



# What does *good care* look like?



## Our Vision:

- The development of an innovative and sustainable care home market in Sutton that is responsive to the needs of residents, keeps people safe at all times, supports excellence and maintains a caring, inclusive and compassionate culture.
- Improved outcomes for some of the most vulnerable people living in our care homes through enabling and supporting choice, delivering person-centred care, effectively managing risk and promoting the wellbeing of residents as well as care home staff.

## Our Residents Should:

- Experience a high quality of life and be treated with dignity and respect. Individuals' rights are respected and they are protected from harm in line with local safeguarding and complaints procedures. They are recognised as individuals with their own personal histories and not solely by their health condition, disability, social care needs, ethnic or cultural backgrounds.
- Be offered a choice about how they wish to live in their care home through the provision of accessible information, engaging with family and friends and identifying and meeting personal preferences.
- Be provided with high quality support that maximises their independence (wherever possible) and promotes wellbeing.

**This is Me** is a document developed so that staff know and understand their residents, their likes and dislikes, their personal interests, their family and friends and what they need in order to feel comfortable and safe. In addition, where a local authority or Clinical Commissioning Group has arranged a placement there will be a written care plan, setting out the treatment and support arrangements to meet health and social care needs. This document was developed by the Alzheimer's Society.

<https://www.alzheimers.org.uk/get-support/publications-factsheets/this-is-me>

**My Health Passport** a valuable document that enables individuals to communicate their needs to healthcare professionals. Please take this document to all medical appointments. Developed by the National Autistic Society.

<https://bit.ly/3k1VUrc>



## Our Quality Assurance Processes

Alongside the CQC, the local authority and SWL Clinical Commissioning Group monitor the quality of our care homes by:

- Gathering **intelligence** about service quality from a wide range of sources such as CQC inspection reports, the outcome of safeguarding investigations and **feedback** from care home residents, their family and friends.
- Unannounced or announced quality assurance visits to check locally set quality **standards** are met so that there is clear evidence that residents are safe and that their care is person-centred.
- Having monthly **multi-agency meetings** to identify care homes that have quality issues and require support from local agencies.



## Sources To Assist You In Selecting A Care Home

To help you make the decision on the right care home for you, please look at **Age UK's Care Home Checklist on their website:** <https://bit.ly/3rb08PY>

For information on selecting a care home and free independent support about the choices available to you, please contact **'ALPS' (Advice Link Partnership in Sutton)**

**Telephone:** 020 8254 2616

or complete the form at <https://bit.ly/3FnkWZB>

**Relatives and Residents Association** Is a national charity for older people needing care and their relatives and friends who help them cope.

**Helpline:** 0207 359 8136

9.30 - 1pm (Mon - Friday) and 6-8pm (Thursdays).

**Email:** [helpline@relres.org](mailto:helpline@relres.org)

<https://www.relres.org/>

## Sutton Carers Centre

Sutton Carers Centre supports unpaid carers (adults and children), who live, work or study in the Borough providing advice, information, emotional support and much more.

The Centre's staff can support you with potential challenges and will work with other organisations to ensure that you are recognised and respected in carrying out your caring role. It also ensures that your views are taken into account when planning services or care. For further information, please refer to their website on <https://www.suttoncarerscentre.org/>

**Lasting Power of Attorney (LPA)** is a legal document that lets you appoint one or more people to help you make decisions or make decisions on your behalf. This gives you more control over what happens to you if you have an accident or an illness and cannot make your own decisions (you 'lack mental capacity').

<https://www.gov.uk/power-of-attorney>



**The Sutton Care Hub is the single point of access for guidance, resources and information for all staff working across all Sutton's provider services.**

The Hub provides staff, at all levels, with the assurance that they can access the correct, most up-to-date information at any time from their computer, phone or tablet. The Hub will support the London Borough of Sutton (LBS), South West London CCG (SWLCCG) and our providers to work together to build a stable, sensitive and supportive care offer in Sutton.

<https://suttoncarehub.org.uk>



## **Liberty Protection Safeguards/ Deprivation of Liberty**

There are instances when protective measures are required. These need to be done within a legal framework and you are entitled to ask about them. This is the link for LPS information for family and friends.

