7 minute briefing

Safeguarding ENFIELD

Quality Assurance Teams and The Safeguarding Improvement Panel.

Context is key. This could mean checking the adult at risk's history but also finding out if there have been previous similar concerns about the provider by discussing with colleagues.

If you have concerns beyond the individual allegation about a provider, then consider referring to the SIP or discussing with the QA team. You can learn more about Provider Support processes here.

When you finish an enquiry and give written feedback, this should be sent to both CQC and the SafeguardingAdults@enfield.gov.uk email to inform the QA team.

Working with provider partners on Safeguarding Adults was picked up as an area for improvement in the 2024 CQC inspection. Our care providers highlighted that they sometimes got excellent support but sometimes felt there was a lack of feedback and consistency.

This was backed up by a survey with did with providers in April/May 2025 – the main issues were timescales, a lack of feedback and a lack of written feedback.

Training for social workers specifically around working with providers around Safeguarding Adults is available on iLearn. This training is run 2-3 times a year and really will help you to work constructively with formal care providers.

Introductions and updates.

When you are first allocated a case, it is vital that you make contact with the adult or their representative and any key partners (including providers) involved to let them know that you are now the point of contact.

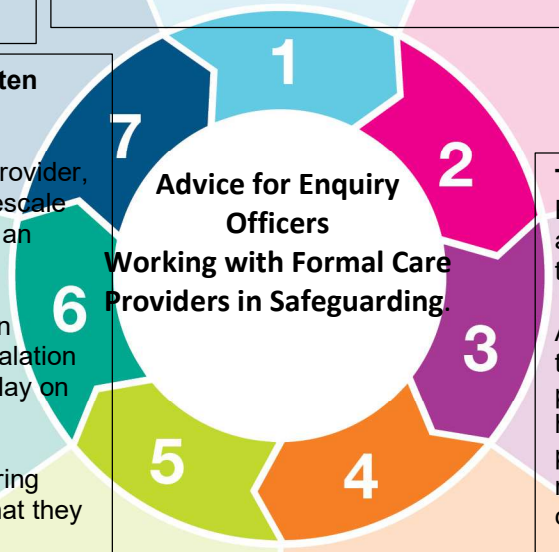
Whether providers are the organisation alleged to have caused harm – or the employer of a person alleged to have caused harm – or have a role in supporting the adult at risk – they need to know who is managing the enquiry or concern. Contact should be regular to ensure that they know what is happening with the enquiry – and what action they should take.

What can be done at ANY time is often done at NO time.

When requesting information from a Provider, always do so in writing and with a timescale (with a reason for the timescale – e.g. an update owed to the adult at risk).

Diarise time to follow-up after the given deadline – then consider what the escalation options are. This prevents drift and delay on both sides.

SAMs should also be carefully monitoring timescales and communication – so that they can support where necessary.
Escalation could mean contacting the Regional manager or similar seniors within the
organisation, highlighting that you will be speaking with CQC or QA teams etc.



The Importance of Consistency.

Providers have fed back that they don't always find the advice/information that they receive consistent.

Always check the history of a case so that you are clear on context and previous advice given. Have a handover with the previous worker if possible. If a change in advice is necessary then explain why this is clearly and in writing.

Always make sure you are giving advice in line with the guidance that the LBE has on specific topics via the SAB webpage or the Mylife Information for Professionals page.

Always give feedback in writing to the Registered Manager.

Even if you have given verbal feedback previously, it is vital that the provider has written feedback from the Local Authority when CQC inspect them. This also prevents misunderstandings about the feedback or actions required.

Feedback must include information about the Safeguarding Plan and any actions the provider is expected to take around prevention and learning.

We have guidance about feedback here and audits will be monitoring that we are following this.

Work together to agree actions for the Safeguarding Plan.

It is vital for Safeguarding Plans to include actions rather than aspirations. So, rather than 'X Care Home to improve recording' – discuss with the Provider how they might do that (which may be 'Y (Deputy Manager) to audit case files and discuss areas for improvement with the team at Team Meeting monthly'). Every provider will have different ways of putting learning in place.

Specific measures will also make it a lot more straight forward to conduct Safeguarding Plan Reviews and monitor if plans are being followed/ how effective they are. For more information about Safeguarding Plans – please read Enfield's Working with Risk in Safeguarding Adults guidance and see the templates on the Mylife page.

ENFIELD Council