



# Adult Safeguarding - Innovation in listening and responding to service users and families.

*Deborah Hanlon*





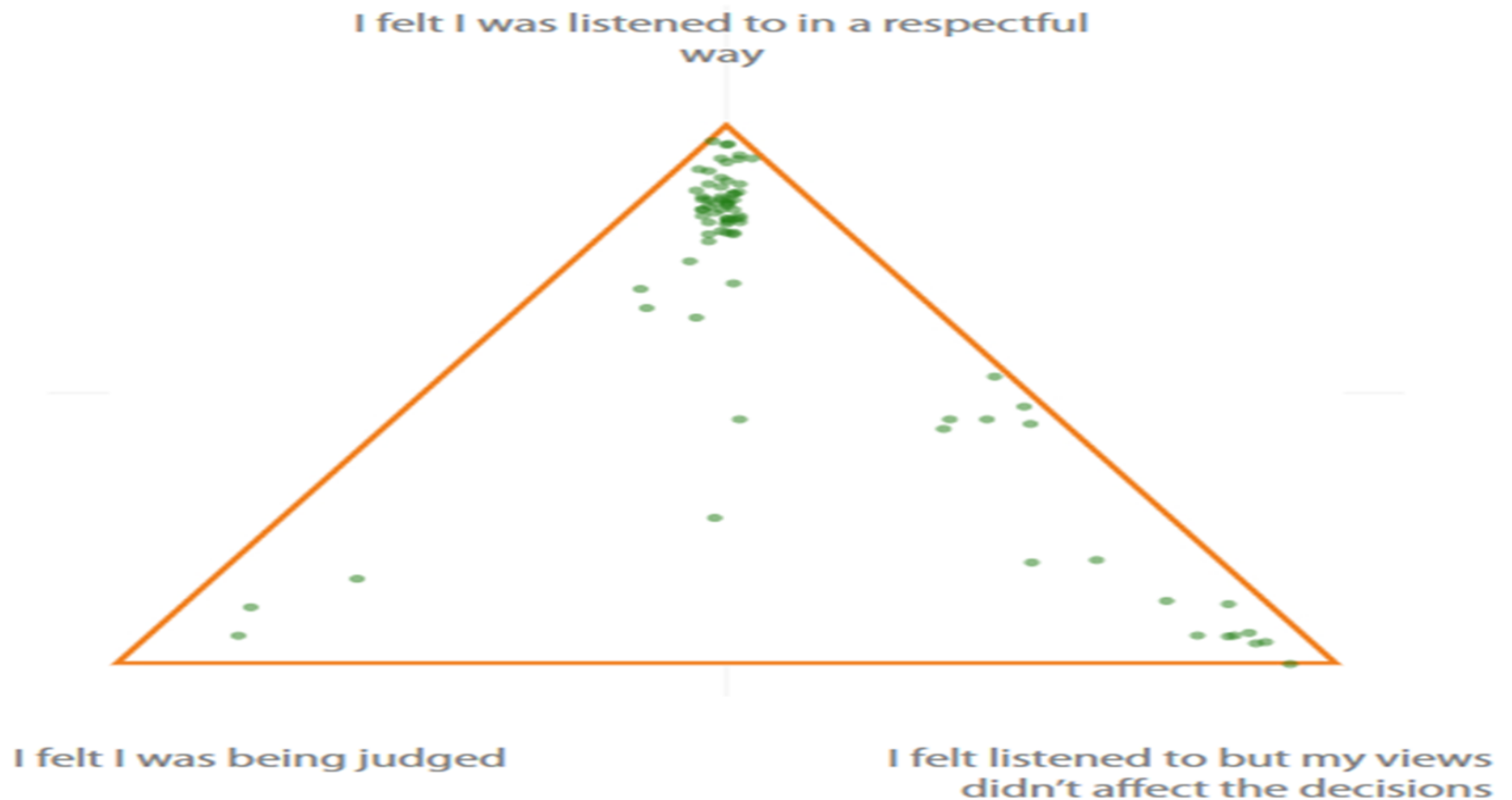
What are  
Older People  
telling us  
today?



