

Version: 2 FOI Status: Public	Derbyshire County Council – Adult Social Care & Health Practice Standard Review and Safeguarding Practice Standard Review Practice Guidance	Issued: August 2024 Review Due: August 2025 Author: Practice Standards & Quality Team
----------------------------------	---	---

# Derbyshire County Council - Adult Social Care & Health

## Practice Standard Review and Safeguarding Practice Standard Review Practice Guidance

### Version 2

<b>Contents</b>
-----------------

Introduction .....	2
Completing the PSR/SPSR .....	2
Practice Standards Review: PSR .....	3
Safeguarding Practice Standard Review: SPSR .....	3
PSR/SPSR – Quality Assurance Plan/Action Plan .....	4
Overview of the sections within the PSR/SPSR .....	5
Actions following PSR or SPSR .....	6
Quality Assurance Oversight.....	6
Author History .....	6

This process and guidance will be reviewed in 12 months and updated based on experience, learning and feedback. If you have any comments and /or recommendations for improvements, please email your ideas to: [ASCH.PracticeStandardsandQuality@derbyshire.gov.uk](mailto:ASCH.PracticeStandardsandQuality@derbyshire.gov.uk).

If you would like to make any comments, amendments, additions etc please email [ASCH.adultcare.policy@derbyshire.gov.uk](mailto:ASCH.adultcare.policy@derbyshire.gov.uk)

Version: 2 FOI Status: Public	Derbyshire County Council – Adult Social Care & Health Practice Standard Review and Safeguarding Practice Standard Review Practice Guidance	Issued: August 2024 Review Due: August 2025 Author: Practice Standards & Quality Team
----------------------------------	--	---

## Introduction

The Practice Standard Review (PSR) and Safeguarding Practice Standard Review (SPSR) tools for Adult Social Care (ASC) are quality assurance processes which contribute to improved outcomes for local people and ensure compliance with our statutory duties under the Care Act (2014). The PSR/SPSR process and associated guidance have been collaboratively designed by colleagues and people with lived experience.

The PSRs and SPSRs have been incorporated into one Practice Standard Review Mosaic workstep. Whilst similar in structure, there are some key differences between the two, which this guidance aims to clarify. The guidance also explains the process to be followed when completing the reviews.

## Completing the PSR/SPSR

Both PSRs and SPSRs are embedded in Mosaic and are accessible through the *Start* menu.

The Practice Standards and Quality team will select a Mosaic PIN and will allocate the PSR/SPSR worksteps to each area group manager. It is the responsibility of the group manager to then allocate the PSRs/SPSRs to service managers for completion. The group manager will allocate the reviews to a service manager within their area, other than the one responsible for that PIN, to enable the element of peer review.

**Please note:** SPSRs *must* be completed by a service manager. PSRs can be delegated to a senior practitioner but the workstep should remain allocated to the service manager.

### Additional Review or Self Review

Whilst there is an expectation of the number of routine reviews to be completed per review period, this is the minimum requirement. In addition to routine reviews, additional and self-reviews may also be completed.

The forms can be located on Mosaic as follows:

*Start* → *Practice Standards Review*

From here, in the *start menu*, select that you wish to complete a *Practice Standards Review* or a *Safeguarding Practice Standards Review*. In *next actions*, the workflow can then be allocated as required.

### PSR/SPSR - Feedback from People with Lived Experience

As part of the PSR/SPSR, adults with lived experience (or their representative) *should* be contacted for feedback. If this is not possible, feedback from a professional involved is appropriate. In circumstances where it is not safe or appropriate to do so, the reasons should be noted within the PSR/SPSR

If the person contacted wishes to give feedback anonymously, then please see Connect - [Welcome to our practice framework](#) for the anonymous feedback form, an easy read version, and the forms guidance.

