

Service User and Carer Training in Safeguarding Adults– Full Day Course

Easy Read Documents Available as a Resource

Staying Safe

Stop Abuse Now

What happens when abuse is reported?

Aim

To assist staff from all organisations in delivering training to service users and carers. This may be particularly useful for people who work in Day Services, Sheltered Accommodation or any organisation where people who are eligible for community care services attend. To provide Safeguarding Adult training material that staff can use with individuals or groups.

For further information email: safeguarding_training@durham.gov.uk

Outcomes

- To empower service users by increasing independent decision making skills in relation to staying safe and responding to abuse situations by seeking appropriate support and assistance
- To ensure that key safety measures, contact details and information regarding the safeguarding process are explored with those people who are eligible for community care services
- To enable professionals to deliver group work and individual sessions with service users and carers, open discussion, role play and utilise tools / contacts available

Target Participants

Staff who work with groups within community resources such as local colleges, universities, community centres, residential homes, day services, sheltered accommodation, work and education schemes and other resources where potential adults who are vulnerable or at risk may.

Background Information/Delivery

The Improvement and Development Agency, Social Care Institute for Excellence, the British Association of Social Work and Women's Aid are working together to develop a body of knowledge in best practice relating to supporting vulnerable people who have experienced abuse with difficult decision making. For example, 'how are vulnerable adults best supported in decision making to enable them to take control'.

A study of effectiveness of arrangements to safeguard adults from abuse (CSCI 2008) identified that some people can feel carried along by the safeguarding process and lose or lack control and whilst Durham Safeguarding Adults Service has received positive feedback from people who have experienced the process with regard to being safeguarded, however, there remains a lack of clarity about what the process entails.

Safeguarding Adults (2005) identifies that the partners training strategy should include training that is tailored for service users and carers, for example, how to make a complaint about abuse or neglect.

A leaflet called, 'Explaining the safeguarding process for victims and carers' has been designed as a result of the identified need for more information for service users and carers. Three easy read documents were also designed with 'Stop Abuse Now' and 'Keeping Safe' having a particular training element to them.

The easy read documents will raise individual awareness about what abuse is, who is eligible for safeguarding, how to report abuse and how to keep safe. It is hoped that professionals working in a variety of community resources will utilise these easy read documents to stimulate further discussion, role play and information sharing to both ensure that service users are aware of safeguarding referral and support available. This will serve to provide a forum for open discussion with regard to issues of adult safeguarding, raise awareness and instil confidence in people with regard to the process. Importantly contact details for reporting abuse will be distributed more widely.

Methods of delivery will be:

- Individuals who are able can work through training booklets and will receive a certificate when they return their details to the Safeguarding Adults team.
- Groups will work together utilising the booklets, as well as role play, discussion and question / answer sessions
- The third booklet will be used to inform service users of the process once abuse has been disclosed. This should be provided upon disclosure and utilised by the staff member to ensure that the service user is aware of the process / stage of the process and relevant information required during each stage.

Training Materials

- Staying Safe – Easy Read
- Stop Abuse Now – Easy Read
- What Happens when Abuse is Reported – Easy Read

To Book

Staff from Durham County Council—nominations should be made via the Supervision and Appraisal Section of SSID. The course SSID ID is **23654**

For those **not on SSID** please email safeguarding_training@durham.gov.uk or complete and return the training application form.