

Learning On One Page (LOOP)

(DSAB Financial Audit March 2024)



Description of Audit Context

Multi-agency case file audits were carried out in March and April 2023 on Financial Abuse. It was agreed by the Quality Assurance (QA) Subgroup, in 2024, to revisit new cases that have been processed following April 2023 where the type of abuse was financial abuse. The aim of audits on a repeated theme was to establish if there had been an improvement in learning and practice.

Some of the learning themes identified from the audits carried out in 2023 were:

1) involvement of relevant agencies during information exchanges 2) outcome feedback on MSP at point of closure 3) delays in making and submitting referrals 4) need to make more advocacy referrals.

The Derby Safeguarding Adults Board (DSAB) completed a multi-agency audit in January and March 2024, reviewing eight case files where safeguarding concerns had been raised around financial abuse of adults.

The recent multi-agencies case file audits were completed with support from a panel of practitioners who sit on the QA Subgroup. It was not possible to obtain feedback from adults as part of this audit.

Good practice

- In 100% of the cases, it was evident that the safeguarding referral was raised promptly with seven cases showing that the referral was raised with an appropriate professional within referring agency.
- In 75% of the cases, the Adult was aware of the safeguarding referral being made as initial conversations were had by the referring agency.
- In 100% of the cases, it was clear that the decision to proceed with the referral was made in an acceptable time with appropriate agencies/people contacted to inform the decision.
- In 87.5% of the cases, there was clear evidence that the Adult/Representative was contacted in a sensitive manner within an appropriate time.
- There was a safety plan put in place for 100% of the cases.
- In 87.5% of the cases, the Adult/Representative fed back that they were satisfied with the outcome of the safeguarding process.
- In 100% of the cases, it was agreed there was positive working relations across agencies and that appropriate agencies were contacted when carrying out information exchanges.
- In 75% of the cases, feedback was provided to the referring agency and attempts were made to contact one referring agency, however, were not unable to get through.

What didn't go so well?

- In 50% of the cases, a referral to the advocacy services should have been considered.
- In 12.5% of the cases, it was not recorded how effectively the Adult's outcomes were achieved.
- In 12.5% of the cases, the Adult was not explicitly asked if they felt safer because of the safeguarding referral.
- It was identified in 12.5% of the cases, that an agency had information about the Adult which was not shared with appropriate agencies. A multi-agency meeting could have enabled this to be shared.
- In 12.5% of the cases, an agency was not contacted during information exchanges that could have provided some information for the case.
- 12.5% of the cases, it was identified that there was a risk of domestic abuse, and a Multi-Agency Risk Assessment Conference (MARAC) referral could have been discussed to assess the risk.
- In 25% of the cases, it was not clearly highlighted in the safety plan what the Adult wanted to happen.

Any key themes?

- Use of advocacy services.
- Recording feedback on making safeguarding personal.
- Promoting the use of appropriate referrals.
- Carrying out information exchanges with appropriate agencies.

Recommendations from DSAB

- To promote and raise the awareness of the use of independent advocacy services, especially where there are concerns around the Adult's capacity.
- To promote and encourage the use of domestic abuse, stalking and harassment risk assessments to MARAC to support risk management in domestic abuse cases.
- To ensure making safeguarding personal is captured and what the individual would like to happen is recorded in a safety plan.
- MASH Team to consider all partner agencies during information exchanges to ensure all pieces of the jigsaw are collated.