80  
responses

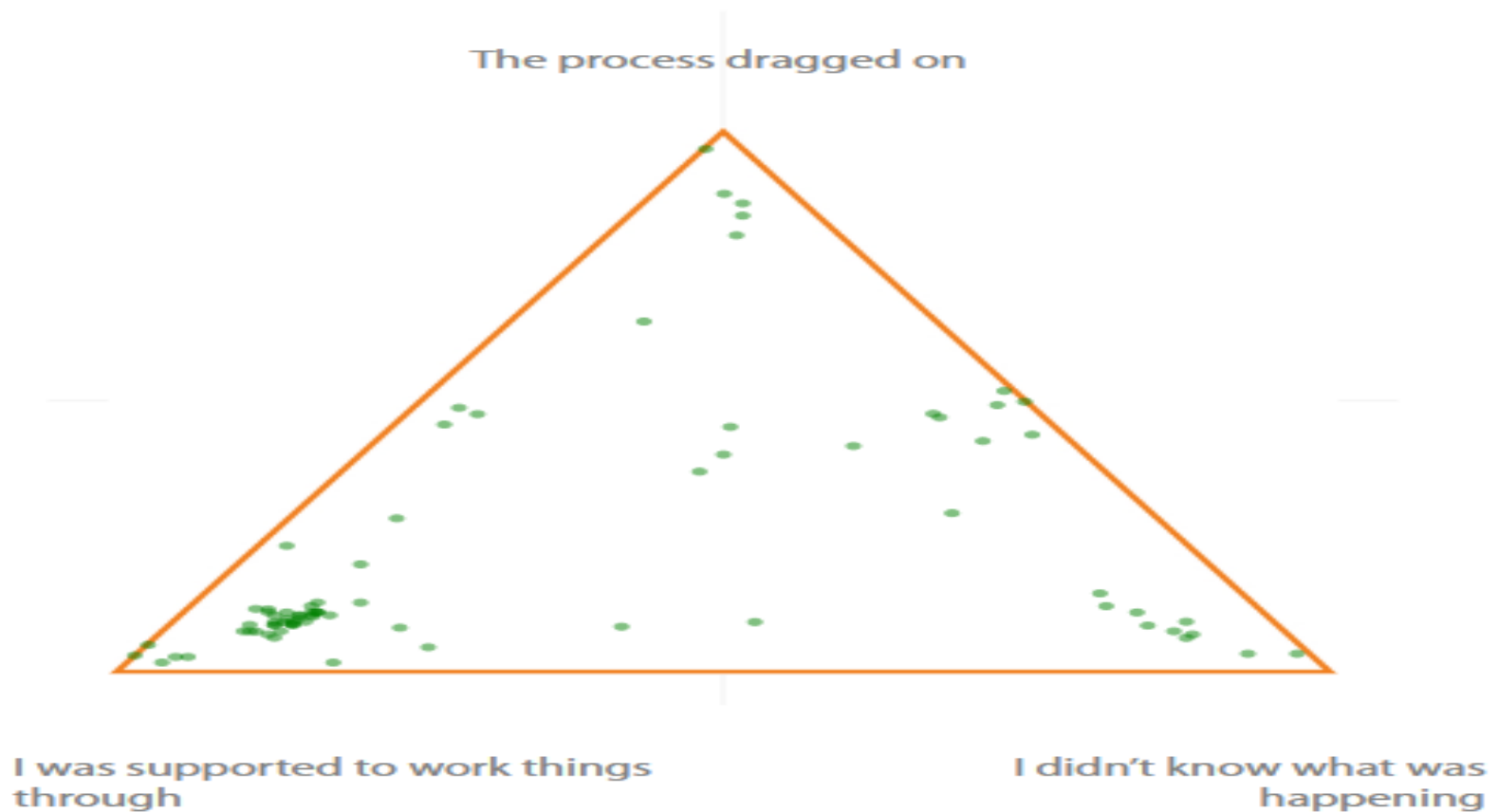
# Q.1 To what extent did you feel listened to during meetings and conversations?