<https://bit.ly/3GCf5Rv>

## **How to Raise a Complaint?**

### **Directly with the Care Home**

The care home's complaints and safeguarding policy should be provided on admission to the care home. If you are dissatisfied with a care home, as an initial step, please discuss this with the home manager. You may wish to formally log your complaint following the complaints procedure set out in the policy.

If your complaint hasn't been resolved by raising it with the care home, you could contact the Council. Please email [complaints@sutton.gov.uk](mailto:complaints@sutton.gov.uk) and provide as much detail as possible, attaching any relevant information that will help in investigating your complaint. If you are submitting a complaint on behalf of someone else, we may seek confirmation that the person receiving care, supports the complaint.

### **Local Government Ombudsman**

If you are unhappy with the outcome and have not reached a resolution, you may wish to make a referral to the Local Government and Social Care Ombudsman. You can access the referral form here - <https://www.lgo.org.uk/make-a-complaint>

### **Care Quality Commission (CQC)**

CQC's role is to ensure health and social care services provide people with safe, effective, compassionate, and high-quality care. CQC does not investigate complaints. However, you can contact them to let them know your concerns and to tell them that you are raising a complaint against a care home. CQC is interested in the care provided by homes, whether good or bad. To provide feedback on care homes, please complete this form - <https://www.cqc.org.uk/give-feedback-on-care>



# What is Safeguarding?

## Safeguarding - Section 42 Decision Making

The Care Act 2014 sets out (in S42) that each local authority must make enquiries, or cause others to do so, if it reasonably suspects an adult with:-

- Care and support needs is experiencing, or is at risk of, abuse or neglect and
- as a result of those care and support needs is unable to protect him/herself against the abuse/neglect or the risk of it.

If these criteria are met then a statutory enquiry under S42(2) must be undertaken in a proportionate way. The enquiry should establish whether any action needs to be taken to prevent or stop abuse or neglect, and if so, by whom. This can be multi-agency but is usually led by the local authority.

[www.nice.org.uk/guidance/ng189/](http://www.nice.org.uk/guidance/ng189/)



**An individual may be subject to a number of abuse types at the same time. Please look at the link below for types and indicators of abuse.**

<https://www.scie.org.uk/safeguarding/adults/introduction/types-and-indicators-of-abuse>



The profiles below provide further information in identifying individuals who may be abused:

- People with care and support needs, such as older people or people with disabilities, may be less likely to identify abuse themselves or to report it.
- People with communication difficulties can be particularly at risk because they may not be able to alert others.
- Sometimes people may not even be aware that they are being abused, and this is especially likely if they have a cognitive impairment.
- Abusers may try to prevent access to the person they abuse.
- Signs of abuse can often be difficult to detect, often mistakenly associated with injuries arising from frailty.
- Many types of abuse are also criminal offences and should be treated as such.



## How to Report a Safeguarding Concern?

Safeguarding is everyone's responsibility. You can raise a safeguarding concern or simply talk through your concerns by contacting the council by:

**Telephone:** 020 8770 6770

**Email:** [referralpoint@sutton.gov.uk](mailto:referralpoint@sutton.gov.uk)

**Complete a safeguarding Referral form:**

<https://www.suttonsab.org.uk/report-abuse.php>

For further information on Safeguarding, please visit our website:

[www.suttonsab.org.uk](http://www.suttonsab.org.uk)



## What is a Safeguarding Adults Review (SAR)

Under Section 44 of the **Care Act 2014**,

<https://www.scie.org.uk/safeguarding/adults/reviews/care-act>

Sutton Safeguarding Adults Board (SSAB) must arrange for a review of a case involving an adult in its area with care and support needs (whether or not the local authority has been meeting any of those needs) if the individual has:

- i) died or suffered serious harm
- ii) it is suspected or known that was due to neglect or abuse and
- iii) there is concern that agencies could have worked better to protect the adult from harm.

The SSAB commissions a Safeguarding Adult Review (SAR). The primary purpose of a SAR is to learn lessons and introduce practice change across all partner agencies. It is not intended to replace or duplicate legal processes (such as criminal investigations) but rather to run alongside them. This will enable them to identify system wide issues and opportunities to improve practice to prevent future harm.

The SSAB has published its **SAR Protocol**. To access this and the **SAR Referral Form** and completed **SAR Reports**, please visit <https://bit.ly/3qIH8t>





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