Version: 2 FOI Status: Public	Derbyshire County Council – Adult Social Care & Health Practice Standard Review and Safeguarding Practice Standard Review Practice Guidance	Issued: August 2024 Review Due: August 2025 Author: Practice Standards & Quality Team
----------------------------------	---	---

**Practice Standards Review: PSR**

The outcome of a PSR aims to:

- improve outcomes for local people by actively identifying good practice and areas for improvement plus embedding any learning
- ensure we are continuously striving to improve the quality of our service
- embed the Practice Framework, promote professional growth and organisational development by identifying and sharing best practice
- promote equality and inclusion

***Each PIN is to be reviewed in its entirety, including any hospital admissions/discharges and safeguarding worksteps. It is suggested that the reviewer focus on work completed within the last 12 months however it is at the discretion and judgment of the colleague completing the PSR.***

There is an expectation that each service manager will complete *one routine* PSR per review period. The schedule for PSR completion is *January, May, July, and November*.

**PSR Scoring**

Scoring is based on the [Practice Standards](#):

1. *We make connections and build relationships with people, parents, and carers.*
2. *We listen to people and understand what matters to them.*
3. *We work with people to understand what a good life looks like for them.*
4. *We know the law and make ethical and defensible decisions.*
5. *We work with people to manage risks.*
6. *We record in a clear, relevant, accurate and proportionate way.*

Please ensure a rationale for PSR scoring is given, complete with reference to the [Practice standards review](#) documents which can be found on Connect.

**Safeguarding Practice Standard Review: SPSR**

The SPSR aims to provide a consistent approach to quality assurance of safeguarding practice.

**The 6 principles of Adult Safeguarding are:**

1. Empowerment
2. Prevention
3. Proportionality
4. Protection
5. Partnership
6. Accountability

**The aims of adult safeguarding are to:**

- prevent harm and reduce the risk of abuse or neglect to adults with care and support needs

Version: 2 FOI Status: Public	Derbyshire County Council – Adult Social Care & Health Practice Standard Review and Safeguarding Practice Standard Review Practice Guidance	Issued: August 2024 Review Due: August 2025 Author: Practice Standards & Quality Team
----------------------------------	---	---

- stop abuse or neglect wherever possible
- safeguard adults in a way that supports them in making choices and having control about how they want to live
- promote an approach that concentrates on improving life for the adults concerned
- raise public awareness so that communities, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect
- provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult

**The outcome of a SPSR aims to:**

- improve outcomes for local people by actively identifying good practice and areas for improvement plus embedding any learning
- ensure we are continuously striving to improve the quality of our service
- embed the Safeguarding Quality Practice Standards, promote professional growth and organisational development by identifying and sharing best practice
- promote equality and inclusion

***Each specified safeguarding concern is to be reviewed in its entirety; workflow IDs will be provided for ease of identification.***

There is an expectation that each service manager will complete *one routine* SPSR per review period. The schedule for SPSR completion is *March and September*.

**SPSR Scoring**

Scoring is based on the [Safeguarding Practice Standards](#):

1. *Making Safeguarding Personal*
2. *Making Enquiries*
3. *Effective Planning and Review*
4. *Professional Behaviour and Values*
5. *Recording and Sharing Information*
6. *Leadership and Management*

Please ensure rationale for SPSR scoring is given, complete with reference to the [Practitioner safeguarding practice standards](#) documents which can be found on Connect.

When conducting a SPSR, be mindful of whether the safeguarding referral was inappropriate or not. Utilise the Decision-Making Guidance, published on Derbyshire Safeguarding Adults Board website.

<b>PSR/SPSR – Quality Assurance Plan/Action Plan</b>
--

***If any concerns are identified during the review which need immediate attention, please escalate immediately to the responsible service manager, or group manager in their absence, and record the details.***

Version: 2 FOI Status: Public	Derbyshire County Council – Adult Social Care & Health Practice Standard Review and Safeguarding Practice Standard Review Practice Guidance	Issued: August 2024 Review Due: August 2025 Author: Practice Standards & Quality Team
----------------------------------	--	---

The Quality Assurance plan can be used to identify any actions required and how these will improve outcomes for the person.

