Safeguarding Adults- S42 (1) Information Gathering Mosaic Guidance

Step 1

Safeguarding Adults – S42(1) Information Gathering

↓

Safeguarding Adults – S42(2) Enquiry

↓

Safeguarding Adults – Review of Safeguarding Plan
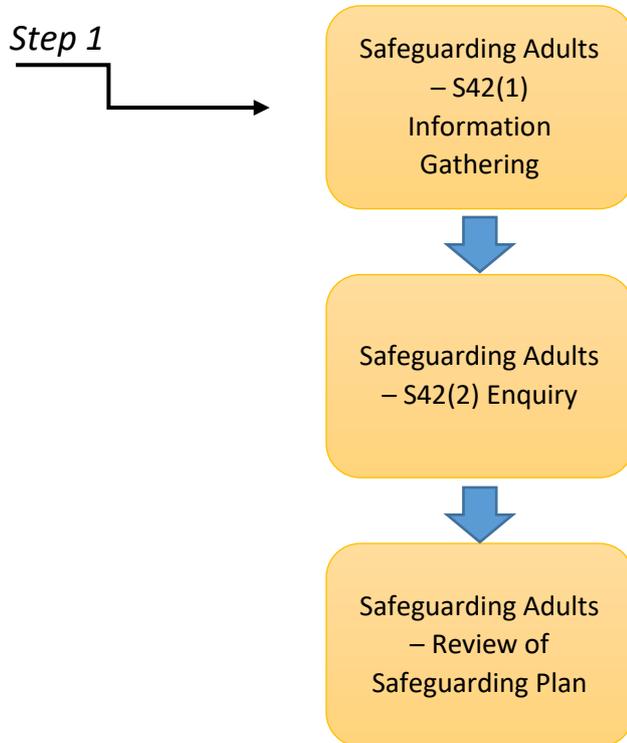
The first step in the Safeguarding workflow, is called **Safeguarding Adults- S42 (1) Information Gathering**.

The Safeguarding S42 (1) workflow step can be generated as an action from your What Matters-Three Conversation workflow, or from 'Start' and 'New' on the person's main page:
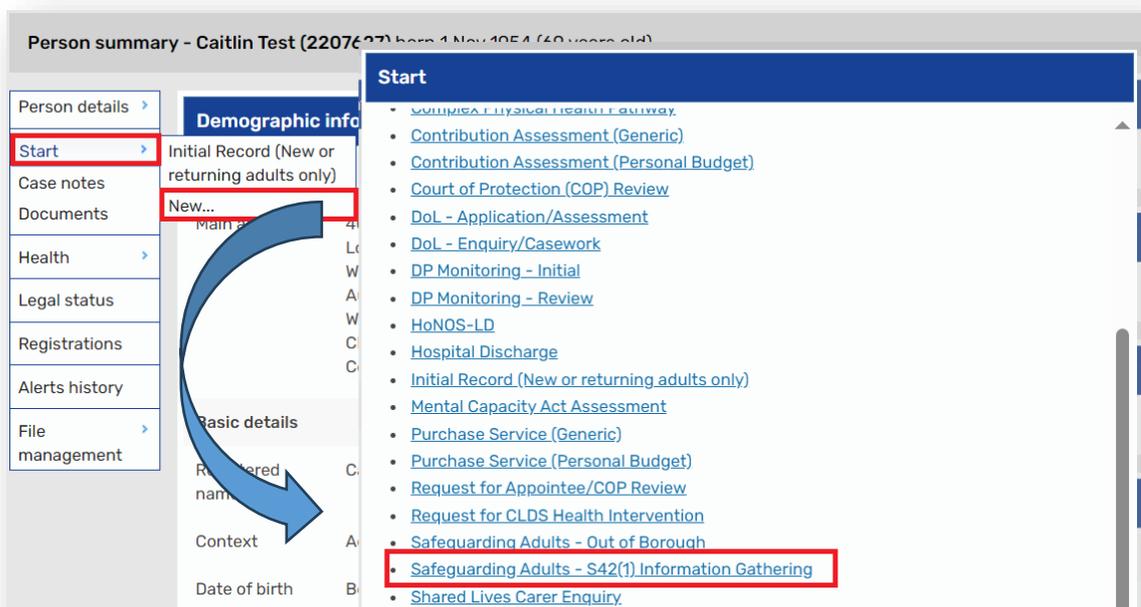
Completing the Safeguarding Adults- S42 (1) workflow step

- When a Safeguarding S42 (1) step opens, there are two forms: the **Safeguarding Adults – S42 (1) Information Gathering** form, and the **Privacy Notice** form.
  If the Privacy Notice form has not been completed previously for this person, you will need to ensure the Privacy Notice details have been explained to the person or advocate if possible, and confirm this either way, at the bottom of the form:

You can find different versions of the Privacy Notice on the [Camden Care Choices website](#)

There are 5 sections of the **Safeguarding Adults – S42 (1) Information Gathering** form.

