Outlook Care
It's our business to care

Safeguarding our Customers
Safeguarding adults at risk is our absolute priority. The safety and well being of people we support is integral to everything we do.

Governance.

A Safeguarding Committee, led by a Board member, monitors all safeguarding incidents, reporting to the Board on trends and areas for development via a set of performance indicators and information reports. Our lead Board member and CEO is notified within 24 hours of serious incidents

The Safeguarding Committee meet every 6 months. The aim of the Committee is to ensure all safeguarding incidents are managed in line with the Policy, understand trends, consider the training needs of staff and embrace and develop a culture of learning and improvement for safeguarding

So what have we been working on over the last year?

- Two policy reviews capturing Care Act terminology, additional categories of abuse and further clarification of roles and responsibilities within the organisation.

- Improved reporting and reviewing systems to ensure safeguarding data can be easily analysed by Board members and managers.

- Introduction of a new safeguarding/serious incident report to ensure safeguarding concerns are signed off by managers ensuring appropriate actions have been taken, including lessons learnt.

- Introduction of a new process of root cause analysis to ensure learning and prevention is fundamental to reduce further safeguards.

- Implementation of 'Safeguarding Apps' on all staff phones and mobile devices to aid decision making.

- Review of threshold for Board member's notifications ensuring 'real time' management occurs.

- Revised Admission & Safeguarding Policy is implemented.

And our Action Plan for 2018 /19 includes:

- Leadership, Culture and Values.
- Continuous review of the root cause analysis of safeguarding.
- Development of staff skills and confidence in making safeguarding personal for customers.
- A prevention process that considers what could go wrong rather than what has gone wrong.
- Consider the CQC key lines of enquiry to help us continuously test 'People we support know how to keep themselves safe'.
- Develop staff knowledge and skills in new areas of risk including radicalisations and modern slavery.
- Further develop staff skills in understanding indicators of abuse, including Safeguarding and Mental Capacity training, coaching and support.