

Guidance to assist workers to complete an effective safeguarding adult's face to face conversation

Purpose

To provide a transparent and clear guide to assist Safeguarding Managers and the named worker to

- ✓ Gather relevant information and risk assessing in advance of the face-to-face discussion
- ✓ Choose the most appropriate person to complete the face-to-face discussion
- ✓ Support the person completing the discussion to identify what the adults wants and begin to address the risks to them (and other adults, if necessary)
- ✓ Assist workers/volunteers etc to appropriately record the conversation

Face to Face Stages	
In advance of the face-to-face discussion	<ul style="list-style-type: none"> ✓ Complete a risk assessment for both the adult and the worker who will complete the conversation, this should include a written assessment of the risks posed by the alleged source of harm and the household the adult lives in. If necessary and the adult agrees, an immediate protection plan should be put in place OR an urgent face to face discussion ✓ Provide relevant information, in a written format, on the adult – e.g previous safeguarding concerns, domestic violence, communication needs etc ✓ Agree who will complete a capacity assessment if there is reason to question the capacity of the adult to consent to involvement in safeguarding. ✓ If the adult is deemed to lack capacity to engage with safeguarding, a best interest decision should be taken with either the Safeguarding Manager or delegated worker as the decision maker, involving an IMCA asap. ✓ If necessary, appoint an advocate, this should not be family member if they are implicated in the concerns OR they have demonstrated that they will not support risk taking by the adult. ✓ Agree with the adult who they would like to discuss the concerns with (we may need to provide a list of possible people/workers) and when and where they would like the conversation to take place ✓ If the adult has a robust and current relationship with a worker, it may be possible to complete the conversation by phone (this must be evidenced to avoid the risk of duress or coercion by the alleged source of harm) ✓ Provide a framework for the person completing the face-to-face discussion
Who is the most appropriate person to complete the face to face	<ul style="list-style-type: none"> ✓ Ideally a worker the adult chooses ✓ If this is not possible a worker/volunteer who has a strong relationship with the adult. If these options are not possible, the following should assist the decision making ✓ Avoid choosing an organisation that the adult has had negative experience of in the past or recently (e.g. police – if they have just been arrested) ✓ Consider asking a worker who has detailed knowledge of the concerns and what options might be available to reduce the risks/improve the safety of the adult ✓ Consider exploring with the adult if they would like an advocate (if eligible) or a friend/family member to be involved in the face-to-face meeting, especially if they don't know the worker they will be talking to

	<ul style="list-style-type: none"> ✓ Consider asking a worker who has had a positive relationship with another member of the adult’s family, if the adult has a positive relationship with this family member ✓ Consider a worker with specialist communication skills, if necessary e.g. BSL etc
Support the person to complete the face to face	<ul style="list-style-type: none"> ✓ Provide the information above in a timely manner (be clear what can and cannot be shared with the adult) ✓ If the adult lacks capacity, the IMCA must be consulted about the adult’s views on the risks/concerns and what action, if any, they would like others to complete on their behalf. ✓ Meet with the agreed worker or discuss with them the information required from the conversation in advance of the face to face ✓ Provide them with a “script” to follow – including agreeing some outcomes that will help the adult feel safer and in control. (These outcomes must be realistic). The adult may choose to remain in an unsafe situation ✓ Provide them with a format to record the conversation ✓ Offer the opportunity to go to the face to face with another worker and agree their role ✓ Make sure they know about exit points – face to face, planning etc. so they can agree with the adult what happens next. This may include taking actions against the wishes of the adult if the alleged source of harm is a PiPoT (poses a risk to other adults) ✓ If risks to other adults support the worker to explain that even if the adult does not want any action taking, we will consider action within a safeguarding enquiry (S42) ✓ Offer a de-brief session to the worker
Assist recording	<ul style="list-style-type: none"> ✓ Provide the worker with a copy of the face-to-face conversation template. ✓ Review the completed template and identify any gaps and agree how this additional information will be obtained ✓ Agree if a copy needs to be placed on their records OR if they are happy for it to be held on the S42 record within Adult Social Care ✓ Agree who will provide a copy of the notes to the adult and who will receive any challenges to the accuracy (suggest worker who has completed the face to face) ✓ Explore with the worker who has completed the face to face if the case is exiting and why or is progressing as the adult has unmet outcomes. If progressing did the adult have a view about attending a planning meeting ✓ If they are recommending exiting safeguarding, this must be signed off by a Safeguarding Manager.