- **Section 1. Guidance**, provides guidance around the Mosaic process and Safeguarding practice. You are required to tick the box at the bottom of the form, to confirm you have read and understood the guidance:

2

- **Section 2. Basic details of adult at risk**, pulls through the person's details from their main page. If you notice anything here is incorrect or missing, you will need to update these details on the main page, and then come back to this step and 'Refresh' ⟳ .
- Note, *Date of birth, Gender, Sexual Orientation, Ethnicity*, and *Service User Group* are mandatory pieces of information required here:

- At the bottom of Section 2, you will need to add any of the person's health conditions into the table provided. Select 'Add', and choose from the drop-down list of conditions (you can add multiple).
  Note, there is a 'None known' option if this is a non- statutory Safeguarding.
  This is a mandatory table, so at least one entry needs to be added:

- **Section 3. Details of concern.** Firstly, add the details of the person raising the concern. Note, *agency or relation to adult* is mandatory, and you will need to select an option from the drop-down. To enter the person's details either select 'Find' if the person raising the concern is on Mosaic, or 'Manual Input' if not:

- If you answer 'No' to whether the person raising the referral is willing to be contacted further, an additional box will open for you to detail the reasons.
- Under 'Details of concern' there's an expanding text box for you to detail this, and you will need to enter the date the concern was received underneath.
- If you answer 'Yes' to any risks to others, then an additional box will open for you to provide details
- You will also need to answer the '*Are we aware of any similar concerns relating to the adult at risk being raised before?*' question- and note the guidance that if you answer 'Yes', you need to provide further detail in the Worker's analysis and conclusions section (found in Section 4).

- Then select the *type of abuse* from the list provided. You can select multiple if relevant, and there is detailed guidance above to support you to select the correct types:

Type of Abuse

Guidance on types of abuse:

- **Discriminatory abuse** – including forms of harassment, exclusion, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion including hate crime.
- **Domestic abuse** – including psychological, coercive and controlling behaviour, physical, sexual abuse including FGM, financial, emotional abuse; so called 'honour' based violence.
- **Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, misuse or misappropriation of property, possessions or benefits.
- **Modern day slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude.
- **Neglect and acts of omission** –including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Organisational abuse** – ill treatment including neglect and poor care practice within an institution or specific care setting or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation
- **Physical abuse** - including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- **Psychological / Emotional abuse** – including threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks. Includes mate crime.
- **Self-neglect** – this covers a wide range of behaviour covering lack of self-care, neglect of one's health, environment. Includes hoarding and a refusal to engage with services and support to alleviate such issues.
- **Sexual abuse** – including sexual exploitation, rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or indecent exposure.

Primary Abuse Type

- ☐ Discriminatory
- ☑ Financial & Material
- ☐ Organisational abuse
- ☐ Sexual Abuse
- ☐ Domestic Abuse
- ☐ Modern Day Slavery
- ☐ Physical abuse
- ☑ Psychological/Emotional
- ☐ Neglect & Acts of Omission
- ☐ Self Neglect

- Note the cuckooing question underneath the abuse list which is mandatory:

- **Cuckooing** is a practice where people take over the home of a vulnerable person and use the property for their own benefit, to facilitate exploitation or establish a base for criminal activities, such as drug dealing. It can form part of many types of abuse, including financial, psychological and physical, and can also be linked to other forms of exploitation and crime such as mate crime, county lines and modern slavery. It is sometimes also known as 'home invasion'.

