

**Non- Safeguarding Notification Form Guidance Tool**

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# INTRODUCTION

Providers carrying out a Regulated Service/Activity or Non-Regulated Activity such as, Day Support Service, are required to notify Nottinghamshire County Council and the Quality Market Management Team (NCC QMMT) of incidents by completing a Non-Safeguarding Notification Form (NSNF)

[[Non- Safeguarding Notification Form NCC](https://forms.nottinghamshire.gov.uk/en/AchieveForms/?form_uri=sandbox-publish://AF-Process-61273fbd-d278-47f8-8f71-3644aa35a7de/AF-Stage-a99f0c07-0794-4cc2-82bb-43caa8f69d40/definition.json&redirectlink=%2Fen&cancelRedirectLink=%2Fen&consentMessage=yes)](https://forms.nottinghamshire.gov.uk/en/AchieveForms/?form_uri=sandbox-publish://AF-Process-61273fbd-d278-47f8-8f71-3644aa35a7de/AF-Stage-a99f0c07-0794-4cc2-82bb-43caa8f69d40/definition.json&redirectlink=%2Fen&cancelRedirectLink=%2Fen&consentMessage=yes)

This guidance tool will help providers who deliver regulated activity such as: home care, day care, support living, residential and nursing care, to decide when to notify Nottinghamshire Adult Social Care of any non-safeguarding incidents.

The guidance includes a ‘Non-safeguarding Notification’ referral which should be used and sent to Nottinghamshire Quality and Market Management Team who will consider the information and record appropriately.

This guidance does not replace the duty to report any abuse or neglect to Nottinghamshire’s Multi Agency Safeguarding Hub (MASH) but aims to reduce the number of non-safeguarding referrals being sent to the MASH. This Non-Safeguarding Notification Form Guidance Tool is to aid decision making about when to report an incident as a risk notification or when to raise a safeguarding concern. Areas covered, include the following:

* **Falls**
* **Peer on peer incident**
* **Risk or near miss linked to dietary requirements.**
* **Medication management**
* **Missed visit.**
* **Moving and handling**
* **Pressure damage.**
* **Bullying**
* **Poor care delivery**
* **Staffing and deployment**
* **Not recognising a deteriorating patient**
* **Poor communication**
* **Poor documentation**
* **Choking incident**
* **Absconding**
* **CQC Notification(s)**
* **Non-regulated notifications**
* **Accidents, Incidents and Serious Incidents**

This Guidance Tool does not aim to set a rigid criterion for intervention or replace professional judgement. If you are unsure about whether an incident is safeguarding, seek advice from your safeguarding lead.

This guidance Tool will.

* Support a culture of openness and transparency within health and social care services.
* Will support learning, good practice and help with decision making.
* Gather intelligence which will improve services for residents.
* Provide guidance on reporting of Accident(s), Incident(s), Serious Incident(s) and when the NCC QMMT require a copy of a CQC Notification(s).

If you need to raise a safeguarding concern please ensure you follow your own organisations safeguarding procedures in line with the; [Nottinghamshire Safeguarding Adults Board Procedures and Guidance](https://nsab.nottinghamshire.gov.uk/procedures/). You do not need to send any information relating to a safeguarding concern to the NCC QMMT.

