

Adult Protection Committee—Staff Survey

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Welcome to the seventh issue of our newsletter which will focus on the feedback from the Staff Survey.

Feedback on Staff Survey

In April 2016 Shetland Adult Protection Committee conducted a survey with staff to seek their views about adult protection issues. We had 109 responses from staff working for NHS Shetland, Shetland Islands Council and the Third Sector. The majority of respondents thought that the Adult Protection Procedures were useful, and felt that services did focus on protecting adults at risk. Staff assessed that service users were provided with useful information about adult protection.

90% of respondents had received adult protection training. A majority of staff felt supported by their first line manager and some staff were aware of and felt support by Adult Protection Committee (APC).

We asked staff what were the 3 things that they could do to improve the recognition and response to adult protection. Many people highlighted the need to be vigilant, to attend training and stay up to date. But also the need to be able to support service users, speak to line managers and feel able to speak up about concerns.

We asked what 3 things could management do to improve and this led to some very positive and useful comments. Overwhelmingly staff raised two issues—getting good, caring and sensitive support from their line manager and also getting feedback when they do raise a concern. Managers support for training, arranging training out with Lerwick and raising adult protection as an agenda item in supervision and staff meetings were also identified as possible ways to improve.

We asked what 3 things could the Adult Protection Committee could do and overwhelmingly the feedback was about raising the profile of Adult Protection Committee, getting better at communicating what the committee does and can do.

Response from Adult Protection Committee to the findings of the Staff

Survey

Shetland Adult Protection Committee has debated the findings of the staff survey and is clear that a measured response to some of the ideas should be carried forward into the 2017/18 business plan. The business plan would particularly look at supporting training in locality areas, raising the profile of Adult Protection Committee. Through this newsletter the Adult Protection Committee would like to pass on the following key messages to all staff and managers:-

Referral Feedback

Staff who completed the survey highlighted that they would like feedback when they raise a concern about an adult—whether this is a full ASP referral or a more general welfare concern. It is important to respect confidentiality of the adult and staff who do not have an ongoing involvement with the adult may not be given full feedback. However, wherever possible staff should be assured that the matter is being dealt with. Shetland Adult Protection Committee would want to support all staff with supervisory responsibilities and those receiving ASP referrals to give feedback where that is appropriate and to explain when it may not be.

Encourage raising ASP concerns

The Adult Protection Committee would always want to support and encourage staff to raise Adult Support and Protection issues and to be persistent and speak to the person they raised the issue with to obtain feedback. Staff who are worried that an adult may be of risk should follow ASP Procedures and speak to their Line Manager. Line Managers have a duty to respond to staff concerns and ensure an ASP referral is made if necessary. If staff are concerned that their Line Manager is not taking appropriate action to safeguard the adult they can seek further advice from Duty Social Worker.

<http://www.safershetland.com/adult-protection>