TRIAD 1 filtered to age categories 60-69, 70-79, 80+



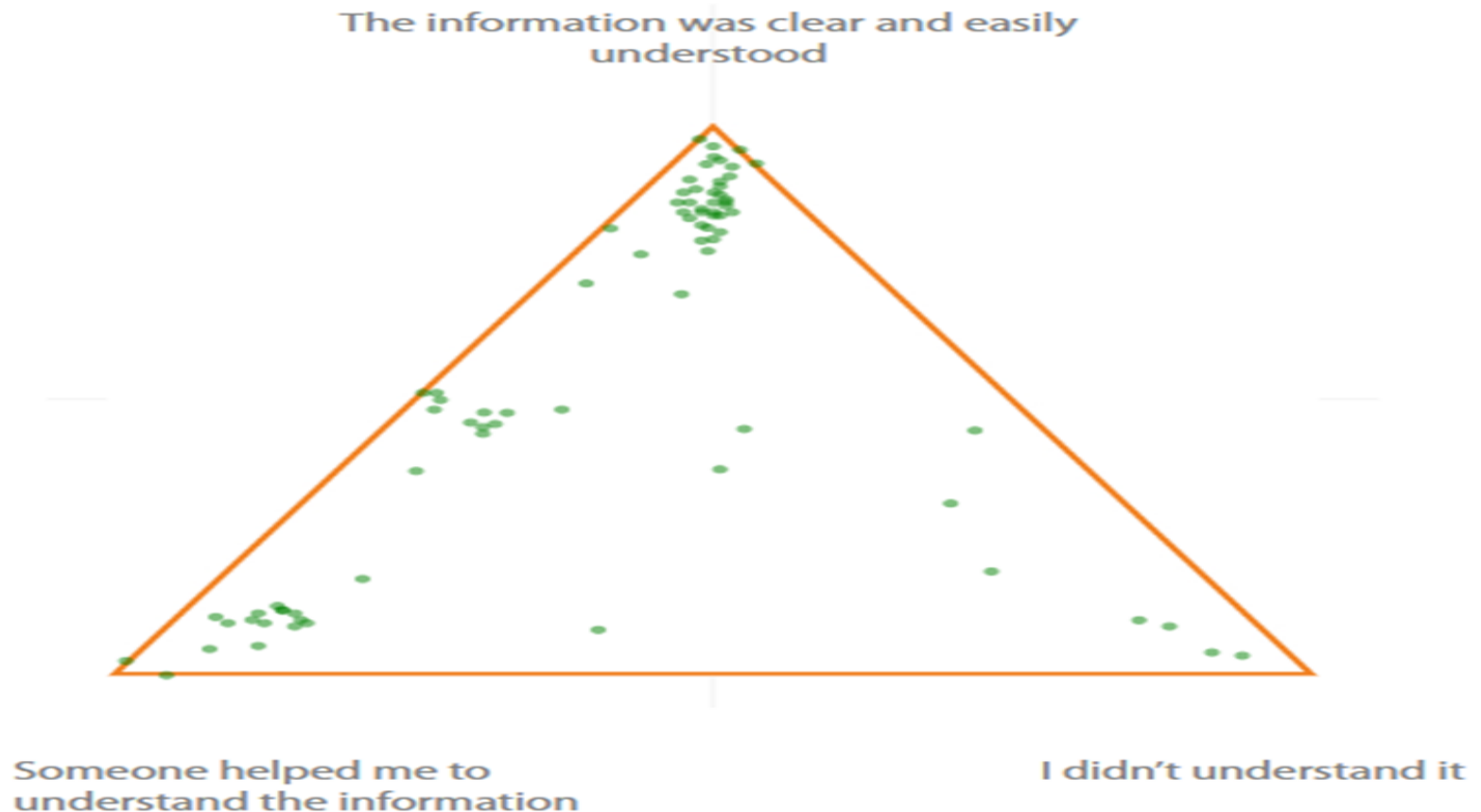
## Q.2 To what extent did you feel satisfied with how the safeguarding investigation was carried out?

TRIAD 2 filtered to age categories 60-69, 70-79, 80+



Q.3 to what extent were you able to understand the information given to you DURING the investigation?

TRIAD 3 filtered to age categories 60-69, 70-79, 80+



Q.4 To what extent were you given the information you needed at the RIGHT TIME during the investigation?