Does this involve cuckooing / home invasion?*

○ Yes   ○ No

- If the concern/s raised are in relation to an organisation, select 'Yes' under the *Organisation concerns* section, and use 'Find' or 'Manual Input' to add the organisation:

Organisation concerns

Is this concern about quality of service, or any other aspect of service provision, in an organisation?*

⦿ Yes   ○ No

Find **Find** **Clear** **Manual Input**

Name [   ] ⚙

Address [   ] ⚙

Telephone [   ] ⚙

- Please note the guidance below this around reporting any quality concerns to commissioning:

Quality concerns

Quality Alerts/Concerns

Practitioners have a duty to report any safeguarding and quality concerns to commissioning colleagues in relation to commissioned providers via the QualityAssurance2@camden.gov.uk inbox

The safeguarding process should still be followed for any safeguarding concerns however please copy in Quality Assurance if it is in relation to a commissioned provider:

The following examples may be appropriate to close at the 42.1 stage. However, ensure that information is shared with quality assurance, as they still constitute a quality concern:

- Staff error on one occasion causing little or no harm, e.g. skin friction mark due to ill-fitting hoist sling
- Moving and handling procedures not followed on one occasion not resulting in harm
- Adult does not receive prescribed medication (missed/wrong dose) on one occasion - no harm occurs
- Isolated incident where adult is spoken to in a rude or inappropriate way – respect is undermined but little or no distress caused
- Missed home care visit on one occasion - no harm occurs
- Care plan does not address assessed needs/or is not followed on one occasion and no harm occurs
- One off incident of low staffing due to unforeseen circumstances
- Isolated incident involving adult on adult not resulting in harm or distress
- Person has fallen and sustained an injury. Risk assessment in place and was followed

---

- **Section 4. Three Stage Criteria and immediate risks.** Detail the views of the adult at risk in the text box provided.
- Under *Immediate risks*, if you select 'Yes' that there is an immediate risk, an additional text box opens for you to detail the *Immediate risk management plan*.

- Complete the *Three Stage Criteria*. If you select 'Yes' for all three, then the person has met the criteria to progress with the enquiry.

- If you select 'No' for any of the *Three Stage Criteria*, then an additional question opens, where you can select whether a non-statutory enquiry would be appropriate:

- Under the W*orker's analysis and conclusions*, you will find guidance around the decision to progress into S42 (2) or not. Add your conclusions and recommendations into the text box provided, and tick the V*erification signature* tick box- which will automatically add your name, team, date and time against it:

- Note, the section underneath ('*Manager's Decision*') is for your manager to complete.

Nicola Antoni, v3 Jan 2024

Tasking the S42 (1) to your manager for authorisation

- Once you have completed sections 1-4, you need to send a request to your manager for authorisation. This is mandatory in this workflow (you will not be able to finish this step without authorisation completed).

- Using the toolbar, select the 'Requests' icon [icon] .

- A 'New Request' box will pop up, and you select '*REQUIRED Safeguarding Adults- Managers Decision/ Feedback*'. You can add a note in the text box provided, and then select 'Find'- choosing your manager. Then click 'OK'.
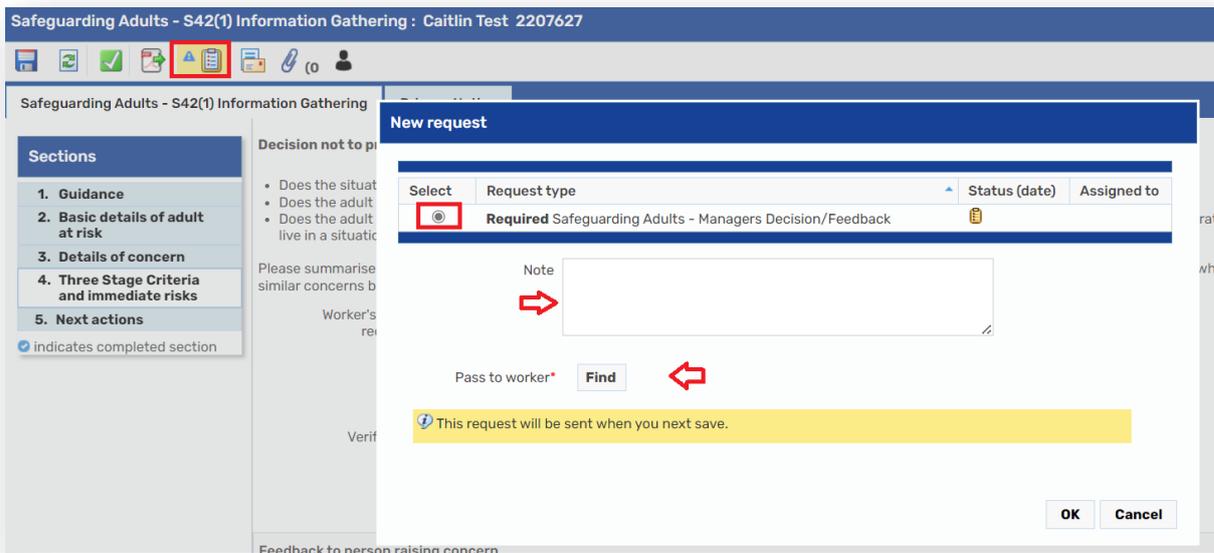
- You will know this request has been made, if you click on the 'Requests' icon again, and can see it has added:

- Save and Close this workflow step [icon] , and wait for this to be authorised.

