

## Safeguarding Concern

You have identified that an adult with care and support needs is at risk of or experiencing abuse / neglect and is unable to protect themselves from such due their needs for care and support.

### Categories of Abuse:

- Physical
- Emotional
- Sexual
- Financial
- Psychological / Emotional
- Neglect / Acts of Omission
- Discriminatory
- Organisational
- Domestic Abuse
- Self Neglect

You must make a referral in accordance with the Trusts safeguarding policy

MPFT RiO – referral form is built in to Rio. Complete this and email a copy to the relevant Local Authority

Other services – Call the Local Authority Contact centre and complete an incident form on Safeguard.

Staffordshire –

0345 604 2719

[vastaffordshire@staffordshire.gov.uk](mailto:vastaffordshire@staffordshire.gov.uk)

Stoke on Trent – 0800 561 0015

## Quality Concern

You have identified issues / concerns that are affecting the quality of care of an individual or individuals.

No harm has occurred.

Examples of quality concerns can include:

- Missed or Timely Calls or Medication
- Lack of Citizen's records, Gaps in recording
- Not following Moving & Handling Plans
- Staffing Levels & Competency of staff
- Provision of care & treatment, Personal Hygiene
- Provision & Access to Fluids & Nutrition
- Telephone or Call Bells not being responded to
- Cleanliness & Quality of Equipment & Property

You should notify the relevant local authority Quality Assurance Team of the concerns.

Staffordshire -  
<https://www.staffordshire.gov.uk/Advice-support-and-care-for-adults/Your-social-care-journey/Raise-a-quality-concern/Raise-a-quality-concern.aspx>

Stoke on Trent – 0800 561 0015

## Regulatory Concern

You have identified some concerns that a provider is breaching its regulatory responsibilities.

The CQC monitor and inspect regulated care providers to ensure that they are meeting the fundamental standards:

- Person centred care
- Dignity and respect
- Consent
- Safety
- Safeguarding from abuse
- Food and Drink
- Premises and equipment
- Complaints
- Good Governance
- Staffing
- Fit and Proper staffing
- Duty of candour

Examples therefore include:

Misuse / improper use of legislation

Poor staffing

Presence of appropriate facilities

Concerns over knowledge of staff

All regulatory concerns must be reported to the CQC via the following means:

Telephone: 03000 616161

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

**Further support and advice is available from the MPFT Safeguarding Service. Please call 01785 895629**

\*\*Completing an incident on Safeguarding will not lead to the commencement of any of the above identified actions, if the incident also requires incident reporting you will have to follow all necessary reporting processes\*\*