TRIAD 4 filtered to age categories 60-69, 70-79, 80+

I was not kept up to date

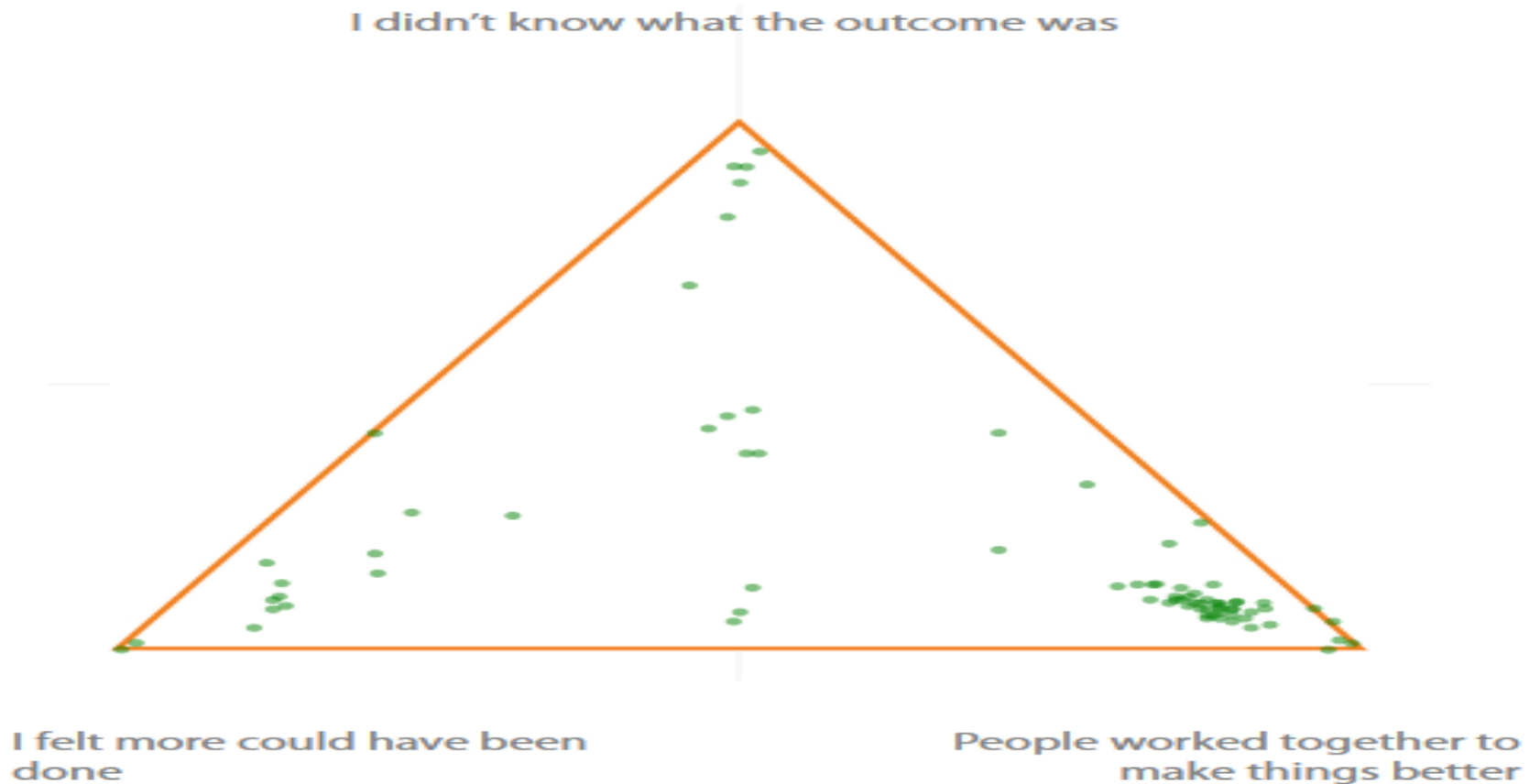


I got the right information when I needed it

I found it hard to make sense of the information

# Q.5 to what extent were you satisfied with the outcome of the investigation?

TRIAD 5 filtered to age categories 60-69, 70-79, 80+



## Question 6: Do you feel that you are safer now as a result of the safeguarding investigation?

	60-69	70-79	80years Plus	Totals
<b>I feel that I am completely safe now</b>	6	3	13	22
<b>I feel that I am quite a bit safer now</b>	15	12	20	47
<b>I feel that I am not much safer now</b>	1	3	4	8
<b>I feel that I am not at all safer now</b>	2	0	1	3
<b>Total number of questions answered</b>				80