Managers: Authorising the S42 (1)

- You need to resume the S42 (1) workflow step completed by the practitioner, to read the recorded S42 (1) information, authorise, add comments and make a decision as to whether this will progress.

- In your Current Work folder, under **Incoming Requests**, you will find the request sent to you for authorisation. Click on the task to open the summary page, and then select 'Resume':

- Once the S42 (1) workflow step is open, ensure the practitioner has read section 1 (tick box required at bottom of the page), and check/ read sections 2-4 completed by the practitioner.

- Under **Section 4. Three Stage Criteria and immediate risks**, there is a *Manager's Decision* section for you to complete.

  - Decide if this is progressing to a S42 (2), a non-statutory enquiry, or if the S42 (1) is ending here. Add your comments in the text box provided, and tick the 'Form agreed by manager' tick box- which will automatically add your name, team, date and time against it:
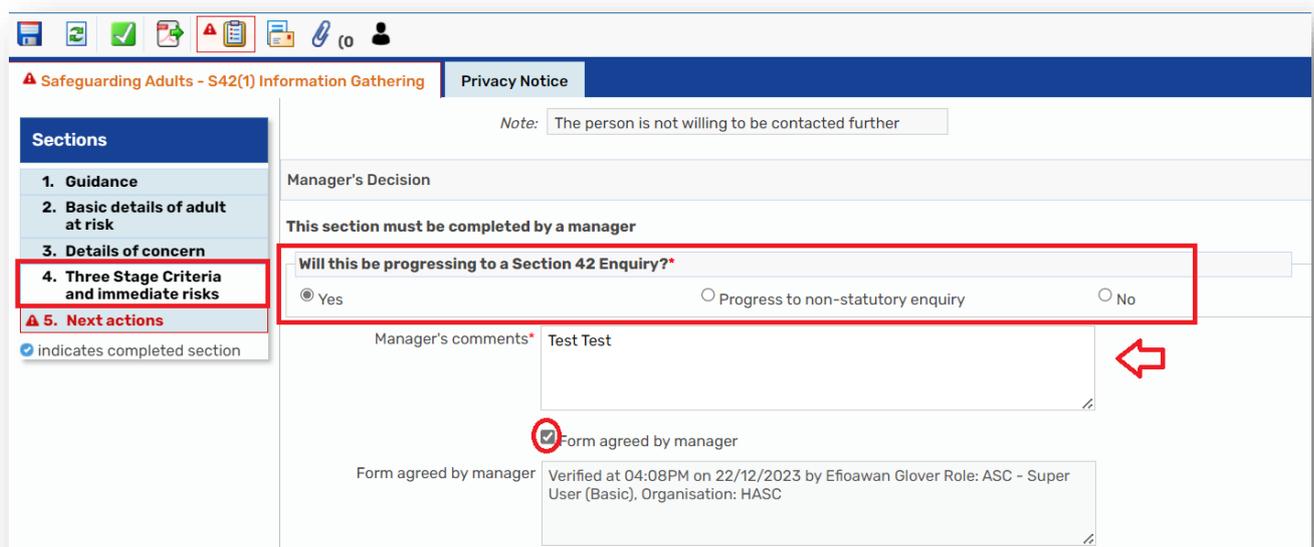
- Lastly, select the 'Requests' icon in the toolbar, and click on the authorisation task which was assigned to you:

- Select 'Completed' if you are authorising the S42 (1), or 'Returned' if further work is required by the practitioner, and click 'OK':

- Note, if you select 'Returned', the practitioner will need to send you another authorisation task once the further work has been completed, for this to be authorised again. The practitioner cannot finish this step, without this authorisation task being completed.

- Then Save and Close this workflow step (for the practitioner to resume for the next actions), using the ☒ icon.