It is expected that the reviewer will record the appropriate action, who they have identified is responsible for this action, the date they plan to inform the responsible person of the action and the date this has been completed.

When considering actions required, please consider which actions would be appropriate to record in the workstep and where it may be more suitable to make recommendations for supervision discussions directly with the practitioner’s line manager. This is best practice to ensure the practitioner is supported appropriately, with their line manager having knowledge of support needs, if applicable.

Where good practice has been identified, the reviewer can complete a *Notification for Best Practice Log* through the clipboard in the PSR/SPSR workstep. This will be sent directly to the Practice Standards and Quality team who may utilise the good practice within future training materials, such as Connect pages or Practice Week, to support the learning of other colleagues.

<b>Overview of the sections within the PSR/SPSR</b>
---

Section	Details
1. Review Details	To be completed by the Reviewer.  <i>For routine reviews, Reason for review, Workstep ID and Quality Assurance Focus will be completed by the Practice Standards and Quality team. For Additional reviews, this will need to be completed by the reviewer.</i>
2. Feedback from People with Lived Experience	To be completed by the Reviewer.  <i>The lived experience feedback should be taken into consideration when scoring each standard.</i>  <b><i>For SPSRs this is additional feedback, separate to Section 5 feedback within a Safeguarding Concern.</i></b>
3. Scoring	To be completed by the Reviewer using the Practice Standards documents and the Safeguarding Practice Standards documents.
4. Quality Assurance Plan	Action plan to be completed by the reviewer then shared with the responsible line manager.  Once complete, the reviewer should tick the box to indicate completion. A <i>request</i> should then be created through the clipboard in the workstep for authorisation by the group manager.

Version: 2 FOI Status: Public	Derbyshire County Council – Adult Social Care & Health Practice Standard Review and Safeguarding Practice Standard Review Practice Guidance	Issued: August 2024 Review Due: August 2025 Author: Practice Standards & Quality Team
----------------------------------	--	---

**Actions following PSR or SPSR**

The practitioner’s line manager should use the feedback from the PSR/SPSR for discussion in supervision.

When positive feedback is obtained from an adult or their representative, this should be shared with [your.views@derbyshire.gov.uk](mailto:your.views@derbyshire.gov.uk) to be logged as a compliment. Additionally, if a complaint is made upon obtaining feedback and is not addressed upon point of contact, please follow the [Corporate Complaints Procedure](#).

**Quality Assurance Oversight**

Both PSR and SPSR activity will be moderated. Moderation is a quality assurance process which helps identify any inconsistencies or changes needed within the PSR and SPSR process. The moderation panel will have four core members with the option of additional members if required.

**PSR moderation will occur as follows:**

MIT Request Return Date	Allocate to Group Managers	Date PSRs to be completed by	Date completed PSRs to be sent to moderators	Date Moderation Panel to be held
1 April	1 May	31 May	15 June	Mid July
1 June	1 July	31 July	15 August	Mid September
1 October	1 November	30 November	15 December	Mid January
1 December	1 January	31 January	15 February	Mid March

**SPSR moderation will occur as follows:**

MIT Request Return Date	Allocate to Group Managers	Date SPSRs to be completed by	Date completed SPSRs to be sent to moderators	Date Moderation Panel to be held
1 February	1 March	31 March	15 April	Mid May
1 August	1 September	30 September	15 October	Mid November

The Practice Standards and Quality team will have oversight of data analysis. Practice Standards performance data, to include emerging themes, will be shared with the Quality Assurance Board and Senior Leadership team, and will contribute to learning and development within ASC.

**Author History**

**Approval and Authorisation History**

Authored by: Practice Standards and Quality team October 2023

**Change History**

Version 1	Practice Standards and Quality team	New guidance	October 2023
Version 2	Practice Standards and Quality team	Reviewed and updated	August 2024