# Association between feeling listened to and Feeling safe

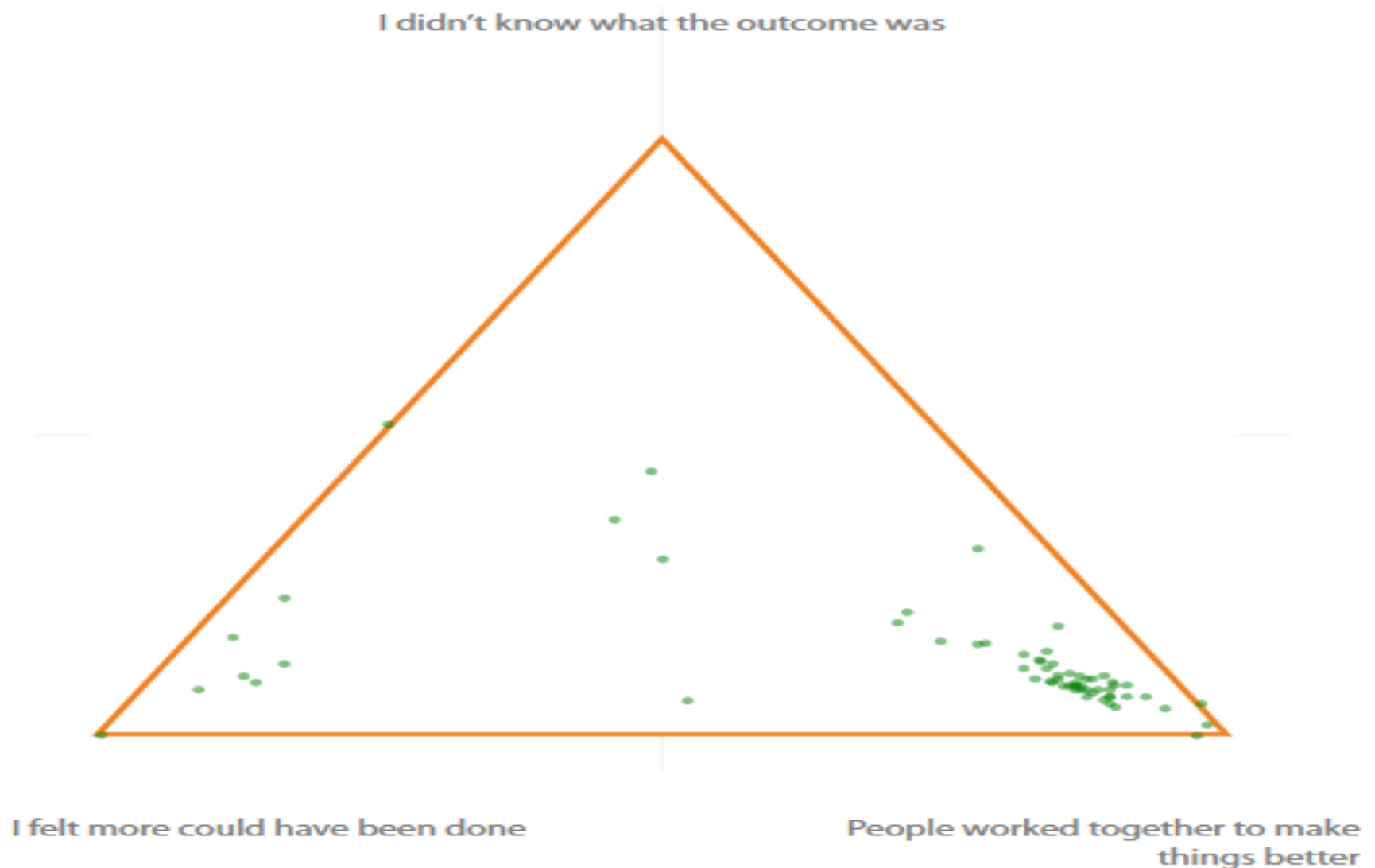
I felt I was listened to in a respectful way