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| FALLS |
| When to report using the Non-Safeguarding Notification Form | Examples of when a safeguarding concern should be raised. If you are unsure, consult with your Safeguarding Lead |
| There are repetitive falls for unexplained reasons; orWhere there is an environmental hazard, such as poor lighting or clutter, resulting in a fall which does not result in any injury | * An adult at risk sustains a significant injury due to a fall; or
* Where abuse, neglect or act of omission is suspected or;
* There was not an appropriate risk assessment in place (if there was history of falls) if one was In place but was not followed, there is no evidence of the care plan being reviewed and updated following a fall or a change of circumstance; or
* There is a delay in response/medical intervention
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| PEER ON PEER INCIDENT |
| When to report using the Non-Safeguarding Notification Form | Examples of when a safeguarding concern should be raised. If you are unsure, consult with your Safeguarding Lead |
| No requirement to complete a Non-Safeguarding NotificationN.B. It is the responsibility of the Service Manager or Registered Manager to.* Review the support of the individual(s) involved in the incident.
* Ensure that a risk assessment is in place for the immediate safety of all people who use the service.
 | * An adult at risk has been harmed during an incident and there is an impact on their wellbeing.
* There are repeated incidents or a risk of repeat incident(s) by the same person.
* An adult experiences extreme psychological distress but no physical harm (there is the risk that a person may harm themselves because of repeated ‘low level’ peer abuse.)
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| RISK OR NEAR MISS LINKED TO DIETARY REQUIREMENTS |
| When to report using the Non-Safeguarding Notification Form | Examples of when a safeguarding concern should be raised. If you are unsure, consult with your Safeguarding Lead |
| When an incident of poor recording of food and fluids has been made with dietary requirements and there is no harm to the adult at risk | * There is a failure to provide nutrition and hydration to an adult at risk.
* There is unexplained weight loss or the adult at risk is showing signs of dehydration, and a support plan is not in place or has not been followed or no referral has been completed to the GP, Dietician, Speech, and Language Therapy.
* Where errors are made with dietary requirements e.g. soft diet, thickened fluids, allergies, or diabetic diet to an extent where it may endanger safety or wellbeing of the person.
* Where an adult’s food/fluid charts have not consistently been completed and specialist advice has not been sought or followed.
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| MEDICATION MANAGEMENT |
| When to report using the Non-Safeguarding Notification Form | Examples of when a safeguarding concern should be raised. If you are unsure, consult with your Safeguarding Lead |
| * Person does not receive prescribed medication (missed/wrong dose) on one occasion – no harm occurs, and appropriate action has been taken and this is an isolated incident.
* Repeated errors or delays in administration of medicines because of consistent failure to maintain professional standards, where it does not affect the person or there is no harm to the individual. However, there may be the requirement to review the member of staff’s competency.
* When a domiciliary care provider own policy does not meet NICE guidelines.
* Medication stored inappropriately (care home setting only)
 | * The adult at risk is subjected to deliberate withholding of prescribed medication with no medical reason.
* A medicines administration error which results in physical or psychological harm to the person
* Failing to report or document a medicines administration error, according to the organisations’ policy and procedure,
* Deliberate falsification of records to cover up a medicines administration error.
* Failing to monitor the persons’ condition or seek appropriate medical advice and support following medicines administration error e.g. pain management.
* A deliberate attempt to harm or threaten an adult at risk through use of a medicine, including intentional over sedation.
* Covert medication administration without documented best interest decision and written authorisation from the GP and with DoLS/DoL authorisation in place (or applied for).
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| MISSED VISIT |
| When to report using the Non-Safeguarding Notification Form | Examples of when a safeguarding concern should be raised. If you are unsure, consult with your Safeguarding Lead |
| When a visit is missed and there is a reasonable explanation provided to the adult at risk and there has been no adverse effect to the adult at risk.  | * A planned visit is missed, and this has an adverse effect on the adult at risk.
* Where repeat missed visits to an adult at risk, whether an adverse effect has resulted, as this could indicate neglectful care and there may be others at risk.
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| MOVING AND HANDLING |
| When to report using the Non-Safeguarding Notification Form | Examples of when a safeguarding concern should be raised. If you are unsure, consult with your Safeguarding Lead |
| Where equipment is being used that does not meet the lifting operations and lifting equipment regulations 1998 (LOLER, 1998); provision and use of work equipment regulations 1998 (PUWER, 1998). These regulations relate to regular service and checks of equipment. NB a hoist legally has to be checked every 6 months by a competent person, it should be recorded what immediate action has been taken if the service is out of date. | * Where there is no Moving and Handling Risk Assessment and where identified a Moving and Handling plan to manage the risks is required but has not been completed.