Selecting an Action, and finishing the S42 (1)

- Resume your S42 (1) workflow step.
- You will note that under **Section 4. Three Stage Criteria and immediate risks**, your manager has added details under the *Manager's Decision* section, and decided on how to progress. Your manager will have also authorised the task you sent via the 'Requests' icon.

- To finish this workflow step, you need to select an Action. Go to **Section 5. Actions Taken**, select 'Add', and choose an outcome from the drop-down list:
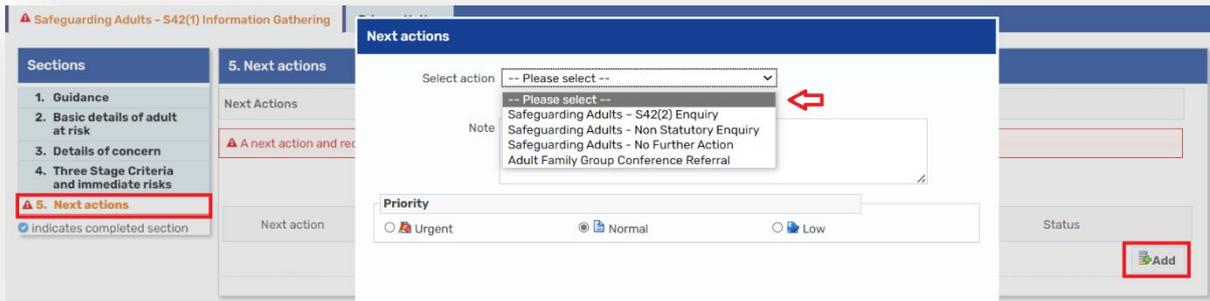
Please note:

- For Family Group Conference, you also need to select the forms and letter icon and create the **Adult Family Group Conference Referral Form.** This is an additional referral form specific to FGC that's required.

- If you choose **Safeguarding Adults- S42 (2) Enquiry**, or **Safeguarding Adults – Non Statutory Enquiry**, then you need to either select 'Find' or 'Assign to me' to allocate this next step to a worker/ yourself, or choose a team from the drop-down list:
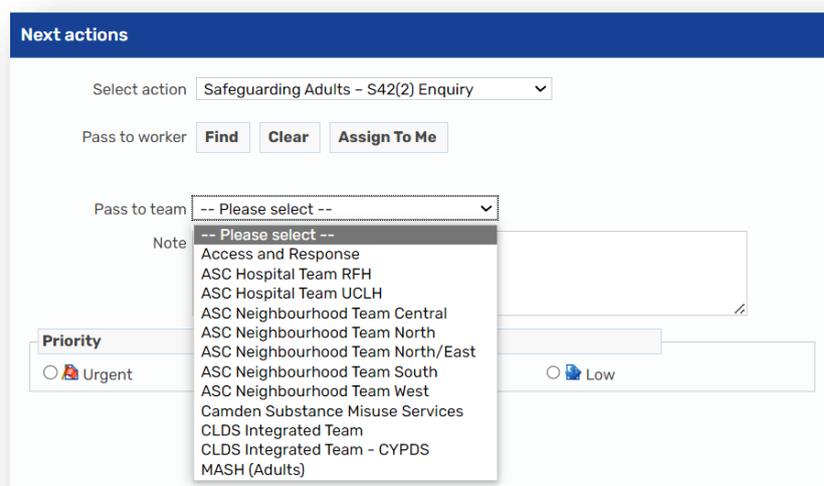
- If you choose **Safeguarding Adults- No Further Action**, then select a 'Reason' from the drop-down list provided:

- The action you choose here is also determined by what your manager selected as an outcome in their 'Manager's Decision' section.
  If your manager for instance has selected 'Yes' to progressing to a Section 42 Enquiry, and you choose a different action of Safeguarding Adults- Non Statutory Enquiry instead for example, a warning message will appear informing you of the correct action to be selected here:

- Once your action has been selected, you can FINISH this S42 (1) workflow step, via the green tick icon in the toolbar [✓] .

- If you have selected a next action of **Safeguarding Adults- S42 (2) Enquiry**, or **Safeguarding Adults – Non Statutory Enquiry**, then you will see this workflow step waiting under 'Current Work' on the person's main page.

  Both these workflow steps will be called *Safeguarding Adults- S42 (2) Enquiry* (whether you selected S42 (2) Enquiry or Non Statutory Enquiry as an action, as they are the same step):