I felt I was being judged

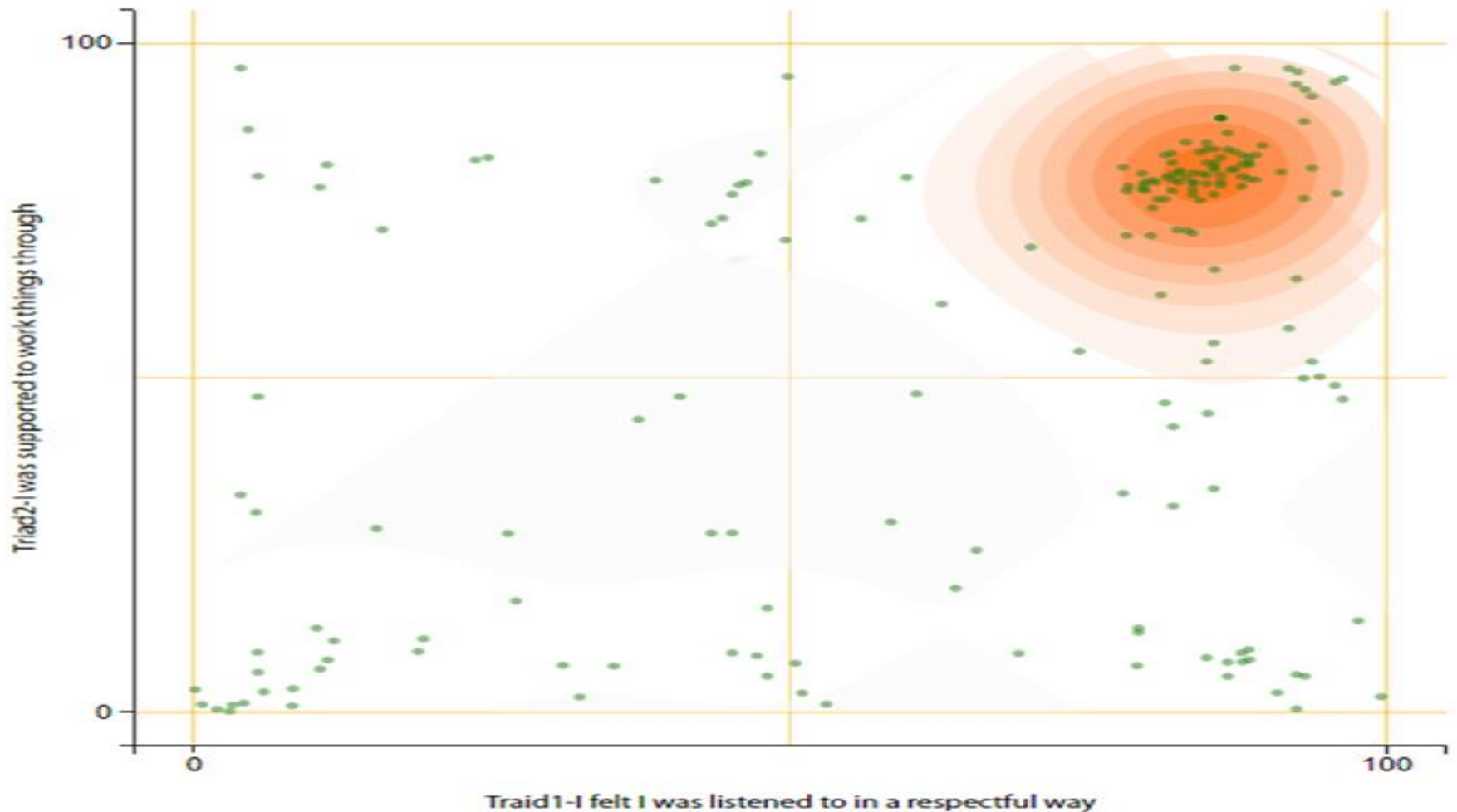
I felt listened to but my views didn't affect the decisions