* Where there is failure to follow a Moving and Handling plan and this is having an adverse effect on the adult with care and support needs e.g. using the wrong equipment, failure to provide equipment, “sitting on slings” etc. (N.B. Unless they are specialised in “situ slings” that are specifically designed to stay in place and have had a suitable assessment re skin integrity)
* Where an injury has occurred due to poor moving and handling practice
* Where any of the following condemned techniques are used.
* Drag lift/underarm drag.
* Shoulder/Australian lift.
* Through arm/hammock lift.
* Two sling lift.
* Unorthodox lift.
* Bear hug transfer/front assist stand.
* Assistance walking supporting at underarm.
* Flip turn.
* Where a person is using a wheelchair where there is no appropriate risk assessment in place or one is not followed regarding the correct use of the wheelchair, lap belt and footrests.
* Where poor moving and handling techniques are being used on a repeat basis across the service.
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| PRESSURE AREA CARE |
| When to report using the Non-Safeguarding Notification Form | Examples of when a safeguarding concern should be raised. If you are unsure, consult with your Safeguarding Lead |
| No requirement to complete a Non-Safeguarding Notification Form | Please refer to the Pressure Ulcer Protocol and Safeguarding guidance: <https://www.gov.uk/government/publications/pressure-ulcers-how-to-safeguard-adults> |
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| CHOKING INCIDENT  |
| When to report using the Non-Safeguarding Notification Form | Examples of when a safeguarding concern should be raised. If you are unsure, consult with your Safeguarding Lead |
| No requirement to complete a Non-Safeguarding Notification Return. | * Where the person has an alternative diet which has been assessed by the Speech and Language team (SALT) and has been given food or drink which is not part of their recommended diet.
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| POOR DISCHARGE/TRANSFER OF CAREfrom setting to setting i.e. Hospital to care home, care home to care home) |
| When to report using the Non-Safeguarding Notification Form | Examples of when a safeguarding concern should be raised. If you are unsure, consult with your Safeguarding Lead |
| No requirement to complete a Non-Safeguarding Notification Return. | * There is insufficient discharge/transfer of care planning from any area resulting in a risk of abuse or neglect.
* Where the adult at risk is discharged without necessary equipment, medication, or personal items and this results in a risk of abuse or neglect.
* Where the adult at risk is discharged with a cannula in situ but there is no record on the discharge plan, and this results in a risk of abuse or neglect.
* Where the adult at risk is discharged with no/or incomplete discharge documentation and this results in a risk of abuse or neglect.
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| FINANCIAL AND MATERIAL |
| When to report using the Non-Safeguarding Notification Form | Examples of when a safeguarding concern should be raised. If you are unsure, consult with your Safeguarding Lead |
| No requirement to complete a Non-Safeguarding Notification Return. | * An adult at risk is denied access to his/her funds or possessions, where this is not part of a support plan or best interest decision.
* There is a failure by a responsible person to pay care fees/charges and the adult at risk experiences distress or an adverse effect through having no or restricted allowance to personal allowances, risk of eviction or termination of service.
* Where there is a misuse or misappropriation of property, possessions or benefits or finances by a person in a Position of Trust or control.
* Where the adult at risk is subject to theft.
* Where the adult at risk is subject to doorstep crime.
* Where the adult at risk is subject to being put under pressure in relation to money or other property (for example scamming, either via mail, telephone or online.
* Where someone persuades/befriends the person to gift or loan money by any means.
* Where the adult at risk is subject to having money or property misused.
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| ENVIRONMENTAL (within a care home or non-regulated activity such as, day support service) |
| When to report using the Non-Safeguarding Notification Form | Examples of when a safeguarding concern should be raised. If you are unsure, consult with your Safeguarding Lead |
| Extra Housing Care – No requirement to submit a Risk Notification Form* Heating problems and supply of hot water
* Inadequate lighting
* Power cut
* Call bells not being heard/not working.
* Hazards in the home; boxes/wheelchairs
* Communal toilets/bathrooms out of use
* Lift out of use
* Fire system not working.
* Kitchen out of use
* Lack of security in the building
* Insufficient fire tests not being undertaken.
* Restriction to access areas of the home
* Floods
* Fire Regulations are not met.
* Lack of furniture and space in communal areas

**Complete the Risk Notification Form where this is not a Notifiable Incident under CQC Regulations (other Statutory Notifications may be required by CQC and this process has no bearing on a provider’s regulatory responsibilities) or if the service is non-regulated.** **Please refer to CQC Notification section below.** Ensure that you review your business continuity plan and ensure it remains fit for purpose. | * Consider the impact on individual(s) and the resident group as a whole.
* Depending upon the seriousness of the situation and/or number of environmental issues, this may need to be addressed within organisational safeguarding.
* Consult with the Safeguarding Lead for your organisation.
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| ACCIDENT(S) INCIDENT(S)/SERIOUS INCIDENT(S) |
| Accident/Incident/Serious Incident | Action to be taken  |
| No requirement to complete a Non-Safeguarding Notification Return. | Provider to follow their own procedures regarding the following: • RIDDOR <https://www.hse.gov.uk/riddor/>• CQC notification <https://www.cqc.org.uk/guidance-providers/notifications/notification-finder> (if you are a regulated service)  |