

Adult Social Care My Safeguarding Experience Survey



● Background

The Care Act 2014 has incorporated Making Safeguarding Personal (MSP) into the Statutory Guidance. Making Safeguarding Personal means that professionals should try to ensure that safeguarding is led by you and focuses on the outcomes that you would like to achieve wherever possible. It means that professionals will speak to you about how best to respond to your safeguarding situation in a way that involves you and gives you choice as well as trying to improve your quality of life, wellbeing and safety.

As part of our ongoing commitment to safeguarding adults, we want to hear your views about your safeguarding experience. Your feedback will be used to help us understand how it feels for people; what is working well and what can be done to improve the support offered. We have developed a short online survey aimed for adults who have recently been through a safeguarding experience and would like to share some of their experiences with us. The short online survey, asks the following three questions:

- Did you feel you were fully involved and included during the safeguarding, and did you feel your views and wishes were listened to?
- During your safeguarding experience, were the most important things that you wanted to see happen, achieved?
- Is there anything that we could have done differently that would have improved your experience

● The survey can be carried out in the following ways:

- You can be sent the link to the online survey where you can complete the survey yourself.

Or

- Your social worker can carry out the survey with you by telephone/in person /virtually via MS Teams, with the social worker recording your feedback and responses onto the online form.
- If you'd like to speak to somebody independent from the social worker, then a member of the Safeguarding Adults Team from Coventry City Council or Coventry & Warwickshire Partnership Trust (CWPT) or Coventry Safeguarding Adults Board (CSAB) can contact you and carryout the survey with you over the telephone and record your feedback and responses on the online form.

If you'd like to complete the survey yourself, the link is below or scan the QR code or contact your social worker.



<https://forms.office.com/e/3bgsQCMgTA>

If you'd like to discuss your experience with a member of the Safeguarding Adults Team (Adult Social Care) email - **safeguardingadultsteam@coventry.gov.uk**
Or if you'd like to speak with someone independent from Adult Social Care to discuss your experience, contact Coventry Safeguarding Adults Board (CSAB) - **coventrysab@coventry.gov.uk**

Or if you are supported by Mental Health Services you can discuss your experience with a member of the Safeguarding Team at Coventry & Warwickshire Partnership Trust (CWPT) - **safe.guarding@covwarkpt.nhs.uk**

If you require this information in another language or format please email **safeguardingadultsteam@coventry.gov.uk**

Jeśli potrzebujesz zawartych informacji w innym języku lub formacie, prosimy o wiadomość e-mail na adres safeguardingadultsteam@coventry.gov.uk

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ safeguardingadultsteam@coventry.gov.uk: 'ਤੇ ਈਮੇਲ ਕਰੋ

اگر آپ کو یہ معلومات کسی دوسری زبان یا فارمیٹ میں درکار ہوں تو براۓ مہربانی safeguardingadultsteam@coventry.gov.uk پر ای میل کریں۔

إذا اردت الحصول على هذه المعلومات بلغة أو تنسيق آخر، يرجى إرسال بريد إلكتروني إلى safeguardingadultsteam@coventry.gov.uk

Dacă aveți nevoie de aceste informații într-o altă limbă sau format, vă rugăm trimiteți email la: safeguardingadultsteam@coventry.gov.uk

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