# Association between the outcome of the investigation and feeling safe



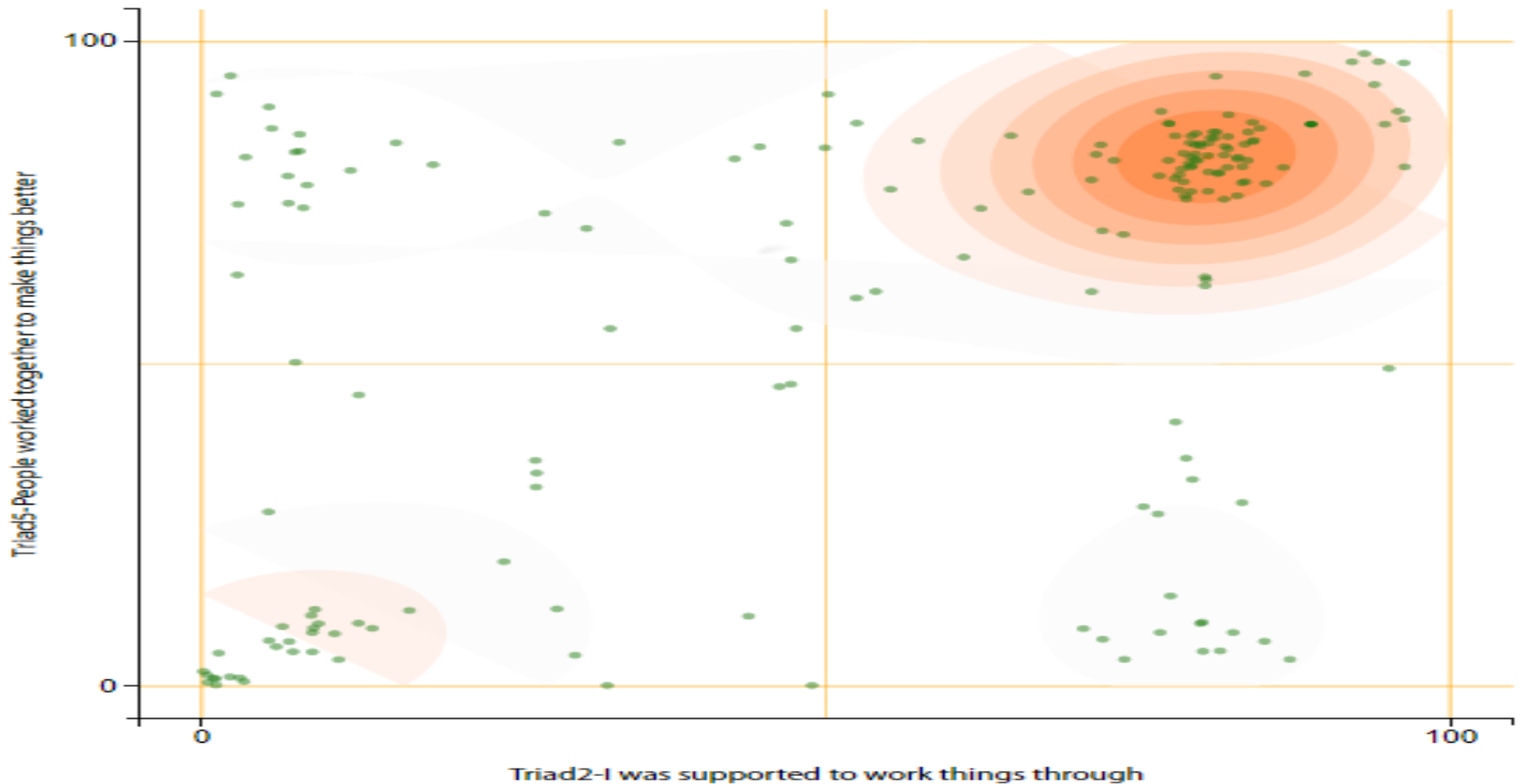
# Heat map - association between being listened to and how the investigation was carried out.

