushing, Hitting, Spitting, Kicking etc.** | Single incident occurred but no harm experienced. Up-to-date risk management plan in place. Up-to-date Care Plan adhered to. Change in service user behaviours reported to the appropriate professional i.e. CPN for advice re: challenging adult. Incident shared with relevant parties and expressed satisfaction of management.  |
| **Unwitnessed Falls** | Up-to-date Care Plan adhered to. An up-to-date Risk Assessment in place adhered to. Adult experienced no harm. Incident shared with relevant parties and expressed satisfaction of management. Refer to the Quality Compliance Team for evaluation and monitoring.  |
| **Physiological Abuse** | Report of an isolated incident where adult does not appear to be distressed and the situation has been resolved. May include verbal insults, humiliation, blaming, name calling or ignoring an adult with care and support needs. Incident shared with relevant parties and expressed satisfaction of management. Refer to the Quality Compliance Team for evaluation and monitoring. |
|  **Acts of Non-Intentional Abuse or Neglect** | Indications of inadequate informal care, signs of stress with the potential of harm. No formal paid care provided. Does not require progression to Stage 4 as there is no commissioned provider. Requires treatment as a Stage 3  |
| **Manual Handling** | Single episode of poor manual handling practice which has resulted in no harm to the person. Evidence of recent training for all staff available and evidence of staffing rotas accessible. Up-to-date Care Plan adhered to. Incident shared with relevant parties and expressed satisfaction of management. Refer to the Quality Compliance Team for evaluation and monitoring. |
| **Toileting** | Up-to-date Care Plan adhered to. Person left without assistance to use the toilet or have pads changed, on one occasion. Incident shared with relevant parties and satisfaction expressed  |
| **Nutrition and Hydration**  | Missing a single meal or drink or not given sufficient support to eat or drink on one occasion with reasonable explanation provided. Care Plan /Dietary Plan adhered to. Incident shared with relevant parties and satisfaction expressed  |
| **Pressure Areas** | Person not moved appropriately to relieve pressure areas, but no sore developed. Risk Assessment and Care Plan adhered to. Incident shared with relevant parties and satisfaction expressed |
| **Missed Home Care Visits** | Single missed visit, with a reasonable explanation given. Care Plan adhered to and incident shared with relevant parties and satisfaction expressed |
| **Medication Error** | Single episode of medication missed or given inappropriately. No impact from error. Incident shared with relevant parties and satisfaction expressed |

In some cases, where the focus of the concern may be around the reporting of:

ACCIDENTS

NATURAL EVENTS

ILLNESS

and the caller can evidence that all necessary processes and procedures were closely adhered to, it could be that it is not necessary to raise a concern and that the additional of a case not on the adult’s file will suffice.