Graph's Data Count: 179

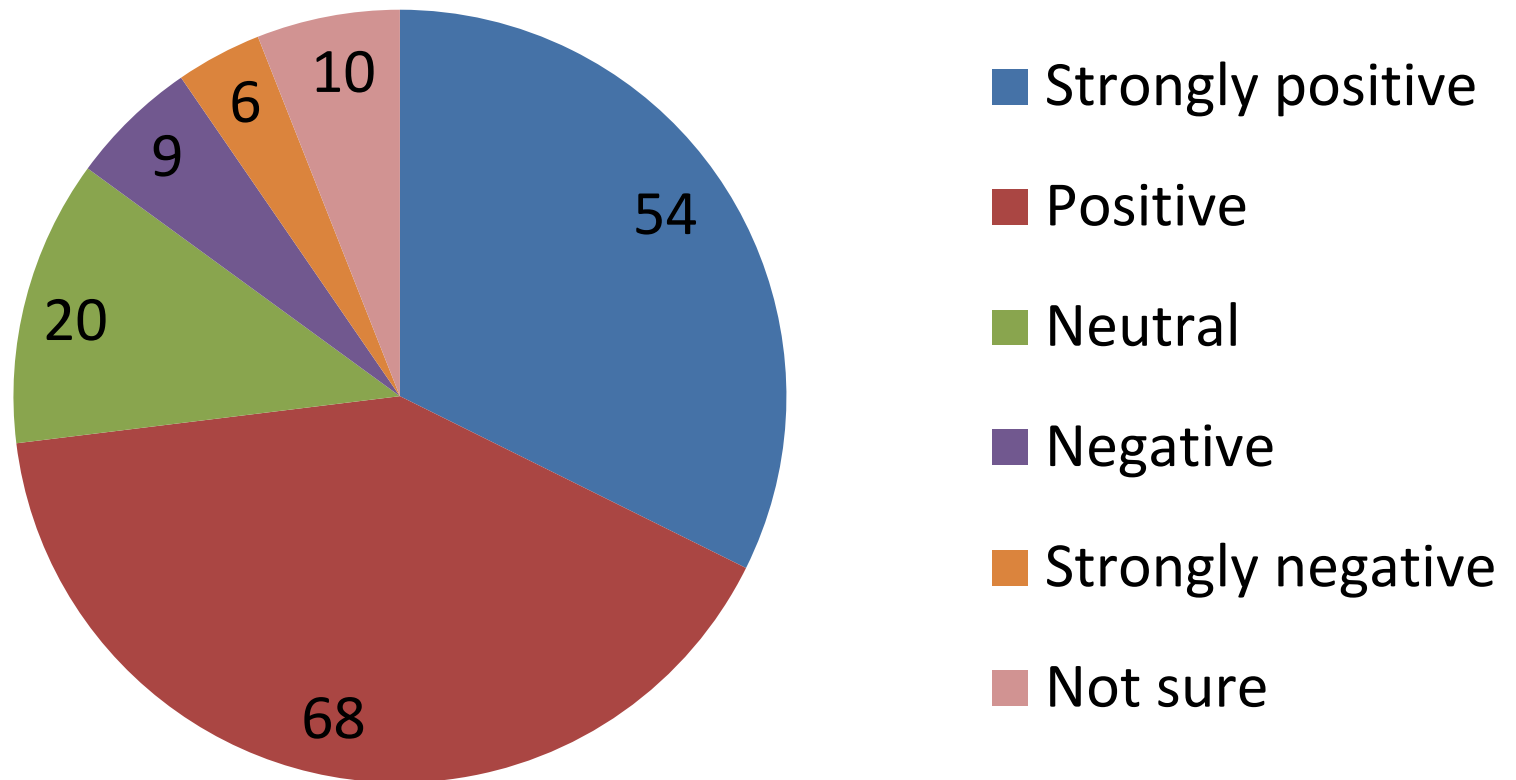


# Heat map – association between how investigation was carried out & outcome satisfaction

Graph's Data Count: 178



# Overall how would you rate your experience?



# Emerging Themes - Positive Experiences



*“People worked together to make things better”*

*“Social workers supported me to feel safer”*

# Emerging Themes - Positive Experiences



- Feeling Safe
- Being Listened to and believed
- Being supported through the process
- Access to information
- Collaborative Working

# Emerging themes - Service Improvement

- Communication and being kept informed
- Professional endings
- Timeliness
- Resilience of service users and carers





# What was said

The following is an example of statements across the spectrum of strongly positive to strongly negative stories by patients and carers.



I felt that people in the meeting listened to me and heard what I wanted to happen. They agreed with me and did what I wanted.

The process run on far too long to be called reasonable because as long as the matter loomed over us, we all as a family were affected.



I felt I had options and support, things are a lot better now.

I found it very helpful. I found the 10,000 Voices had a good approach. I was upset by the whole thing.



My experience was one of frustration, anger, sporadic communications, not being made aware of incidents at the time and having to draw attention to adult safeguarding issues myself regarding my relative. I am still waiting on closure

The social worker/investigation officer couldn't have been nicer... they were really caring and easy to talk to. They really listened to me and didn't pity me



# Responding to what we heard



# Applying learning so far



- Agreement for 10,000 More Voices tool to be used as the Outcomes measurement tool for Adult Protection
- Adult Protection Fora identified as a mechanism to communicate learning and reflect on practice
- Trust Learning sheets circulated to share learning
- Improved discussion with service users / families to manage expectations of preferred outcomes and to support understanding of actual outcomes
- DAPO's to ensure inclusion of feedback as part of closure process and learning discussed in Supervision
- Regional NIASP action plan in progress

# Continued listening....

- Survey to be offered to all SU who meet the criteria for inclusion at the point of closure of adult protection activity
- The survey is available to complete in the following ways:
- Online at [www.10000morevoices.hscni.net](http://www.10000morevoices.hscni.net)
- Paper copies are available from your Trust SSWp lead

# Contact details

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